

Town of West Jefferson
Application for Water/Sewer Service

Office Use Only

Act #: _____
Lid #: _____
Dep. Pd.: _____

Read Seq. _____
Beg. Reading _____

Date _____

Name _____

Street address _____

Mailing address _____

City _____ **State** _____ **Zip** _____

Phone number(s) _____

E-mail _____

Deposits

The customer shall provide a deposit before water and/or sewer service is provided. The deposit is applied to the customer's account after two (2) years of reliable payment history or refunded when the customer wishes to discontinue town's water/sewer service.

Deposit for all accounts - \$120.00

Bills are due on the 15th of every month. Reminder phone calls are not the Town's responsibility.

Reconnect Fees for Non-payment

Any account disconnected for non-payment shall be subject to a \$50.00 re-connection fee and payment of bill in its entirety.

Meter Tampering Fee

Should a customer, or any person not associated with the Town of West Jefferson, tamper with a water meter in any way, a fee of \$100.00 shall be charged.

Billing Adjustments

Customers shall be responsible for water and/or sewer line maintenance and repairs from the water and/or sewer connection to the structure. An adjustment may be made upon showing of a good cause for such adjustment by the property owner or the customer responsible for the monthly service bill. Adjustments may be made for incorrect meter readings and as a result of broken water plumbing. Adjustments will not be made for faulty plumbing fixtures. Repair bill must be presented when a customer is requesting an adjustment. Only one bill adjustment may be made in a twelve month period. The Town Manager shall be responsible for approving bill adjustment requests.

Trash

Residential locations have curb side trash pick up on Tuesday mornings. Please have trash bags/carts out by 6:30 am. Commercial/Business locations please contact town hall to sign up for garbage service.

Contact Information

Phone- (336) 246-3551

Fax – (336) 246-4409

custsvc@townofwj.com

P.O Box 490

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