Town of Front Royal
Finance Department
15 N Royal Ave
Front Royal VA 22630
Phone: 540.635.7799 Fax: 540.635.2298

Enclosed is an application for utility service connection or disconnection. Please complete the following steps to insure proper scheduling of your service request. Service connects/disconnects will only be completed Monday – Friday. Please allow at least 10 days before request is due when mailing application, also it would be advised that you call to make sure the office received your request.

All signatures MUST be notarized!

Include a $5.00 processing fee for connection of services!

Include deposit or letter of credit, you must have the correct deposit amount. Please call the Finance Department to get the correct deposit amount due.

Include date of request, complete street address & apartment number (if needed)

Include billing name and address

You must include a valid telephone number – this will enable our office to contact you if there are problems with this request.

*If you have any questions or concerns please don't hesitate to contact the

Finance Department

RETURN THIS PAGE ONLY
Town of Front Royal
Utility Application

All information must be completed and all signatures must be notarized.
Applicant's Name _____
Service Address _____
Mailing Address _____
Social Security # or FIN # _____
Home Telephone _____ Work Telephone _____

Co-Applicant's Name _____
Social Security # or FIN # _____
Home Telephone _____ Work Telephone _____
Have you had service with the Town of Front Royal previously?
_____ Yes _____ No
If yes, when & where? _____

Date you desire to have services connected _____

If this application is to disconnect services:
Account #_____
Date you desire to have services disconnected_____

Do you Lease _____ or Own? _____ (Attach copy of lease/proof of ownership)

If you lease: Property owner's name _____
Property owner's address_____
Property owner's telephone #_____

I (applicant and/or co-applicant) hereby request the Town of Front Royal to provide utility services at the above service location. I (applicant and/or co-applicant) agree to pay all charges for services rendered as a result of this request. I understand and agree that failure to pay any amount due to the Town of Front Royal may result in termination of services and legal action for the collection of such sums plus interest, court costs and legal expenses and fees. I have read and signed the Service agreement provided by the Town of Front Royal and have by signing the following document agrees to adhere to this document.

_____ _____
Signature (Applicant) Signature (Co-Applicant)

Notary:
State of _____ City/County of _____
On_____
The individual(s) whose name is signed to the foregoing instrument appeared before me, acknowledged the foregoing signature to be his/hers, and having been duly sworn by me, made an oath that the statements in the said instrument are true.
My commission expires _____ Signature _____

Town of Front Royal, Virginia
Electric, Water, Sewer and Solid Waste Service Agreement

This Service Agreement is made between the undersigned ("Customer") and the Town of Front Royal, Virginia.

In exchange for services described on Work Order #_____, incorporated herein by reference, customer agrees to the following:

DEPOSIT

Amount
For an existing residential service location, the deposit required for Town utility services shall be an amount equal to the highest monthly bill for that location during the preceding twelve (12) months or One Hundred and Twenty-five Dollars ($125.00), whichever is greater.

For an existing commercial service location, the deposit required for Town utility services shall be an amount equal to the highest monthly bill for the location during the preceding twelve (12) months or Two Hundred Dollars ($200.00), whichever is greater.

To calculate the amount of the deposit for newly established residential or commercial service locations, the Front Royal Department of Finance shall establish the deposit at an amount equal to the Customer's anticipated monthly usage of water and electric service, as may be the case.

If, at any time, the Customer's deposit is waived or returned, as set forth below, but the Customer's service subsequently is terminated for nonpayment or the Customer has made four late payments during any twelve (12) month period, a deposit, is an amount as set forth above, shall be required.

Deposit Waiver
Notwithstanding the foregoing, no deposit shall be required when and acceptable credit history is furnished by the Customer from a previous utility provider. Acceptable credit history is defined as a customer who can demonstrate that during the previous twelve (12) months his bills were paid with no more than four (4) late payments on a monthly billing system or no more than two (2) late payments on a bimonthly system.

Payment of Deposit
Payment of the deposit is due upon execution of the service work order. In lieu of the foregoing, when the required deposit for a residential Customer exceeds One Hundred Dollars ($100.00) but is less than Two Hundred Dollars ($200.00), the customer may request a payment agreement from the Finance Department, with at least One Hundred Dollars ($100.00) at the time the work order is executed and pay the balance of the deposit along with payment for the first month's service. When the required deposit exceeds Two Hundred Dollars ($200.00), the deposit may be paid in two equal installments with one half due when the work order is signed and pay the remaining half along with payment for the first month's service.

Interest and Refunds
Deposits shall be held in an interest bearing account.

Deposit plus interest shall be refunded either: (1) upon termination of the service account in an amount equal to the deposit and accrued interest minus any amount deducted to satisfy Customer arrearages or other debts owing to the Town; or (2) upon the Customer's request after a period of twelve (12) months of service during which there were no more than four delinquent payments. Upon request of a refund, the Director of Finance shall first ensure that Customer does not have any debts owing to the Town. If the customer is indebted to the Town, the Director of Finance will apply any refund toward satisfaction of these debts prior to the refund of any money to the Customer.

COMPLIANCE WITH LAW

Customer agrees to comply with all local ordinances concerning these services including all new rate schedules and fees that the Town Council may adopt.

PAYMENTS

Due Date – Fines and Charges

All payments for water, sewer, electric, and solid waste collection services shall be due at the Finance Department by the close of business within 20 days of the date of billing. Accounts, for which full payment is not received within 20 days, are delinquent. A late charge of 2% of the delinquent bill immediately shall be charge to the delinquent account. If the account remains delinquent for 10 days after the original notice, an additional service charge of $10.00 shall be charged. Finally, a service charge will be required to reconnect services that have been discontinued due to nonpayment. If the reconnection occurs during normal business hours, the reconnection fee shall be $20.00 for the first reconnection, $30.00 for the second reconnection, $40.00 for the third reconnection, and $50.00 for every reconnection thereafter.

Place of Payment

Payments shall be made by mail, at the deposit box in the front of the Finance Department, in person at the Finance Department, by credit card via telephone or at a designated bank.

Allocation of Payment

Customer recognizes and accepts that during a delinquency in the payment for any service, any subsequent payment received will be applied against the most delinquent account which is not subject to a defense of any applicable statute of limitations.

TERMINATION OF SERVICES

Notice

The Director of Finance shall notify the Customer in writing of al 20 day delinquencies, imminent service termination, and right to contest as set forth below. Notice also shall be posted on the door of the premise with the delinquent account.

Protest

The Customer may contest the bill by contacting the Director of Finance for the Town of Front Royal who will immediately schedule a hearing on the customer's claim that his account is not delinquent.

Disconnection of Service

If the matter is not successfully contested by the Customer and arrearages remain 10 days after the date of the aforementioned notices, services shall be disconnected.

Persons in Poor Health

Customer may seek an additional 30 days before water and electric services are disconnected if the Director of the Warren County Health Department certifies in writing to the Town of Front Royal Director of Finance that the customer has a serious medical condition or the customer resides with a family member with a serious medical condition. Upon providing certification the service termination may be delayed twice within a 12-month period, but may not be consecutive, certification shall be valid for period of 365 days.

Conditions for Reconnection of Service

Once disconnected, services shall not be restored until the outstanding balance (service fee(s), penalty and reconnection fee(s)) for that service location is paid in full, unless the Director of Finance has approved other arrangements for payment in full.

RETURN CHECK POLICY

If a check is returned to the Town for any reason, the Director of Finance shall notify, in the same manner as provided above, the Customer. If payment, in full, plus a $35.00 service charge is not received by the close of business three (3) days after the date on the notice, all utility services to the Customer's service location shall be disconnected. If the Customer presents the Town with more than two (2) bad checks during any twelve (12) month period, payment by check will no longer be accepted.

By submitting a notarized service application the Customer certifies that he/she has read this Service Agreement, fully understands this Service Agreement, is entitled to lawful possession of the premises to which this Agreement relates, and agrees to comply with its terms.