

TOWN OF CHARLOTTE COURT HOUSE

P.O. Box 246

Charlotte Court House, VA 23923

OFFICE HOURS: M-T 9:00 a.m. – 1:00 p.m.

(434) 542-5781

RENTAL PROPERTY WATER CUSTOMER AGREEMENT

REQUIREMENTS FOR WATER SERVICE CUT-ON: \$90.00 refundable deposit
\$25.00 non refundable connection fee
(\$115 total fee must be paid prior to water being turned on)
Current mailing address and telephone number

- WHAT YOU SHOULD KNOW:
- Water bills are due the 5th of each month.
 - The minimum monthly charge is \$27.50.
 - To avoid a 10% late penalty the entire water bill must be paid.
 - Water service will be cut-off on the 15th of the month if an unpaid balance exists.
 - A \$25.00 reconnect fee will be charged to reestablish water service that was discontinued due to non-payment.

For your convenience, a payment drop box is located near the front door of the Municipal Building. Please deposit checks and money orders only; DO NOT leave cash in the drop box.

The Bank of Charlotte County accepts water payments during their regular business hours.

| WATER BILLING SCHEDULE | | |
|-------------------------------|-------------------------|---------------------------------|
| Bills Mailed | Payment Due Date | 10% Late Penalty Applied |
| January 10, 2026 | February 5, 2026 | February 6, 2026 |
| February 10, 2026 | March 5, 2026 | March 6, 2026 |
| March 10, 2026 | April 5, 2026 | April 6, 2026 |
| April 10, 2026 | May 5, 2026 | May 6, 2026 |
| May 10, 2026 | June 5, 2026 | June 6, 2026 |
| June 10, 2026 | July 5, 2026 | July 6, 2026 |
| July 10, 2026 | August 5, 2026 | August 6, 2026 |
| August 10, 2026 | September 5, 2026 | September 6, 2026 |
| September 10, 2024 | October 5, 2026 | October 6, 2026 |
| October 10, 2026 | November 5, 2026 | November 6, 2026 |
| November 10, 2026 | December 5, 2026 | December 6, 2026 |
| December 10, 2026 | January 5, 2027 | January 6, 2027 |

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I, the undersigned, have read and understand the above information and requirements.

I understand that if a refund is due at the time the rental property is vacated, payment will be made within 30 days to the individual whose signature appears below.

SIGNATURE

DATE

PRINTED NAME

RENTAL PROPERTY ADDRESS

MAILING ADDRESS

CONTACT PHONE NUMBER

TOWN OF CHARLOTTE COURT HOUSE
WATER BILLING & PAYMENT COLLECTION POLICY

METER READINGS:

Water meter readings are typically taken over the last two days of each month. These dates may be adjusted in the case of inclement weather or if the last days of the month fall on a Sunday or federal holiday.

WATER BILLING:

Water bills are prepared and mailed by the 10th of each month. If the 10th of the month falls on a weekend or federal holiday, or if severe weather causes the Town office to be closed, water bills will be processed and mailed as soon as possible.

WATER BILL DUE DATE:

Water bills are due at the Town office on the 5th of the month following the month the bill was prepared.

(Example: Bills prepared and mailed in January are due February 5th.)

LATE PENALTY:

A late penalty of 10% will be added to any unpaid balance on the 6th of the month. Failure to receive water bill does not relieve the water customer's responsibility to make payments by the due date and is no basis for excuse of penalties.

WATER SERVICE CUT-OFF FOR NON-PAYMENT:

Water service will be discontinued if payment is not received at the Town office by 10:00 a.m. on the 15th of the month. If the 15th falls on a weekend or federal holiday, cut-off will be postponed until the next regular business day. A notice will be put on the front door of the service location advising that water service was discontinued and the total amount to be paid at the Town office in order to restore service. If the front door of the service location is not accessible the notice will be left in a visible place.

RECONNECTION FEE

If water service was discontinued due to non-payment, a reconnection fee of \$25.00 will be added to the balance due. Once the water operator has been dispatched and is in route to disconnect the water service, the reconnection fee is required, whether or not the meter has actually been cut-off.

WATER SERVICE RESTORATION

When the past due balance and reconnection fee are paid in full, water service will be restored as soon as possible during regular office hours. To avoid a delay in water service restoration, payment should be made *at the Town office* during regular office hours: 9:00 a.m. – 1:00 p.m., Monday through Thursday.

ADDITIONAL INFORMATION

Currently the Town only accepts payments by cash, check or money order.

Payments may be left in the drop box at the Town Municipal building.

Payments may be made at the Bank of Charlotte County. (Payment receipts are generally collected once per week from the bank.)

The Town advises that payments for water service restoration be made at the Town office to avoid a processing delay.