



# Individual Account Application

118 West Davis Street, Suite 101, Culpeper, VA 22701

Telephone: 540-727-3409

Email:

creed@culpepercounty.gov AND

jcrosswell@culpepercounty.gov

|   |  |   |                |
|---|--|---|----------------|
| <b>Customer Information:</b>  |  | <b>Service Type:</b>  |                |
| <input type="checkbox"/> Residential Renter <input type="checkbox"/> Residential Owner  |  | <input type="checkbox"/> Water <input type="checkbox"/> Sewer |                |
| Will you be operating a business at this address? <input type="checkbox"/> No <input type="checkbox"/> Yes (Type of Business) _____ |  |   |                |
| <u>Utility Service Address:</u>   |  | <u>Mailing Address (if different):</u>                        |                |
| 1. Primary Customer Name (Last, First, Middle)  |  |   |                |
| Last 4 SSN:    XXX-XX-  |  | Date of Birth:  | Email:         |
| Employer Name & Address:  |  | Daytime phone:  | Evening phone: |
| 2. Secondary Customer Name (Last, First, Middle)  |  |   |                |
| Last 4 SSN:    XXX-XX-  |  | Date of Birth:  | Email:         |
| Employer Name & Address:  |  | Daytime phone:  | Evening phone: |
| <u>Emergency Contact(not living with you)</u>   |  | <u>If Renting, Owner Information:</u>                         |                |
| Name:   |  | Owner Name:   |                |
| Emergency contact phone #:  |  | Address:  |                |
|   |  | Daytime phone number:   |                |
| Have you had service before with the County of Culpeper?<br><input type="checkbox"/> Yes <input type="checkbox"/> No                |  | If yes, when & where? Please list all addresses:              |                |
| Date desired service to be connected:   |  |   |                |
| By signing this document, I have read and understood the terms outlined in the below responsibilities and procedures.               |  |   |                |
| Primary customer signature:   |  | Date:   |                |
| Secondary customer signature:   |  | Date:   |                |

**FOR DISCONNECTED SERVICES**

Electric Breakers and/or Water Valves must be off.

**ADDITIONAL FEES APPLY IF MULTIPLE TRIPS HAVE TO BE MADE.**

**NOTARY INFORMATION**

In the Commonwealth of Virginia  
City/County to wit: \_\_\_\_\_

Print Name: \_\_\_\_\_

SUBSCRIBED, ACKNOWLEDGED, AND AFFIRMED  
BEFORE ME THIS \_\_\_\_\_ DAY OF \_\_\_\_\_, 20\_\_.

**NOTARY SEAL**



**County of Culpeper  
Water and Sewer Line  
Responsibilities and Procedures**

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The County of Culpeper has prepared this summarization of Water and Sewer Line Responsibilities and Procedures to inform our water and sewer utility customers of the importance of proper maintenance of utility lines on their property, and to provide guidance to customers as to what to do in the event of a water or sewer line problem. Please retain this information for future reference, and share it with those responsible for maintenance of the home or business property.

**Water Line Responsibility**

The County of Culpeper is responsible for the operation and maintenance of all water mains and water service lines from the water main up to and through, but not past, the water meter box - with limited exception. The County of Culpeper is responsible for all water meters, angle valves, meter setters, or other appurtenances located before the meter box - with limited exception. Maintenance of the building service pipe or water service lateral and plumbing within the building is the responsibility of Property Owner. The County of Culpeper has no responsibility for the water service line or lateral on the customer's side of the meter box.

As soon as the County of Culpeper is notified of a water leak, it will determine whether the leak is the responsibility of the County, as described above. If the leak is the County's responsibility, it will be repaired without cost to the customer. If the leak is found not to be the responsibility of the County, the customer will be notified so that the customer may make arrangements for repair by a plumber at the customer's expense. The County of Culpeper will not reimburse the customer for the cost of a plumber or contractor.

**Courtesy Adjustments for Leaks**

In the event of a water leak, the customer shall immediately notify the County of Culpeper at (540) 727-3409. The County of Culpeper is not responsible for payment or reimbursement for any work that is done on private facilities. As a courtesy, the County of Culpeper offers a billing adjustment for unusually high water consumption due to leaks that have been repaired promptly and in a timely manner once identified. Requests for adjustments must be made to the Environmental Services Department of the County within 90 days of the repair. Customers are required to provide a description of the leak, proof of repair, and other relevant information, as may be requested by the County. Customers should receive acknowledgement of their requests within one week.

Requests related to leaks found in the home are limited to once per every five (5) years, per customer, per location. Where possible and appropriate, adjustment related to internal leaks are calculated by crediting fifty percent (50%) of the water and sewer consumption charges in excess of your average use over the past year.

Requests related to external leaks, such as a leak in the service line to a home or irrigation system, are limited to once per every five (5) years, per customer, per location. Where possible and appropriate, adjustments to external leaks are calculated by crediting fifty percent (50%) of the water consumption charges in excess of your average use plus one hundred percent (100%) of the sewer consumption charges in excess of your average use.

The billing period for all adjustments is limited to the highest bill during the three-month period prior to the repair being completed.

## **Sanitary Sewer Responsibility**

The County of Culpeper is responsible for the operation and maintenance of all sanitary sewer mains up to the point of connection with the customer's sanitary sewer lateral or service line. Sewer stoppages in sanitary sewer mains will be cleared by the County of Culpeper regardless of cause. The maintenance of sanitary sewer laterals and service lines is the responsibility of the customer as they are used exclusively by the customer(s) to connect to the County of Culpeper's sewer mains. By definition, a sanitary sewer lateral extends from the connection with the public sewer main all the way to the customer's point of use, including the connection itself.

When a blockage occurs in a sanitary sewer lateral or service line, it is the customer's responsibility to clear any blockage. The County of Culpeper has no responsibility for maintenance, repair or replacement of sanitary sewer laterals or service lines.

## **Sanitary Sewer Responsibility, Prior to Acceptance into County System**

The County of Culpeper is not responsible for the operation and maintenance of sanitary sewer mains that have been constructed and placed in operation but not yet accepted by the County of Culpeper. The Property Owner or Developer retains operating and maintenance responsibility as well as liability for sewer backups within areas served by sewer mains that have not yet been accepted by the County of Culpeper. When customers are affected, the County of Culpeper may, at its sole discretion, assist in the operation and maintenance of sewer mains that are constructed but have not been accepted by the County of Culpeper.

## **Sanitary Sewer Backup**

If a customer experiences a sewage backup, the County of Culpeper should be contacted by calling (540)727-3409 during business hours or (540)727-3400 after hours. A representative will be dispatched to determine if the blockage is in the main. If the County determines that the main is clear, the customer will be notified that the blockage is their responsibility and the services of a plumber or contractor should be obtained. The County of Culpeper will not reimburse the customer for the cost of a plumber or contractor.

## **Responsibility for Cleanup and Damage Resulting from Sewage Backup**

The County of Culpeper is not liable for any sewage backups cause by factors or conditions beyond the control of the County. The County of Culpeper is only responsible for cleanup and property damage if the damage is a result of a sewer main malfunction, blockage or backup where the County of Culpeper is legally negligent.

**Any cleanup or repairs required to a building as the result of a sewage backup are the responsibility of the customer or property owner at the customer's or property owner's expense and should be filed with the homeowners or business property insurance coverage provider, as appropriate. Insurance coverage limitations vary from policy to policy. It is the customer's and/or the property owner's responsibility to insure they have adequate insurance coverage to cover their responsibilities.**

*Refer to the County's Water and Wastewater Rules, Regulations, Operational Procedures, Design Standards and Details for Culpeper County Water and Sewer Authority, specifically Section 1600.01.*

**Utility Billing Agreement**

**All fees and procedures are subject to change as established and set by the County of Culpeper Board of Supervisors.** It is a condition of the agreement between the County and the applicant for utilities that the County shall not be considered a guarantor with respect either to the continued or uninterrupted supply of such services contemplated in this application.

All social security numbers provided herein will be used for the sole purpose of complying with the Commonwealth of Virginia’s Set-Off Debt Collection Act pursuant to Virginia Code Ann., Sec. 58.1-520 et seq. The County of Culpeper’s authority to request social security numbers as part of the County’s Utility Application derives from Virginia Code Ann., Sec. 58.1-521, Virginia Code Ann., Sec. 2.2-3808(A)(2), and the Federal Privacy Act of 1974 Section 7(b).

**The disclosure of your social security number as 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 government identification will be required.** Acceptable forms of government identification include:

|                   |                 |  |  |   |
|-------------------|-----------------|--|--|---|
| <b>Green card</b> | <b>Passport</b> | <b>T-number<br/>(number/card issued<br/>by the IRS so that<br/>they can pay taxes)</b> | <b>Valid state<br/>issued driver’s<br/>license</b> | <b>Valid state issued<br/>identification card</b> |
|-------------------|-----------------|--|--|---|

If you do not receive your bill by the fifteenth of the month, there may be an error in postal delivery, and you should contact the Treasurer’s Office to receive a duplicate and/or find out the amount of your bill so it can be paid by due date.

If you do not pay your bill by the due date, a penalty of twenty-five dollars may be added upon your bill, if a bill is not paid in full

If a balance is owed upon final termination of utility services and is not paid within one month of rendering the bill, the customer agrees to pay the delinquent bill, all applicable service charges and reasonable attorney’s and/or collection fees necessary to collect said bill.

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

If a customer leaves one place of service and moves to another County service area and fails to pay the remaining billed amount on the former service plus all applicable penalties, delinquent charges, and fees by the delinquent date, then the new service is subject to immediate disconnection.

Payments may be mailed to the TREASURER’S OFFICE, at the following address:  
 Culpeper County Treasurer  
 Post Office Box 1447  
 Culpeper, Virginia 22701

Payments may be made online to the TREASURER’S OFFICE at:  
<https://web.culpepercounty.gov/Government/ConstitutionalOfficers/TreasurerOffice>  
 Payments may be made to the TREASURER’S OFFICE, in person at the following address: Culpeper  
 County Treasurer  
 151 North Main Street  
 Suite 205  
 Culpeper, Virginia 22701

IT IS UNLAWFUL FOR ANY PERSON TO REMOVE, TAMPER WITH, OR DAMAGE ANY METER, POLE, TRANSFORMER OR OTHER APPARATUS OR EQUIPMENT BELONGING TO OR USED BY THE COUNTY IN CONNECTION WITH ITS UTILITY SYSTEMS AS DEFINED IN THE COUNTY CODE AND THE CODE OF VIRGINIA.