



# CITY OF FRANKLIN

## Application for Residential Utility Services

### Requirements for services:

- ~ Installation fee for each service requested
- ~ Lease agreement from landlord
- ~ Picture identification from all persons on lease
- ~ Credit letter from previous utility service if (requesting deposit waiver)

Primary Applicant Information:	Secondary/Customer Information
Full Name: _____	Full Name: _____
SSN/Driver's License# _____	SSN/Driver's License# _____
Service Address: _____	Service Address: _____
Mailing Address: _____	Mailing Address: _____
Phone: _____ Email: _____	Phone: _____ Email: _____
Employer: _____	Employer: _____
Work #: _____ Cell#: _____	Work#: _____ Cell #: _____
Emergency Contact: _____	Emergency Contact: _____
<b>(NOT LIVING WITH YOU)</b>	<b>(NOT LIVING WITH YOU)</b>
Address: _____	Address: _____
City, State, Zip: _____	City, State, Zip _____
Phone: _____ Relationship: _____	Phone: _____ Relationship: _____

Type of Heat: \_\_\_\_\_ Effective Date of Service \_\_\_\_\_

Previous Electrical Service: Name of Company \_\_\_\_\_ Credit Letter: (YES)\_\_\_\_ (NO)\_\_\_\_\_

Do you Lease? (YES)\_\_\_\_ (NO) \_\_\_\_\_ **(ATTACH COPY OF LEASE/PROOF OF OWNERSHIP)**

If Lease – Property Owner's Name: \_\_\_\_\_ Phone#: \_\_\_\_\_

**SERVICE TYPE**  Business  Residential

Electric  Water Only  Water & Sewer  Refuse\*

Application for services after 2:00 P.M. **may** not get processed until the next business day.

**\*REFUSE SERVICE IS REQUIRED IF WATER/SEWER AND ELECTRIC SERVICES ARE PROVIDED.**  
**\*REFUSE SERVICE IS REQUIRED FOR RESIDENTIAL WATER ACCOUNTS.**

***For connections, all electric breakers and/or water valves must be turned off. An adult must be at the residence prior to connection of services unless the waiver on reverse side is signed. A 2<sup>nd</sup> trip charge applies to connect services in the event services are not connected during the 1<sup>st</sup> trip as requested by the customer.***

The undersigned having completed this application hereby certifies to the accuracy and truth of the information contained herein. The applicant hereby authorizes the City of Franklin to verify the correctness of this information and obtain other information required to evaluate this application. The undersigned fully understands that withholding or giving false information can be cause for termination of service by the City and result in being charged for criminal offense as provided by state law. I understand that if the City finds that I have an outstanding utility account from prior service, the City will discontinue service at this location. I have read both sides of the application, understand and agree to adhere to all of the City's billing procedures, do hereby authorize requested utility service to be established in my name at the above address and agree to pay for such service until terminated at my request.

**Applicant Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Secondary Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**For Office Use Only:** Acct. Number: \_\_\_\_\_ Location Num: \_\_\_\_\_

\_\_\_\_ Picture IDs \_\_\_\_\_ Lease \_\_\_\_\_ SSN(s) \_\_\_\_\_ Create Customer Acct

**Create Work order requests:**

\_\_\_\_ Electric \_\_\_\_\_ Water \_\_\_\_\_ Garbage \_\_\_\_\_ Can Number

**Deposit Information:** Is a deposit required: \_\_\_\_ Yes \_\_\_\_ No Amt. Required \$ \_\_\_\_\_ Installation Fee(s) \$ \_\_\_\_\_

**Credit Report:** \_\_\_\_ Approved \_\_\_\_ Disapproved **Credit letter:** \_\_\_\_ Yes \_\_\_\_ No \_\_\_\_\_ CSR Initials

## UTILITY BILLING PROCEDURES

All fees and procedures are subject to change as established by the Franklin City Council. All Social Security numbers provided herein will be used for the sole purpose of complying with the State of Virginia's Set-Off Debt Collection Act (section 58.1-520 et seq). The City's authority to request social security numbers as part of the City's Utility Application derives from the Code of Virginia section 58.1-521, Code of Virginia Section 2.2-3808 (A)(2)(i)(ii) and the Federal Privacy Act of 1974 section 7(b). The disclosure of your Social Security Number as a part of the Utility Application process is voluntary. No applicant for utility services will be denied the provision of utilities because of their refusal to disclose his/her social security number. If the applicant does not provide a Social Security number, two (2) other forms of identification will be required. Acceptable forms of identification are:

Passport, T-Number (from Valid State Issued Driver's License)

City bills are mailed during the first week of the month. If you do not receive your bill by the third working day after the billing date you should contact Utility Billing Customer Service to find out the amount of your bill so it can be paid by the due date. If you do not pay by the due date, a penalty of 1.5% or \$2.00 of the bill amount (whichever is greater) will be assessed along with a delinquent charge of \$15.00. If the bill is not paid in full 10 days after the due date services will be DISCONNECTED WITHOUT FURTHER NOTICE.

Once a service notice to disconnect has been processed, a reconnection fee of \$75.00 will be charged to the account. Prior to reconnection, all fees must be paid to the Treasurer. An after hour's fee of \$25.00 will be assessed for services restored after 4:00 p.m. A \$50.00 fee is assessed on all returned checks. No personal checks will be accepted to reconnect services due to non-payment. No payments can be accepted by field representatives. A \$5.00 fee will be charged for reprinting invoices once they have been mailed.

**Deposits.** All deposits are refundable, upon customer request, after five years of good standing with the City (i.e. no late fees or disconnections). If a balance is owed upon final termination of utility services by the City or by the Customer, or when the account becomes inactive, any deposit on file shall be applied to the balance owed.

**Delinquent Collections.** The City reserves the right to pursue various collection tools on all unpaid delinquent accounts to include, but not limited to Debt Set Off and court ordered judgments/garnishments.

**Moving.** In the event a customer moves, it is his or her responsibility to make arrangements with the City to get a final meter reading. This is the FINAL BILL. The deposit (if any), will be applied to the final bill and any credit remaining on the account will be returned to the customer within 45 days after the account is finalized. If a customer moves from one place of service to another service area and a balance is owed from the previous service area (same account number applies), the balance will be transferred to the new location. If it is discovered that a customer failed to pay the remaining billed amount on any former service, the new service is subject to immediate disconnection.

**Method of Payment.** Payments can be mailed to the City Treasurer's Office, 207 West 2<sup>nd</sup> Avenue, Franklin, VA 23851, paid in person by cash, money order, check, credit or debit card during the hours of 8:30 a.m. to 5:00 p.m., or placed in the night depository, which is provided for convenience outside the City Hall in the main parking lot. (Always enclose your remittance with your payment to ensure your account is properly credited). If you choose a method of payment through your banking institution, remember that payments will NOT be credited to the account until they have been received by the Treasurer's office.

**METER TAMPERING: IT IS UNLAWFUL FOR ANY PERSON TO REMOVE, TAMPER WITH, OR DAMAGE ANY METER (WATER OR ELECTRIC), POLE, TRANSFORMER OR OTHER APPARATUS OR EQUIPMENT BELONGING TO OR USED BY THE CITY OF FRANKLIN IN CONNECTION WITH ITS UTILITY SYSTEMS AS DEFINED IN THE CODE OF VIRGINIA. VIOLATORS CAN BE PROSECUTED WITH A FELONY OFFENSE, Virginia Code 18.2-163.**

**Contact Information:** If you have questions or problems with your **Electrical Service** contact: (757) 562-8568

If you have problems with your **Water Service** contact: (757) 562-8564

For questions related to billing please contact **Utility Customer Service** at: (757) 562-8518

**WAIVER:**

*Before any connections can be made, all electric breakers and/or water valves must be turned off. Connections will be made Monday-Friday, 830am – 430pm. An adult must be at the residence prior to connection of services unless this waiver is signed. In the event we are unable to make connections at the time of the first visit as requested by the customer, a 2<sup>nd</sup> trip charge of \$50.00 will apply to connect services.*

*THE APPLICANT WAIVES ANY LIABILITY AND AGREES TO HOLD HARMLESS THE CITY, IT'S EMPLOYEES, OFFICERS AND COUNCIL MEMBERS FOR ANY AND ALL DAMAGES TO PROPERTY AT THE SERVICE LOCATION CAUSED BY A FAILURE TO TURN OFF ELECTRIC BREAKERS OR WATER VALVES.*

**APPLICANT SIGNATURE** \_\_\_\_\_

**DATE** \_\_\_\_\_

**Utility Billing Representative** \_\_\_\_\_ (Initial)