

Town of Warrenton
Water/Sewer Utilities
18 Court Street
PO Box 341
Warrenton, VA 20188
540-347-1101/540-347-2678
FAX 540-349-2414



New Tenant Service Request Form

If you are a renter and wish to start service, in addition to completing this form, you must provide either a **copy of a current signed lease OR have your landlord complete and submit a Homeowner Authorization Form**. You will also be required to pay a deposit of \$150.00 and a transfer/setup fee of \$25.00 within the first 10 days of service.

Service Address: _____

Service Start Date: _____

Name1: _____

Name1 social security number: _____

Name 2: _____

Name2 social security number: _____

Daytime Phone: _____

Home or Cell Phone: _____

eMail address: _____

Billing Address if different from service: _____

Landlord Name and Address: _____

Are you a previous customer? Address?: _____

Are you a current customer transferring service from another address within Warrenton?: _____

Please provide the address you are moving from and the expected move out date:

TENANT SIGNATURE: _____ DATE: _____

You may download and print a copy of this form and the Homeowner Authorization Form from our website at www.warrentonva.gov. When both forms are signed and completed, please mail to Town of Warrenton, PO Box 341, Warrenton, VA 20188, or fax to (540) 349-2414, or deliver in-person at 18 Court St in Warrenton, or scan and email to utility@warrentonva.gov.

Please allow 1-2 business days after all forms have been received for processing of new account requests.

Security deposits MUST be paid within 10 days. They will never appear on your water bill.

Water bills, sent in the form of a postcard, are usually mailed on the last day of the month and are always due on the 20th day of the month. Payments received after the due date are subject to a \$5.00 late fee. You can expect to receive your first water bill 30-60 days after opening your account.

Visit our website for helpful tips concerning your water service. The Town's website is www.warrentonva.gov.

We have a number of options available for making your payments:

- You can view your account balance, payment history, usage history and make a payment through our online eservices on our website www.warrentonva.gov. There are 2 separate links: "Pay utility bill online" and "View utility bills, payment history and usage data."
- You can mail your payment to: Town of Warrenton, PO Box 341, Warrenton, VA 20188.
- You can pay in-person at 18 Court St. Our office hours are 8:30 am to 4:30 pm.
- After hours, you can drop off your payment in our outside night depository
- You can set up automated bank debit service with us. The form can be downloaded and printed from our website. All fees and deposits must be paid before auto draft service can be set up.
- If making payments through your own bank's bill paying service, please allow at least 5 working days, as those payments are mailed to us and are not processed electronically.
- We DO NOT accept payments by telephone.

When choosing a method of payment, remember payments will not be credited to the account until they are received by the Town of Warrenton.

Non-payment of your water bill will result in a suspension of service. Once service has been cut off, all past due amounts plus a \$40.00 reconnection fee must be paid before service will be turned on.

Please note, any account that becomes delinquent twice during any twelve month period, and service disconnected for non-payment, shall be required to pay a security deposit equal to the average monthly bill.

In the event a customer moves, it is their responsibility to make arrangements with the Town to get a final meter reading. The bill generated from this final reading will be marked FINAL BILL.

If your bills are normally paid with the auto draft bank debit, be aware that once your account has been finalized, your auto draft is turned off, and the final bill will not be paid with auto draft service.