

TOWN OF APPALACHIA

Born from coal; survives through spirit



Council Members

*Mayor Chris Williams
Vice-Johnny Chandler
Gary Williams
Jackie Johnson
Eddie Gollaway*

P. O. BOX 112 508 West Main Street
Appalachia, VA 24216
PH: 276-565-3900 FAX: 276-565-3908
WWW.TOWNOFAPPALACHIAVA.US

*Will Sturgill.
Town Attorney*

*Fred Luntsford
Town Manager*

*Yvonne Isom
Clerk/Treasurer*

PLEASE CHECK: NEW SERVICE _____ UPDATE INFORMATION ONLY _____

NAME(S)

SERVICE ADDRESS

MAILING ADDRESS (IF DIFFERENT FROM SERVICE ADDRESS)

IT IS THE CUSTOMERS RESPONSIBILITY TO NOTIFY THE TOWN OF APPALACHIA IF YOUR MAILING ADDRESS CHANGES. PLEASE INITIAL KNOWLEDGING THAT YOU UNDERSTAND THIS. IN ORDER FOR US TO INSURE YOU RECIVE YOUR BILL, WE MUST WORK TOGETHER TO KEEP YOUR ACCOUNT UP TO DATE.

YOU MUST LIST AT LEAST 1 WORKING TELEPHONE NUMBER OR MORE.

HOME () _____ - _____
WORK () _____ - _____
CELL () _____ - _____

DRIVERS LICENSE/ID NUMBER(S)

_____ (1ST NAME LISTED ON ACCOUNT)

_____ (2ND NAME LISTED ON ACCOUNT)

SOCIAL SECURITY NUMBER(S)

____ - ____ - _____ (1ST NAME LISTED ON ACCOUNT)

____ - ____ - _____ (2ND NAME LISTED ON ACCOUNT)

HAVE YOU HAD WATER SERVICE WITH THE TOWN OF APPALACHIA IN THE PAST?

____ YES ____ NO (1ST NAME LISTED ON ACCOUNT)

____ YES ____ NO (2ND NAME LISTED ON ACCOUNT)

THE METER DEPOSIT IS \$100. PLEASE CHECK PAYMENT TYPE

____ CASH

____ CHECK

____ DEBIT/CREDIT CARD. (THERE IS A 3.5% FEE ON A DEBIT/CREDIT CARDS. THE TOTAL CHARGE W/ THE DEPOSIT AND FEE TOTALS \$103.50)

ATTENTION EXETER, DERBY, IMBODEN, STONEGA, RODA AND OSAKA CUSTOMERS ONLY. YOU MAY SKIP THIS PART OF THE APPLICATION IF YOU DO NOT LIVE IN THE NAMED AREA:

CUSTOMERS WHO ARE HAVING NEW SERVICE HOOKED UP IN EXETER, DERBY, IMBODEN, STONEGA, RODA OR OSAKA MUST PAY A SEWER HOOKUP FEE THROUGH PSA. YOU WILL HAVE TO GO TO THE PSA OFFICE IN ORDER TO DO SO. WE CAN NOT TURN YOUR WATER ON UNTIL YOU CAN SHOW PROOF OF A RECEIPT FROM PSA AND OUR OFFICE CALLS AND VERIFIES THAT, OR YOU HAVE PSA CONTACT US. LISTED BELOW IS THE ADDRESS AND PHONE NUMBER TO PSA. IF YOUR SEWER BILL IS NOT PAID MONTHLY, WE WILL HAVE TO DISCONNECT YOUR WATER SERVICE. YOU MUST PAY THIS BILL TO PSA. WE CAN NOT TAKE PAYMENTS AT OUR OFFICE FOR SEWER. WE CAN ONLY TAKE YOUR WATER BILL PAYMENT IN OUR OFFICE.

PSA (276) 679-1263
5622 INDUSTRIAL PARK ROAD
WISE, VA 24293

2. THE TOWN OF APPALACHIA WILL RECORD ALL PAYMENTS LEFT IN THE NIGHT DEPOSITORY BEFORE 6AM ON THE MORNING OF CUTOFF DAY AND PRIOR TO DISPATCHING THE CUTOFF CREW. ACCORDINGLY, PAYMENTS RECEIVED AND RECORDED AS PREVIOUSLY DESCRIBED, IF ADEQUATE, WILL PREVENT WATER SERVICE CUTOFF.

3. THE TOWN OF APPALACHIA WILL ENDEAVOR TO DISPATCH ITS CUTOFF CREW BY 6:00AM ON THE DESIGNATED CUTOFF DAY. ONCE THE CREW HAS BEEN DISPATCHED, CUTOFF IS MANDATORY WITH NO EXCEPTIONS, AND THE PAST DUE AS WELL AS A \$75.00 RECONNECT FEE MUST BE PAID IN ORDER TO RESTORE WATER SERVICE. TOWN CREW MEMBERS ARE INSTRUCTED TO CUT OFF WATER SERVICE AND HAVE NO AUTHORITY TO DO OTHERWISE. IT IS THE RESPONSIBILITY OF THE WATER CUSTOMER TO HAVE WATER BILLS PAID PRIOR TO THE CUTOFF DAY.

4. RECONNECTS WILL BEGIN AT 1:00PM AND END AT 3:00PM ON THE DAY OF CUTOFFS. ANY RECONNECTS PAID AFTER 2:30PM WILL BE PROCESSED THE NEXT BUSINESS DAY AFTER 9:00AM.

5. WE DO OFFER ONLINE BILL PAY. PLEASE BE AWARE IT TAKES 48 HOURS FOR THE PAYMENT TO PROCESS THROUGH DOXO. DUE TO THE DELAY, YOU MUST MAKE YOUR PAYMENT ONLINE 48 HOURS PRIOR TO THE CUTOFF FOR US TO RECEIVE THE PAYMENT ON TIME. ONLINE PAYMENTS CAN BE MADE AT <https://www.townofappalachiava.us>

EXCEPTIONS: MUST SPEAK WITH TOWN MANAGER

PARTIAL PAYMENTS: MUST SPEAK WITH TOWN MANAGER

PAYMENT ARRANGEMENTS: MUST SPEAK WITH TOWN MANAGER

BY SIGNING BELOW, I STATE THAT I FULLY UNDERSTAND THE TERMS OF THE WATER SERVICE CUTOFF/RECONNECT POLICY AND I HAVE BEEN GIVEN A COPY OF THE WATER SERVICE CUTOFF/RECONNECT POLICY:

_____ (1ST NAME LISTED ON ACCOUNT)

_____ (2ND NAME LISTED ON ACCOUNT)

PLEASE DATE/TIME OF APPLICATION

_____ (DATE)

_____ : _____ PM AM

WATER SERVICE CUTOFF/RECONNECT POLICY

- 1. IF WATER SERVICE HAS BEEN CUTOFF BECAUSE OF AN UNPAID PAST DUE BALANCE, ALL CHARGES INCLUDING LATE FEES AND A \$75.00 RECONNECT FEE MUST BE PAID BEFORE WATER SERVICE CAN BE RESTORED.**
- 2. THE TOWN OF APPALACHIA WILL RECORD ALL PAYMENTS LEFT IN THE NIGHT DEPOSITORY BEFORE 6AM ON THE MORNING OF CUTOFF DAY AND PRIOR TO DISPATCHING THE CUTOFF CREW. ACCORDINGLY, PAYMENTS RECEIVED AND RECORDED AS PREVIOUSLY DESCRIBED, IF ADEQUATE, WILL PREVENT WATER SERVICE CUTOFF.**
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**FRED LUNTSFORD, TOWN MANAGER
(276-565-3900 EXT. 224)**

Cutoff dates for the year 2024 are as follows (cutoffs begin at 6am):

- January 10, 2024
- February 14, 2024
- March 13, 2024
- April 10, 2024
- May 8, 2024
- June 12, 2024
- July 10, 2024
- August 14, 2024
- September 11, 2024
- October 9, 2024
- November 13, 2024
- December 11, 2024