



DEPARTMENT OF PUBLIC WORKS
 20 East Gay Street
 Harrisonburg, VA 22802
 540-574-3517 FAX: 540-564-3048

**WATER AND SEWER
 APPLICATION FOR SERVICE**

NAME:		NAME:	
SERVICE EFFECTIVE DATE:		WATER <input type="checkbox"/> SEWER <input type="checkbox"/>	
SERVICE ADDRESS:			City
ZIP CODE:	Subdivision (optional):		
I (We) are the <input type="checkbox"/> Owner <input type="checkbox"/> Tenant If tenant, owner is _____ and has indicated approval of the County's provision of service. I (We) understand that connections made are to be in conformance with existing policies and ordinances of Rockingham County and agree to pay for service(s) at the rates and fees established by and as may be revised by the Rockingham County Board of Supervisors. I (We) further understand that service(s) may be discontinued in the event bills are not paid when due.			
TELEPHONE:			EMAIL:
TELEPHONE:			EMAIL:
SOCIAL SECURITY NUMBER:			I HAVE A LANDLORD CREDIT APP ON FILE <input type="checkbox"/>
MAILING ADDRESS IF DIFFERENT FROM SERVICE ADDRESS:			
Street address:		City, State, Zip:	
SIGNATURE OF APPLICANT OR AGENT _____ DATE _____			
DEPOSITS ARE RETURNED AFTER 12 CONSECUTIVE MONTHS OF PAYMENTS RECEIVED ON TIME & NO INTEREST CHARGES			
FOR OFFICE USE ONLY			
Water Service Area	_____	Service Date	_____
Sewer Service Area	_____	Old CID #	_____
Owner Deposit	<input type="checkbox"/> \$50 Water only <input type="checkbox"/> \$50 Sewer only <input type="checkbox"/> \$100 Both	Meter #	_____ Read _____
		CC	<input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> # _____
		City Account #	_____
Renter Deposit	<input type="checkbox"/> \$75 Water only <input type="checkbox"/> \$75 Sewer only <input type="checkbox"/> \$150 Both	Good Credit @ Previous Acct #	_____
		Book #	_____ Page # _____
Account #	_____		Customer # _____
Received by	_____	Date	_____

I have received a copy of the Three Springs Water Quality Report.

Signed _____

Date _____

Customer Information

Rockingham County Water/Sewer

Water/Sewer Cut-Off Policy

All accounts with a balance forward are subject to cut-off.

Cut-offs are performed around the third week of the month starting promptly at 6:30 am. If your Past Due amount is not paid in full by 3:00 pm the day BEFORE cut-offs, your account is in cut-off status.

Electronic payments made through the County website may take 48 hours to be processed. (Electronic payments made through your bank may take up to the 14 day processing period. In this instance, accounts will still be placed in cut-off status due to this 14 day processing period).

If your account is in cut-off status, you are required to pay the Full Amount Due at the Treasurer's Office to include a \$25 service fee.

If in cut-off status - PAYMENT OPTIONS

No payments can be made over the phone with credit/debit cards. Please take receipt to Public Works' Office for verification of payment for service to be restored. The service will be restored before the end of the current business day.

*****PAYMENTS ARE ONLY ACCEPTED ON THE WEBSITE OR IN THE TREASURER'S OFFICE*****

At the Treasurer's Office and online at www.rockinghamcountyva.gov, **credit/debit** cards are accepted for payment for **a fee of 2.95% or minimum of \$1.50.**

If an electronic payment is made after an account is placed in the cut-off status, you still owe the \$25 service fee payable in the Treasurer's Office.

Bills are processed monthly reflecting the prior month's reads for actual usage billed. Payments are due on the 1st business day of each month. If payments are not received by the due date, a 1% late fee is assessed.

OTHER PAYMENT OPTIONS

Personal check - *Always send in your remittance form with your bill.*

Auto-draft - Payments will be drafted from your bank account each month on the bill's due date. There is no fee for this service.

Harrisonburg/Rockingham Emergency Communication Center

Cell Phone and Email Registration

Large water outages and other notices from Public Works are sent through a reverse 911 call. If you do not have a land line, you can

register your cell phone and/or email address with HRECC at www.hrecc.org.

Choose Emergency Alert drop down, alert registration and then click "sign up here". This takes you to the self registration portal.