

Town of West Jefferson
Residential Application for Water/Sewer Service

<i>Office Use Only</i>
Act #: _____
Lid# _____
Deposit _____

Today's Date _____ Beginning service date _____

Name _____

Service address _____

Mailing address (if different than service address) _____

City _____ State _____ Zip _____

Phone number(s) _____

E-mail _____

Please check box to receive your bill via email

Deposits

Deposit payment of **\$120.00** is due before water and/or sewer service is provided. Upon request, the deposit can be applied to the customer's account after two years of reliable payment history or refunded when the customer wishes to discontinue town's water/sewer service.

Payments

Bills are due on the 15th of each month. Reminder phone calls are not the Town's responsibility. Payments can be made at town hall, online at townofwjnc.com, by bank draft or placed in the drop box located in the front entrance foyer. *Credit/debit card payments and E-check payments will incur a service fee.

Reconnect Fees for Non-payment and Meter Tampering Fee

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

Most residential locations have curb side trash pick-up on Tuesday mornings. Please have trash bags/carts out by 6:30 am.

Contact Information

Phone- (336) 246-3551 | Fax – (336) 246-4409 | Email: custsvc@townofwj.com | Website: townofwjnc.com
Mailing Address: P.O Box 490, West Jefferson, NC 28694