



TOWN OF STEPHENS CITY
New Utility Account Application

REQUIRED:
Deposit: \$300.00
Service Fee: \$25.00

Customer Information: ☐ Renter* ☐ Owner <i>*AN OWNER AUTHORIZATION FORM IS REQUIRED FOR ALL RENTERS</i>		Effective Date of Service:
Utility Service Address: Stephens City, VA 22655	Mailing Address (if different): 	
Will you be operating a business at this address? ☐ No ☐ Yes (Type of Business): _____ If yes, do you have a Town of Stephens City Business License? ☐ Yes ☐ No (Please contact the Town Clerk to submit an application)		
1. <u>Primary Customer Name:</u> 		
<u>Cell / Home Phone:</u> 	<u>Work Phone:</u> 	
<u>SSN or Driver's License Number:</u> 	<u>Email:</u> 	
2. <u>Secondary Customer Name (Optional):</u> 		
<u>Cell / Home Phone:</u> 	<u>Work Phone:</u> 	
<u>SSN or Driver's License Number:</u> 	<u>Email:</u> 	
Would you like to receive bills via email or regular mail? <u>SELECT ONLY ONE:</u> ☐ E-Bills ☐ Paper Bills		
By signing this document, I certify that I have read and agree with the terms outlined on the back of this form.		
Primary Customer Signature: _____		Date: _____
Secondary Customer Signature: _____		Date: _____
TOWN OFFICIAL USE ONLY BELOW THIS POINT		
Staff Member Taking Deposit		Customer Account Number
Customer's First Bill Due Date: 		

UTILITY BILLING AGREEMENT

- The Town of Stephens City bills for water and sewer services bimonthly. **Bills are due upon receipt.** The due date on your bill refers to the last day to pay before a late penalty is applied. The due dates are always on the **first Monday** of every even month of the year (**February, April, June, August, October and December**). If you do not receive your bill, please contact the Town Office to receive a duplicate and/or find out the amount of your bill so it can be paid by the due date.
- If you do not pay your bill by the due date, a **10% penalty will be applied and due immediately** on your bill. A disconnection notice will be issued at this time.
- **If a bill is not paid in full 7 days after the due date, a reconnection/nonpayment fee of \$50.00 shall be added to the account and services will be DISCONNECTED WITHOUT FURTHER NOTICE.**
- If a deposit for services has been made, the customer consents to the application of such deposit by the Town Treasurer, or as much thereof as may be necessary, to the payment of any proper bill owed for such services remaining unpaid.
- If a balance is owed upon final termination of utility services and it is not paid within one month of rendering the bill, the customer agrees to pay the delinquent bill, all applicable service charges, and all collection fees and attorney's fees necessary to collect said bill.
- **In the event a customer moves, it is their responsibility to make arrangements with the Town to get a final meter reading. The bill generated from this final reading will be marked FINAL BILL.** The final bill will be deducted from the deposit. If a balance is not owed, the deposit will be refunded to the customer. It is the customer's responsibility to make sure all addresses are updated for notification if a balance is due on the account or a refund is owed.
- **If a customer leaves one place of service in Town and moves to another property within the Town of Stephens City's jurisdiction and fails to pay the remaining billed amount on the former service plus all applicable penalties, delinquent charges, and fees by the delinquent date, then the new service is subject to immediate disconnection.**
- Payments can be made in the following ways:
 - Online at www.stephenscity.gov under the PAYMENTS tab.
 - Call 877-885-7968. Please have your account number ready. This is an automated system. We cannot take payments at our regular office number.
 - Mail a check to Town of Stephens City, P.O. Box 250, Stephens City, VA 22655.
 - Visit our office at 1033 Locust Street, Stephens City, and pay with cash, check, or credit/debit card (open 8:30 am to 5:00 pm Monday-Friday).
 - Place a check in the drop box next to our front door at any time.
- Please be aware that payments made through bill pay services provided by your bank or other outside companies will be sent to the Town via a check in the mail and are subject to regular post office delays.
- **IT IS UNLAWFUL FOR ANY PERSON TO REMOVE, TAMPER WITH, OR DAMAGE ANY METER OR OTHER APPARATUS OR EQUIPMENT BELONGING TO OR USED BY THE TOWN IN CONNECTION WITH ITS UTILITY SYSTEMS AS DEFINED IN THE TOWN CODE AND THE CODE OF VIRGINIA.**

Helpful Suggestions and Information

Please conserve water. Be cautious of leaks and leaving water running. When moving out, please call us for a final read, disconnect service and provide new/final billing address. Your deposit will be applied to any outstanding balance. **Please update your vehicle registration with the DMV and the Frederick County Commissioner of the Revenue within 30 days.** DMV # 866-DMV-LINE (866-368-5463). Commissioner's Office Personal Property Division # 540-722-8324.

**P.O. Box 250 • 1033 Locust Street • Stephens City, VA 22655 • Phone: 540-869-3087
Fax: 540-869-6166 • clerk@tosc.us • www.stephenscity.gov**