



221 S. Nursery Avenue, Purcellville VA 20132 ❖ 540-338-7093 ❖ Hours 8 a.m. – 5 p.m.

By requesting utility service from the Town of Purcellville, the customer agrees to comply with all local ordinances concerning these services including all new rate schedules and fees that the Town Council may adopt.

### **Establishing a new account:**

- Minimum of 24 hours notification is required for all new connections and some new accounts may require additional time before service is established.
- New applications must include the following:
  - o Completed application
  - o Picture ID
  - o Required deposit
- All applicants must appear in person and provide a valid ID in accordance with the Identity Theft Prevention Program/ Red Flag Rules. If applicants are unable to appear in person, the application must be notarized.
- **\*\*\* Deposits are due BEFORE service will be connected\*\*\***
  - o Residential \$300
  - o Business/Commercial \$300
  - o Restaurant \$750
  - o Apartment Buildings \$3,000
  - o Laundry \$7,050

### **Billing Information:**

- Utility bills are mailed bi-monthly.
- The Town code requires that all properties with water connections are to be billed a minimum charge even if service is turned off or no water is used for a billing cycle.
- The minimum charge is currently \$51.53.
- The payment due date is stated on the front of the bill. Failure to receive a bill does not entitle the customer to pay without a penalty. The Town is not responsible for failure of the US Postal Service to deliver bills.
- Bills are mailed on even months (Feb, Apr, Jun, Aug, Oct, Dec)
- Bill payment is due on the 1<sup>st</sup> day of odd months (Jan, Mar, May, Jul, Sep, Nov)
- All new accounts are charged an initial handling fee of \$20 on the first utility billing cycle and will show on the first bill as a “previous balance”.
- Fixed service charges apply on every bi-monthly utility bill based on meter size.
- Tiered rate fees apply based on gallons used.
- Sewer charges are based on water consumption.
- The Town reserves the right to estimate utility bills when it is not possible to read the meters due to inclement weather or other reasons.

### **Payment Options:**

- **Mail or drop off utility payments to:**  
Town of Purcellville  
221 S Nursery Ave  
Purcellville, VA 20132
  
- **ACH:** Avoid Late Payment Penalties! Sign up for this FREE automatic payment option. You will continue to receive your bi-monthly bill in the mail and payment will be auto drafted from your checking account one week before the bill is due.
  
- **Drop Box:** A convenient, secure drop box is located on the South wall of Town Hall. Park in our 15 minute parking lot for easy access to the drop box.
  
- **Credit Card/ E-Check:** Electronic payment service is offered by Official Payment Corp. who charges a convenience fee for this online payment service.  
Please use Jurisdiction Code 6233 when making payment.  
Pay Online:
  - Pay by credit card at [www.officialpayments.com](http://www.officialpayments.com) (\$200.00 Transaction Limit) \$3.95 convenience fee
  - Pay by electronic check at [www.officialpayments.com](http://www.officialpayments.com) (No Transaction Limit) \$3.00 convenience fee
  
- **Call Official Payments directly at 1-800-272-9829**
  
- **Online Bill Pay:** This payment option is generated by you through your bank. Checks are sent on your behalf from your bank and can take up to 7 business days to be delivered. Payment is not electronic and does not arrive overnight. Checks for online banking customers must arrive by the bill due date to avoid penalties. **Do not use online bill payment services after the due date. Your payment will NOT be received before the cut off deadline.**
  
- **Payment Extension:** A payment extension is a means to extend the amount of time to pay your utility bill to avoid disconnection.
  - A minimum of 25% of the bill must be paid when the payment plan is established.
  - Late fees are still applicable.
  - Contact our office before the disconnect date if you need to request a payment extension.
  - **Payment extensions will not be granted after service has been disconnected.**

### **Late Payment/ Disconnection Process:**

- All utility payments are due on the 1<sup>st</sup> day of the odd months. **(Jan, Mar, May, Jul, Sep, Nov)**
- A 10% penalty is assessed on all balances after the due date.
- Failure to receive a bill does not entitle the customer to pay without penalty. The Town is not responsible for failure of the US Postal Service to deliver bills.
- A delinquent notice/ warning of disconnect is mailed the day after the bills are due.
- Door announcements warning of disconnect are posted on the front door of the service address one day before disconnection. A \$10.00 fee is added.
- If the account is not paid in full by 10 a.m. on the cut-off date, service will be cut off without further notice and a \$50.00 reconnection fee will be charged.
  - Once disconnected, the account balance and all applicable fees must be paid in full before service can be restored.
  - Service will be restored within approximately 4 hours following payment in full received during regular office hours.

**Emergency After Hours Reconnection:** Under EXTREME or EMERGENCY circumstances, a Town employee will reconnect water service, after hours, for an ADDITIONAL \$100 overtime call out fee. This amount will be in addition to the balance of your current notice and fees associated with your disconnect notice. All fees must be paid IN FULL in the drop box at 221 S Nursery Ave by 8:00 a.m. the next morning, otherwise water service will be disconnected again and additional fees will apply.

### **Returned Payment:**

A \$50.00 returned item fee will be applied to payments returned by your Financial Institution. Returned items include: check, ACH, official payment e-check and credit card payments. Notification of the returned payment is sent via certified mail. Customers have 5 business days to satisfy payment in full including the \$50.00 returned item fee. The Town will only accept cash or certified funds as repayment for a returned item. Failure to pay in full will result in disconnection of water service without further notice and additional reconnection charges.

As prescribed in the Town's Finance Policy, if payment is returned for any Town services by an individual or business for insufficient funds more than two times in a twelve month period, the Town will require all future payments by that individual or business be made in the form of cash, certified check or money order.

### **Leaks:**

- **Please be conservative of water & fix leaks immediately. Water rates are tiered with higher rates for higher usage and sewer charges are based on water consumption.**
- If your usage has spiked without change in your daily habits or occupants, contact our office to have the leak detection device on your meter checked.
- Maintenance Staff are not plumbers and cannot determine the cause of the leak. If a leak is detected and customers are unable to determine the cause, we recommend you contact a Plumber.
- Common leaks include: toilets, faucets, water heater pressure release valves, faulty humidifiers installed on air handling systems, irrigation systems, outdoor spigots, and underground supply lines.
- If you have a leak and fix it, you may qualify for a leak adjustment. Visit our website at [www.purcellvilleva.gov](http://www.purcellvilleva.gov) to find our Leak Adjustment Policy and Utility Leak Adjustment Form.

### **Owner/ Landlord Responsibilities:**

- Tenants may establish utility accounts without prior approval from the landlord.
- Code of Virginia requires a minimum deposit of three months usage fee.
- The property owner will need to advise the Town if the account should revert to the landlord between tenants. Otherwise service will be turned off until all new account requirements are met by the new tenant.
- The Code of Virginia as well as the Town Code, particularly Sec. 82-84 Responsibility of Use, authorizes the Town to collect delinquent balances from the landlord and is collectible as a lien against the property.
- Property owners are notified of tenant final bills and will be required to pay delinquent balances prior to service connection for a new tenant.

### **Delinquent Accounts/ Collection Action:**

- Nonpayment of utility service will result in disconnection of water service.
- Utility Liens are recorded with the Loudoun County Clerk of the Circuit Court.
- Active accounts will continue to be minimum billed and late fees are applicable.
- Landlords are responsible for nonpayment of their tenant's final bill.
- Final bill delinquent accounts will be turned over to a third party collection service.
- Balances must be paid in full before service can be restored.

### **UNAUTHORIZED WATER USE or SYSTEM TAMPERING:**

- Unauthorized use of Town water or tampering with the water distribution system, including opening the water meter or tampering with the setter, constitutes a Class 1 misdemeanor. Only Town personnel have the authority to disconnect or reconnect water service.
- Tampering, connecting to, or taking water from a fire hydrant is illegal. Criminal charges and fines are assessed to all person(s) found stealing water per Town Code Sec. 82-86.
- Contact the Purcellville Police Department immediately if you see someone stealing water. 540-338-7422

### **Moving Out?**

- Your utility account will remain active until you let us know you are moving.
- Call 540-338-7093 to request a final meter read to end service.
- Provide a forwarding address and contact information
- Final bills are mailed within approximately two weeks and are due upon receipt.

**Town Manager**  
Robert W. Lohr, Jr.

**Assistant Town Manager**  
Daniel C. Davis

221 S. Nursery Avenue  
Purcellville, VA 20132  
(540) 338-7421  
www.purcellvilleva.gov



**Town Attorney**  
Sally G. Hankins

**Chief of Police**  
Cynthia A. McAlister

**Department Directors**  
Elizabeth Krens, Finance  
Alex Vanegas, Public Works  
Patrick Sullivan, Community Development  
Hooper McCann, Administration

### **Additional Town Information:**

#### **Trash and Recycling:**

- Trash, Yard Waste & Recycling are picked up on Wednesdays.
- Recycling bins are available for pick up at the Town Office.
- American Disposal offers large recycling bins free of charge. Contact American Disposal at (866)884-8700 to request yours today.
- Trash/Yard Waste/Recycling Questions: Contact 540-338-7421

#### **Taxes:**

- Home owners pay real estate taxes annually to both Loudoun County and the Town of Purcellville. **Town real estate taxes are due June 5<sup>th</sup> and December 5<sup>th</sup>**
- Residents and Businesses pay personal property taxes to both Loudoun County and the Town of Purcellville. **Town personal property taxes are due annually on June 5<sup>th</sup>**
- Purcellville has a permanent decal with a \$25 yearly license fee.
  - New residents must bring in their vehicle registration with their Purcellville address within 30 days to purchase a decal.
  - Transfer of a valid Loudoun (County or Towns) decal for \$1.00 may be possible. Please scrape old decal & present with updated DMV registration showing Purcellville address.
  - DMV ~ 1-866- DMV-LINE (368-5463)
- All tax records are received from Loudoun County. If you move, sell, trade or buy a car, notify the Loudoun County Commissioner of Revenue at 703-777-0260. Our records are updated from their information.
- The Town of Purcellville **DOES NOT** prorate taxes. Personal property taxes are assessed if the property is located in the Town of Purcellville as of January 1 per Loudoun County assessment records.

#### **Business License:**

- All persons and entities engaged in any business or profession or occupation in the Town must apply for a business license and an occupancy permit with Community Development.
- Business License renewals are due annually by March 1<sup>st</sup>.

#### **Meals Tax:**

- The Town of Purcellville levies a meals tax on the purchase of food and beverages where they are sold to the public for immediate consumption.
- Businesses must remit meals tax by the 20<sup>th</sup> of every month.



221 S. Nursery Avenue, Purcellville VA 20132

540-338-7093

Hours 8 a.m. – 5 p.m.

[www.purcellvilleva.gov](http://www.purcellvilleva.gov)

### Utility Service Application

Please complete the entire application, submit with proper ID to the Town Office and remit proper deposit to establish utility service. Service will not be connected without an approved application and paid deposit.

Date of Application: \_\_\_\_\_

Purcellville Service Address: \_\_\_\_\_

Requested Effective Date of Service: \_\_\_\_\_

*MINIMUM of 24 HOURS NOTICE REQUIRED for Service Turn On*

#### **APPLICANT INFORMATION Required:**

Customer Name: \_\_\_\_\_

Social Security or Driver's License # \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Home/Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Co-Applicant Name: \_\_\_\_\_

Social Security or Driver's License # \_\_\_\_\_ Date of Birth: \_\_\_\_\_

Home/Cell Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

#### **Mailing Address if different from Purcellville Service Address:**

Street \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Are you the Property Owner or Tenant?

Property Owner – Please provide Settlement Agency information

Settlement Agency Name: \_\_\_\_\_

Settlement Contact Name: \_\_\_\_\_ Phone #: \_\_\_\_\_

Tenant - Please provide Landlord information

Landlord Name: \_\_\_\_\_

Landlord Address: \_\_\_\_\_

Landlord Phone #: \_\_\_\_\_

**Staff Use Only:** TYPE of ID provided: \_\_\_\_\_

Total Deposit Amount Paid \$ \_\_\_\_\_ (Do Not Process Without Paid Deposit)

ACH Form Provided:  Yes  No

Welcome Packet Provided:  Yes  No

I (applicant and/or co-applicant) hereby request the Town of Purcellville to provide utility services at the above service location. I (applicant and/or co-applicant) agree to pay all charges for services rendered as a result of this request. I understand and agree that failure to pay any amount due to the Town of Purcellville may result in termination of services and legal action for the collection of such sums plus interest, court costs and legal expenses and fees. I have read and understand the service information guidelines provided by the Town of Purcellville and have by signing the following document agreed to adhere to the terms of this document.

\_\_\_\_\_  
Signature (Applicant)

\_\_\_\_\_  
Signature (Co-Applicant)

**Note: Notarization is only required if you are not appearing in person:**

Notary:  
State of \_\_\_\_\_ City/County of

On \_\_\_\_\_

The individual(s) whose name is signed to the foregoing instrument appeared before me, acknowledged the foregoing signature to be his/hers, and having been duly sworn by me, made an oath that the statements in the said instrument are true.

My commission expires: \_\_\_\_\_

Signature \_\_\_\_\_