



**Town of Front Royal  
Finance Department  
102 E. Main St  
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 on scheduled business days 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 mailed request. Applications received by noon can be processed during the same business day.

**All information must be completed, and all signatures MUST be notarized, unless signed in presence of Finance Department staff in which case photo-identification will be required**

Include written authorization from the property owner to obtain services in the name of such lessee or tenant; or provide copy of lease; or proof of ownership for recently conveyed property.

**Include a \$5.00 processing fee for the transferring of services**

**Deposits on Residential Service Locations**

A security deposit will be required unless a satisfactory credit letter is received from another utility provider for a period of at least 12 months or satisfactory credit established on prior utility with the Town of Front Royal. If a deposit is needed, the first installment of the deposit must be paid before the account opening. Minimum deposit amount for residential service location is \$250. Please contact the Finance Department to obtain the correct deposit amount due.

**Deposits on Commercial Service Locations**

A security deposit will be required for all Commercial Service Locations. Minimum deposit amount for commercial service locations is \$500. Please contact the Finance Department to obtain the correct deposit amount due.

The following information **is required** when filling out the utility application:

- Applicant Name
- Service Address
- Mailing Address
- Valid Telephone Number
- Social Security Number or Taxpayer Identification Number
- Employment Information
- Applications made under a business name will require a personal guarantee of indebtedness or additional deposit amount.

If you have any questions or concerns, please don't hesitate to contact the Finance Department



## Town of Front Royal Utility Application

**Full Name** \_\_\_\_\_  
 Service Address \_\_\_\_\_  
 Mailing Address \_\_\_\_\_  
 Social Security # or FIN \_\_\_\_\_  
 Home Phone# \_\_\_\_\_ Cell Phone# \_\_\_\_\_

**Co-Applicant's Full Name** \_\_\_\_\_  
 Social Security # or FIN # \_\_\_\_\_  
 Home Phone \_\_\_\_\_ Cell Phone# \_\_\_\_\_

**Applicant Employment Information (Not required for businesses)**  
 \_\_\_ Employed \_\_\_ Unemployed \_\_\_ Retired \_\_\_ Other \_\_\_\_\_  
 Employer Name \_\_\_\_\_  
 Work Address \_\_\_\_\_  
 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** \_\_\_\_\_

Do you Lease \_\_\_ or Own? \_\_\_ (Attach copy of lease, landlord authorization, or proof of ownership)

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)

Date: \_\_\_\_\_

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 \_\_\_\_\_  
 Printed Name: \_\_\_\_\_



# TOWN OF FRONT ROYAL VIRGINIA

## Electric, Water, Sewerage, and Garbage Collection 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 No. \_\_\_\_\_, incorporated herein by reference, Customer agrees to the following:

### **DEPOSIT**

A. Residential Service Location Amount: For an existing residential service location, the deposit required for Town utility services after September 9, 2019 shall be an amount equal to the highest monthly bill for that location during the preceding twelve months or two hundred and fifty dollars (\$250.00), whichever is greater.

B. Commercial Service Location: For an existing commercial service location, the deposit required for Town utility services shall be an amount equal to twice the average monthly bill for that location during the preceding twelve months or five hundred dollars (\$500.00), whichever is greater.

C. Newly Established Location: 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.

D. Reinstatement of Deposit: 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 month period, a deposit, in an amount as set forth above, shall be required.

E. Business Entities: The Town shall require any entity not a natural person requesting a utility account after September 9, 2019 to either: (1) provide the written personal guaranty of payment from a natural person holding an ownership interest in the entity or, (2) pay a deposit amount equal to the greater of: (a) twice the average monthly utility bill during the preceding twelve (12) month period for utilities provided at the service location or, (b) \$500.00. Any deposit paid pursuant to (2), above, shall be refunded 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.

### **RESIDENTIAL SERVICE LOCATION DEPOSIT WAIVER**

Residential Service Location Deposit Waiver: Notwithstanding the foregoing, no residential service location deposit shall be required when an 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 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 service location exceeds five hundred dollars (\$500) or a commercial service location exceeds one thousand dollars (\$1,000), 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 the payment for the first month's service.

## **INTEREST AND REFUNDS**

Deposits shall be held in an interest bearing account.

A. Residential service location 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 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.

B. Commercial service location deposits plus interest shall be refunded 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.

## **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 garbage collection services shall be due 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 charged 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 service that has been discontinued due to non-payment. If the reconnection occurs during normal business hours, the reconnection fee shall be \$20.00-first reconnection fee; \$30.00-second reconnection fee; \$40.00-third reconnection fee; \$50.00-reconnection fee for all other times.

### **Place of Payment**

Payments shall be made by mail, at the deposit box located near the drive-thru window at Town Hall (102 E Main St.), in person at the Department of Finance, at a Town designated bank, or using the Town of Front Royal's website [www.frontroyalva.com](http://www.frontroyalva.com)

Customers may elect to sign up for the Town of Front Royal's auto-draft program to have the full amount of utility bill automatically deducted from a checking or savings account on the due date of the utility bill. Authorization forms are available from the Finance Department or [www.frontroyalva.com](http://www.frontroyalva.com)

### **Allocation of Payments**

During a delinquency in the payment for any service any subsequent payment received for services will be applied first against the most delinquent account which is not subject to a defense of any applicable statute of limitations. The Town of Front Royal may take all lawful action to collect all debts owed to the municipality which have become overdue.

### **Budget Billing**

Notwithstanding the foregoing, the Director of Finance, in his discretion, may enter into agreements with customers for alternative billing and payment schedules with persons on fixed or limited incomes. Utility account to be enrolled must have one year of services and be in good credit standings. Budget billing payment contract must be signed annually by account holder. Monthly payment plan will be in effect for eleven (11) months beginning with the June billing, which is paid in July, and ending with the April billing, which is paid in May. The billing for May, which will have a due date of June, will be an actual bill with the actual readings and amount due brought forward. If three (3) or more payments are delinquent, the plan may be terminated.

## **TERMINATION OF SERVICES**

### **Notice**

The Director of Finance shall notify the customer in writing of all 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, water and electric service shall be disconnected. Notwithstanding the foregoing, no services shall be disconnected prior to a requested hearing.

### **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. A Serious Medical Condition Certification Form can be obtained from the Department of Finance or [www.frontroyalva.com](http://www.frontroyalva.com)

### **Conditions for Reconnection of Service**

Once disconnected, services shall not be restored to that customer 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, or designee, has approved other arrangements for payment in full.

### **RETURNED PAYMENT POLICY**

If a payment 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 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 bad checks during any twelve month payment, payment by check will no longer be accepted.

### **METER TAMPERING**

Meter tampering is illegal, dangerous and is strictly prohibited. All known occurrences of meter tampering will result in immediate disconnection of service with or without prior notification. The Town of Front Royal will notify law enforcement of all instances of meter tampering and will assess a \$1,000 penalty. Tampering with or bypassing the Town of Front Royal's electric or water meter, or other instances of service diversion such as physically disorienting the meter, attaching objects to the meter to divert or bypass service or, insertion of objects into the meter, and other means of tampering shall be assessed a \$1,000 penalty. Necessary repairs, payment for delinquent services, payment for tampering penalty, and payment for illegal usage shall be made before service will be restored.

By signing below, 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.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Printed: \_\_\_\_\_

Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Printed: \_\_\_\_\_

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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 \_\_\_\_\_