Montgomery County Public Service Authority (PSA)
755 Roanoke Street, Suite 2C, Christiansburg, VA 24073
Phone: (540)382-6930 Fax: (540)382-5783

APPLICATION FOR WATER AND/OR SEWER SERVICE

Customer Information

Name _____

Property Address _____

_____

Billing Address _____

(if different from property address) _____

Phone Number _____ **Driver's License Number** _____

Email Address _____ (required for e-mailed statements)

(please check one) **Owner** ☐ **Renter** ☐

Have you ever had an account with the Montgomery County PSA? Yes / No

How would you like to receive the Utility Billing Statement? mailed / e-mailed / both

Would you like to set up ACH withdrawal for your monthly bill? (if yes, Bank Draft Authorization Form is required) Yes / No

Date to Start Service _____ water & sewer / water only / sewer only

Owner Information

Name _____

Owner Mailing Address _____

_____

I certify that the above information is true and that I have read and agree to the "TERMS AND CONDITIONS FOR WATER/SEWER ACCOUNTS" on the reverse side of this form:

Signature: _____ **Date:** _____

Print name: _____

For PSA use only:

Account # _____
Route # _____
Read Seq _____
Customer # _____

Forms Required:

Renters:
Lease _____
Photo ID _____
Owner Form _____
ACH Authorization _____

Owners:
Closing Papers _____
Photo ID _____
ACH Authorization _____

New Connections:
Availability Letter _____

Completed By _____

Deposit Amount _____
Transfer Fee _____
Miscellaneous Fee _____
Water Facility Fee _____
Sewer Facility Fee _____
Water Connection Fee _____
Sewer Connection Fee _____
Sewer Pump Station Fee _____
Road Crossing Fee _____

Total Fees Collected _____

Payment Type **cash / check / credit card**

TERMS AND CONDITIONS FOR WATER/SEWER ACCOUNTS

No water/sewer lines or additional water/sewer lines shall be extended from the premises of the account to serve any other property or building.

1. Water meters may not be tampered with or accessed for any reason.
2. The PSA will not be responsible for water flow or pressure to building in the event either is inadequate due to building elevation or size of public water main.
3. The PSA will not be responsible for any interruption of service for any reason.
4. The PSA will not be responsible for continuing to furnish water and/or sewer service to said premises in the event furnishing said service from any connection, in the judgement of the PSA authorized official(s), proves detrimental to one or more customers of the PSA water and/or sewer system. Furthermore, the PSA may after 30 days written notice to the current account holder, successors or assigns, discontinue water and/or sewer service to said premise without refund by the PSA for any expenses incurred by the current account holder, successors or assigns in making any connection to the to the PSA water/sewer system.
5. Bills are mailed out monthly. Bills are due 20 days after the billing date and if not received by the 20th day, a 10% penalty will be added.
6. PSA will require two (2) working days to collect final meter reading and turn off water meter after notification by customer named in the account.
7. Service will be disconnected if bill is not paid 50 days after the billing date, (30 days after due date). The PSA is not responsible to provide prior notice before disconnection of service. A $50 disconnection fee shall be charged for water only and water & sewer accounts. A $100 disconnection fee shall be charged for sewer only accounts. Once service is disconnected, the total account balance (bill amount, 10% late penalty and disconnection fee) must be paid to restore service.
8. The PSA will utilize available methods to collect on delinquent accounts to include property liens and warrant in debt process that could result in income tax setoff or garnishment of wages.
9. In the event water/sewer service is disconnected at the request of the owner, in writing, all applicable facility and connection fees must be paid to reestablish service, unless the monthly service fee is paid for each service.
10. In the event water/sewer service is disconnected for a period of 3 years or more for nonpayment of a bill, all facilities will be physically removed by the PSA, and all applicable facility and connection fees must be paid to reestablish service.
11. Providing false information on this form may be cause to disconnect service and may be cause for legal action against those certifying false information.
12. Accounts will be closed 10 business days after disconnection for nonpayment if the outstanding account balance is not paid in full. After closing the account, the security deposit shall be applied to the account balance. The PSA will bill any remaining account balance or refund any funds leftover. To reestablish the account after the 10th day, a new account with all required documentation, transfer fee, payment of any outstanding balance, and new security deposit shall be required.
13. In the event of an account being closed for nonpayment twice within a rolling 12 month period, the customer will be required to provide a security deposit of $150.00 for each service. If the same account is closed 3 times within a rolling 12 month period, the customer will be required to provide a security deposit of $180.00 for each service. Any security deposit collected shall be refunded without interest, when service is discontinued, after deducting any outstanding account balance.

Payment Options:

•Mail: Montgomery County Public Service Authority P.O. Box 71127 Charlotte, NC 28272-1127

•In Person: Montgomery County Treasurer's Office 755 Roanoke Street Suite 1B Christiansburg VA 24073

•In Person: Atlantic Union Bank (branches that are located in Montgomery County) *Bank payments should be made at least three (3) days prior to the due date to allow time to transmit payment information from the bank to the PSA*

•Online at www.montva.com or by telephone at 1-833-321-5206 (note: a convenience fee will apply)

•ACH Withdrawal: sign up at Financial & Management Services 755 Roanoke St Suite 2C Christiansburg VA 24073

Summary of Fees Effective July 01, 2026

	Water	Sewer
Rates	$17.89 per 1,000 gallons	$12.31 per 1,000 gallons
Service Fee	$6.50 per month	$6.50 per month
Water Operations Fee (VDH Surcharge)	$0.25 per month	N/A
Flat Rate Sewer Fee	N/A	$46.92 per month
Security Deposit (returned when account is closed and all fees/charges paid)	$120.00	$120.00
Disconnection Fee	$50	$50 water & sewer / $100
Transfer Fee	$25 per transaction	
Returned Transaction Fee	$50	
Meter Trip Fee (After Hours Service, Re-Reads, Turn-Off/On)	$25	$50 after hours
Water Meter Calibration Fee	$85	
Bulk Water Meter Deposit	$100	
Bulk Water Sales Rate	$17.89 per 1,000 gallons	
Bulk Meter Rental Fee	$25.00	
Garden Meters	$295.00	
Pool Meters / rented ($10.00 administrative fee / $40 refundable deposit)	$50.00	