TOWN OF CHILHOWIE PARTICIPATES IN THE VA SET-OFF DEBT PROGRAM BILLS
BILLS MAILED LAST WORKING DAY OF EVERY MONTH
IF YOU DO NOT RECEIVE YOU BILL THE FIRST WEEK OF THE MONTH PLEASE CONTACT OUR OFFICE
UTILITY BILL PAYMENTS DUE BY 15TH OF EVERY MONTH

Town of Chilhowie
P.O. Box 5012
325 East Lee Highway
Chilhowie, VA 24319
PHONE: (276) 646-3232
FAX: (276) 646-3012

please check one that applies
Rent_____
Purchase_____

APPLICATION FOR WATER AND SEWER SERVICE

(REVISED 6-18-2026)

Applications can be e-mailed jwinebarger@chilhowieva.gov , faxed to (276) 646-3012, or mailed to the address below. Payment must be made with a MasterCard or Visa at the time the application is submitted, please fill out the payment information below.

TODAY'S DATE:_____ **$100.00 DEPOSIT PAID YES_____ NO_____**
CHECK NO._____ **CASH RECEIPT #_____**
CREDIT CARD TYPE_____ Expiration Date:_____ (Card Charge)

SERVICE ADDRESS:_____

REQUESTED SERVICE START DATE:_____

WILL THE UTILITY BILLS BE MAILED TO THE SERVICE ADDRESS____YES ____NO (provide billing address below)

NAME OF APPLICANT: Last_____First_____MI_____

SOCIAL SECURITY #:_____ (USED ONLY FOR COLLECTION PURPOSES)

DRIVERS LICENSE #_____ EMAIL ADDRESS _____

TWO (2) FORMS OF IDENTIFICATION REQUIRED (One with picture): Driver's License, Credit Card, Work ID_____

LOCAL PHONE: (_____)_____

PERMANENT ADDRESS (OR BILLING ADDRESS):

_____

_____

PERMANENT PHONE:_____

EMPLOYER: _____

CELL PHONE: (_____)_____ WORK PHONE: (_____)_____

HAVE YOU HAD SERVICE WITH THE TOWN OF CHILHOWIE BEFORE: YES_____ NO_____

(If YES provide previous service address below.)

PREVIOUS SERVICE ADDRESS:_____

PROPERTY OWNER INFORMATION

PROPERTY OWNER_____

MAILING ADDRESS_____

CITY:_____STATE:____ZIP_____

HOME PHONE_____WORK PHONE_____ (A phone number is required to verify rental information)

PLEASE READ THE BACK PAGE IN FULL AND SIGN THE BOTTOM OF THE APPLICATION!!!!!

CUSTOMER RESPONSIBILITY

1. Pay all charges associated with a Transfer or New Connection of Service. All charges will be promptly refunded only if service cannot be provided.
2. Prohibit any extension of the property owner's service line to serve additional customers. All connections for new customers must be made on the main Town of Chilhowie line and be metered separately.
3. Take responsibility for the payment of water/wastewater bill. Wastewater bills will be based on water usage and will begin as soon as inspection is approved. Water service will be disconnected for non-payment of water or wastewater service.
4. Abide by Code Town of Chilhowie Rules and Regulations. Specifically with regard to the following:
   a. The customer will keep their meter accessible at all times. The customer will allow Town Staff Ingress and Egress up to the meter and first cleanout for the purpose of performing maintenance of Town lines and other equipment.
   b. The customer will be responsible for locating and repairing all leaks on the customer's side beyond the meter or the first cleanout.
   c. The customer will comply with Town of Chilhowie's Cross Connection Control Program.
   d. The customer will be responsible to inform Town of Chilhowie of any changes to their account. This includes (but is not limited to): name change or address change.
   e. Comply with the Code of the Town of Chilhowie as follows:

Sec. 54-2. Water billing, penalty and cutoff policy.

(a) General. All charges applicable to a service are charges against the owner or customer of record, except to the extent prohibited by law, where there are

(b) Billing. Bills will be issued on the last working day of the month.

(c) Due date. Bills shall be due and payable in full by the 15th day of the following month. Payments shall be mailed to or made at the office of the treasurer of the town, or at such other places as may be officially designated.

(d) Penalty. If payment such as will pay the amount in full is not received by close of business on the established date about 15 days following the date the bill is mailed, the account shall incur a penalty of ten percent of the unpaid balance. A delinquency state, or second notice, shall be mailed on the following day.

(e) Disconnect notice. With the indicated exception in subsection (f) of this section, if payment such as will pay all billed amounts and penalties in full is not received by close of business on the tenth day following the date a delinquency notice is mailed, service will be disconnected.

(f) Disconnection for nonpayment. Except as indicated in subsection (e) of this section, if payment such as will pay all billed amounts and penalties, in full, is not received by close of business on the day following the date the delinquency notice is mailed, water service will be discontinued on the following day without further notice or contact, subject to the right to appeal.

(g) Reinstatement fee. If service is discontinued for nonpayment, a $50.00 disconnect/reconnect fee will be charged, as well as all previously billed amounts and penalties shall be paid before service can be restored. (Min. of 10-9-97)

WATER SERVICE RESONSIBILITIES

1. Take responsibility for all plumbing on the customer's side beyond the meter. This includes extending the plumbing to the meter and installing a pressure reducing valve and cutoff valve on the customer's side of the meter.
2. Disconnect all private sources of water (wells, springs, etc.) from the building plumbing before connecting to the Town of Chilhowie water main. Town will be permitted Inspection of Property Owners Plumbing if Cross Connection to Non-Potable Water is suspected.

WASTEWATER SERVICE (In Town limits only)

1. Take responsibility for all plumbing on the customer's side beyond the first cleanout. This includes bringing the plumbing to the first cleanout, installing a cleanout plug at 50-foot intervals (minimum) between the lateral and the first plumbing fixture and installing a flap valve (backflow prevention device) on the customer's side of the first cleanout.
2. Contact Town of Chilhowie for inspection of the service line PRIOR to covering the line.
3. Prevent drainage water from entering the wastewater system through connections of downspouts, rain gutters or other drainage system to the wastewater system. Town will be Permitted Inspection of Property Owners Plumbing if such Drainage is suspected.
4. Prohibit the emptying of greases, oils, petroleum products, toxics, pesticides, chemicals, or other harmful products, other than sanitary wastes to drains or wastewater lines.

TOWN OF CHILHOWIE RESPONSIBILITY

1. Upon payment of the service connection fee, Town of Chilhowie will furnish and install a complete water/wastewater connection to the Town of Chilhowie main line. **The Town is required by the Commonwealth of Virginia to provide a MINIMUM 20 PSI at the Service Connection!**
2. Provide and supply a potable water supply and operate a sanitary wastewater system (In Town limits only), striving to keep service interruptions to a minimum, and promptly repairing breaks to the Town of Chilhowie main line.
3. Abide by Code of Town of Chilhowie Rules and Regulations which are in accordance with County and State laws.

The undersigned hereby requests the Town of Chilhowie to provide water, sewer, and/or garbage to the above service address. The undersigned further agrees to pay for all water and sewer furnished to said premises at the water, sewer and/or garbage charges. The undersigned recognizes the Town's right to discontinue at any time the furnishing of water, sewer and/or garbage services if bills are not paid at the proper time, or for violation of the above conditions and the Code of The Town of Chilhowie governing water, sewer and garbage services. A 10% penalty will be applied to all bills that are not paid on or before the due date.

Signature _____ Date _____