



Application for Water Service

IN TOWN/OUT OF TOWN DEPOSIT RATE: \$150.00

Account Name: _____

Driver's License Number: _____ Date of Birth: _____ SSN: _____

Date to Begin Service: _____ Is Water Currently on? _____

Service Address: _____

Mailing Address: _____

Phone: _____ Email: _____

Employer: _____ Work Phone: _____

Are you the owner or renter? _____ Is this a Residence or Business? _____

Landlord Name: _____ Landlord Address: _____ Landlord Phone: _____

Do you prefer to be contacted by cell phone, home phone, or email? _____

Do you consent to be contacted by text message about bill due dates, past due bills and cut-off warnings? (Your mobile carrier may charge for text messages.) Please respond with yes or no. _____

Do you prefer to receive your bill by mail, email, or both? _____

The Town will review the account to refund the deposit after 13 months for owners and after 25 months for renters if the account is in good standing and a satisfactory payment record has been established. If there are any other outstanding amounts due to the Town at the time the deposit is eligible to be refunded, the deposit will be applied to it. The deposit fee is waived for current or previous customers (within 2 years) in good standing.

The meter is read at the beginning of the month and bills are generated at the end of the month. **PAYMENT is DUE the 25TH of each month to avoid a 10% penalty. If payment is still not received by the 10TH of the FOLLOWING month, the account is subject to DISCONNECTION OF SERVICE.** An administrative fee of \$50 will automatically apply. Customers on their 3rd, 6th, and 9th disconnection will be charged an additional deposit of \$150. Payment may be made in person at the Municipal Building, at the drive-thru located behind the Municipal Building, in the night deposit box located near the drive-thru window, over the phone (fee applies), or via US mail (must be in the Finance office on or before the 25th to avoid the 10% penalty). An automatic debit program may also be available to you.

If an error in billing occurs, it is understood and agreed to that any additional collection or refund due will be for one year prior to the date of discovery of the error. If an adjustment is made to an account due to leak, repairs, etc., only one adjustment can be given in a 24-month period. When moving, it is the depositor's responsibility to have the water taken out of your name. When the Town is notified, a meter reading is taken, the water is turned off, and the account is taken out of your name. The final bill will be marked "final" and mailed in the next regular billing cycle. **It is very important to provide a correct forwarding address.** The final bill may be deducted from the deposit. If the bill is more than the deposit, the depositor is responsible for the difference. If the deposit is more than the final bill, the balance will be eligible for refund. If there are any other amounts due to the Town at this time, the refund will be applied to it.

The water meter is the property of the Town of Rocky Mount. Severe penalties will apply for tampering with the meter.

Town residents are assessed a monthly garbage fee for weekly pick-up. Ask the Finance Department for regulations and when your collection day will be.

By signing below, I acknowledge that I understand the above terms:

Signature/Electronic Signature*: _____ Date Form is Completed: _____

FOR OFFICE USE ONLY: ACCOUNT NUMBER _____ CLERK _____ AMOUNT PAID _____