

**Montgomery County Public Service Authority (PSA)**  
**755 Roanoke Street, Suite 2C, Christiansburg, VA 24073**  
**Phone: (540)382-6930 Fax: (540)382-5783**

**APPLICATION FOR WATER AND/OR SEWER SERVICE**

Customer Information	
<b>Name</b>	_____
<b>Property Address</b>	_____ _____
<b>Billing Address</b>	_____ _____
<small>(if different from property address)</small>	_____
<b>Phone Number</b> _____	<b>Driver's License Number</b> _____
<b>Email Address</b> _____	<small>(required for e-mailed statements)</small>
<small>(please check one)</small>	<b>Owner</b> <input type="checkbox"/> <b>Renter</b> <input type="checkbox"/>
Have you ever had an account with the Montgomery County PSA?	Yes / No
How would you like to receive the Utility Billing Statement?	mailed / e-mailed / both
Would you like to set up ACH withdrawal for your monthly bill?	<small>if yes, Bank Draft Authorization Form is required</small> Yes / No
Date to Start Service _____	water & sewer / water only / sewer only
Owner Information	
<b>Name</b>	_____
<b>Owner Mailing Address</b>	_____ _____

I certify that the above information is true and that I have read and agree to the "TERMS AND CONDITIONS FOR WATER/SEWER ACCOUNTS" on the reverse side of this form:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Print name: \_\_\_\_\_

For PSA use only:	
<b>Account #</b> _____	<b>Deposit Amount</b> _____
<b>Route #</b> _____	<b>Transfer Fee</b> _____
<b>Read Seq</b> _____	<b>Miscellaneous Fee</b> _____
<b>Customer #</b> _____	<b>Water Facility Fee</b> _____
<b>Forms Required:</b>	<b>Sewer Facility Fee</b> _____
<b>Renters:</b>	<b>Water Connection Fee</b> _____
<b>Lease</b> _____	<b>Sewer Connection Fee</b> _____
<b>Photo ID</b> _____	<b>Sewer Pump Station Fee</b> _____
<b>Owner Form</b> _____	<b>Road Crossing Fee</b> _____
<b>ACH Authorization</b> _____	
<b>Owners:</b>	
<b>Closing Papers</b> _____	<b>Total Fees Collected</b> _____
<b>Photo ID</b> _____	
<b>ACH Authorization</b> _____	
<b>New Connections:</b>	<b>Payment Type</b> cash / check / credit card
<b>Availability Letter</b> _____	
<b>Completed By</b> _____	

## TERMS AND CONDITIONS FOR WATER/SEWER ACCOUNTS

No water/sewer lines or additional water/sewer lines shall be extended from the premises of the account to serve any other property or building.

1. Water meters may not be tampered with or accessed for any reason.
2. The PSA will not be responsible for water flow or pressure to building in the event either is inadequate due to building elevation or size of public water main.
3. The PSA will not be responsible for any interruption of service for any reason.
4. The PSA will not be responsible for continuing to furnish water and/or sewer service to said premises in the event furnishing said service from any connection, in the judgement of the PSA authorized official(s), proves detrimental to one or more customers of the PSA water and/or sewer system. Furthermore, the PSA may after 30 days written notice to the current account holder, successors or assigns, discontinue water and/or sewer service to said premise without refund by the PSA for any expenses incurred by the current account holder, successors or assigns in making any connection to the to the PSA water/sewer system.
5. Bills are mailed out monthly. Bills are due 20 days after the billing date and if not received by the 20<sup>th</sup> day, a 10% penalty will be added.
6. PSA will require two (2) working days to collect final meter reading and turn off water meter after notification by customer named in the account.
7. Service will be disconnected if bill is not paid 50 days after the billing date, (30 days after due date). The PSA is not responsible to provide prior notice before disconnection of service. A \$50 disconnection fee shall be charged for water only and water & sewer accounts. A \$100 disconnection fee shall be charged for sewer only accounts. Once service is disconnected, the total account balance (bill amount, 10% late penalty and disconnection fee) must be paid to restore service.
8. The PSA will utilize available methods to collect on delinquent accounts to include property liens and warrant in debt process that could result in income tax setoff or garnishment of wages.
9. In the event water/sewer service is disconnected at the request of the owner, in writing, all applicable facility and connection fees must be paid to reestablish service, unless the monthly service fee is paid for each service.
10. In the event water/sewer service is disconnected for a period of 3 years or more for nonpayment of a bill, all facilities will be physically removed by the PSA, and all applicable facility and connection fees must be paid to reestablish service.
11. Providing false information on this form may be cause to disconnect service and may be cause for legal action against those certifying false information.
12. Accounts will be closed 10 business days after disconnection for nonpayment if the outstanding account balance is not paid in full. After closing the account, the security deposit shall be applied to the account balance. The PSA will bill any remaining account balance or refund any funds leftover. To reestablish the account after the 10th day, a new account with all required documentation, transfer fee, payment of any outstanding balance, and new security deposit shall be required.
13. In the event of an account being closed for nonpayment twice within a rolling 12 month period, the customer will be required to provide a security deposit of \$150.00 for each service. If the same account is closed 3 times within a rolling 12 month period, the customer will be required to provide a security deposit of \$180.00 for each service. Any security deposit collected shall be refunded without interest, when service is discontinued, after deducting any outstanding account balance.

### Payment Options:

- Mail: Montgomery County Public Service Authority P.O. Box 71127 Charlotte, NC 28272-1127
- In Person: Montgomery County Treasurer's Office 755 Roanoke Street Suite 1B Christiansburg VA 24073
- In Person: Atlantic Union Bank (branches that are located in Montgomery County) \*Bank payments should be made at least three (3) days prior to the due date to allow time to transmit payment information from the bank to the PSA\*
- Online at [www.montva.com](http://www.montva.com) or by telephone at 1-877-690-3729 Jurisdiction Code 1070 (note: a convenience fee will apply)
- ACH Withdrawal: sign up at Financial & Management Services 755 Roanoke St Suite 2C Christiansburg VA 24073

<b>Summary of Fees Effective July 01, 2024</b>			
	<b>Water</b>		<b>Sewer</b>
Rates	\$14.42 per 1,000 gallons		\$10.55 per 1,000 gallons
Service Fee	\$6.50 per month		\$6.50 per month
Water Operations Fee (VDH Surcharge)	\$0.25 per month		N/A
Flat Rate Sewer Fee	N/A		\$46 per month
Security Deposit (returned when account is closed and all fees/charges paid)	\$120.00		\$120.00
Disconnection Fee	\$50	\$50 water & sewer	\$100
Transfer Fee	\$25 per transaction		
Insufficient Funds Fee	\$50		
Meter Trip Fee (After Hours Service, Re-Reads, Turn-Off/On)	\$25	\$50 after hours	
Water Meter Calibration Fee	\$50		
Bulk Water Meter Deposit	\$100		
Bulk Water Sales Rate	\$12.11 per 1,000 gallons		