

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

In order to sign up for water and/or sewer service for a home which you are renting from another person, 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. A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord verifying that you are renting the property for which you are signing up for service, and the starting date of that rental. The signed lease or the letter must include the landlord's name, address and telephone number. **All persons on the lease must also be on the PSA account, and all persons must be present at the same time to sign up for service.**
4. A \$25 new account charge.
5. Your deposit will vary based on services required and number of available units. The PSA Customer Service Office can give you the amount of your deposit; in most cases the deposit is \$90 for water or sewer service and \$180 for both water and sewer.

**The Public Service Authority strongly suggests** that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

*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.