

TOWN OF SMITHFIELD

NOTICE TO ALL WATER/SEWER CUSTOMERS

IMPORTANT ORDINANCE CHANGES EFFECTIVE FEBRUARY 1, 2014

On January 7, 2014, the Smithfield Town Council adopted an ordinance to amend Chapter 82, Section 82-33 of the Town Code to change or provide for usage fees for its utility system. Effective February 1, 2014, the changes will apply to all customer accounts as follows:

- Customers applying for service shall complete an application and execute a service contract in a form prepared and approved by the Town Attorney prior to initiation of service. A separate application and service contract shall be required for each new account.
- The new application for service will require landlord information for all renters including a landlord authorization form. Renters will be required to provide a copy of their lease and a picture ID to confirm they are authorized by the property owner to apply for utilities at the rental address.
- All new customers shall pay an application fee (\$28) and a deposit at the time of application for service and prior to initiation of service. The current deposit rates for residential accounts are \$175 for customers receiving both water and sewer services; \$65 for water only customers; and \$110 for sewer only customers. Current deposit rates are based on the average bi-monthly residential usage of 10,000 gallons. Commercial account deposits shall be based on typical water usage for the type of business activity proposed by the customer for a two month period, but at no time will it be less than that of a residential customer.
- Any existing customer whose account becomes delinquent and subject to disconnection will be required to pay a deposit equal to that of a new customer and bring their account current before service will be restored.
- Any deposits paid by a customer shall be returned to the customer, without interest, after said deposit has been held for six consecutive bi-monthly billing cycles provided the customer's account has not been delinquent during this period. If the account becomes delinquent at any time during the initial six consecutive billing cycles, then the deposit will be held until six consecutive billing cycles have occurred without delinquent payments. Upon payment in full for all charges for six consecutive billing cycles, the deposit may be credited to the customer's next billing, provided all other debts, charges, and taxes due and owing to the Town have been paid in full.



Peter M. Stephenson, AICP, ICMA-CM  
Town Manager-Smithfield, Virginia

  
Ellen D. Minga, Treasurer