

## **I OWN MY HOME – WHAT MUST I HAVE IN ORDER TO SIGN UP FOR SERVICE?**

In order to sign up & have service turned on the next business day for water and/or sewer service for a home that you own, you must bring with you the following items to the Henry County Public Service Authority Customer Service Office:

1. A picture ID.
2. A Social Security Number, as indicated on your Social Security card or any official, pre-printed document which shows your name and Social Security number.
3. Proof of ownership, which would include one of the following:
  - the deed on the property
  - a current Henry County real estate tax ticket for the property
  - a current printout from the Commissioner of Revenue's office verifying ownership
4. If you haven't completed the purchase of the property, you must bring:
  - the sales contract, or a letter written and signed by the real estate agent, closing attorney or current property owner with the expected date of closing
5. If you want service connected on the property prior to the closing date, you must bring:
  - a letter written and signed by the current property owner verifying early occupancy
6. Your deposit will vary based on services required and the number of available units. The PSA Customer Service Office can give you the amount of your deposit; usually the deposit is \$90 for water or sewer and \$180 for both water and sewer. In some cases a letter of credit from another metered utility is accepted in lieu of a deposit. The letter would need to be from electric, gas, or water/sewer company stating 0 late payments in the past 12 months. If available, the letter can be faxed to (276) 634-2558. The Customer Service office can provide details on this option.
7. A \$25 new account charge

Your PSA account may be opened in the name or names that appear on your "Proof of Ownership" verification. If additional people are to have access to your account, you must list those people on the PSA's Privacy Policy and Release Form.

*This facility operates in a nondiscriminatory basis with regards to race, color, national origin, religion, sex, familial status, age or handicap. Complaints of discrimination may be sent to the U.S. Secretary of Agriculture, Washington, D.C. 20250.*

If you have questions, please contact the PSA Customer Service Office at (276) 634-2521. The Office is located on the second floor of the Henry County Administration Building, 3300 Kings Mountain Road, Martinsville, VA. The mailing address is P.O. Box 69, Collinsville, VA 24078.

**Attention:** All services are turned on the next business day. It is important to have all water turned off inside. If the meter continues to run, the technician will disconnect the service and return the next business day to try again.