

UTILITIES HOOKUP GUIDE

(Revised June 2016)

Electricity

- **American Electric Power Co.** provides service to residents of **Cascades Pointe, Charleston Place, Farmview Drive, Hightop Road, Honeysuckle, Lusters Gate, Merrimac, Mt. Tabor Village, Newton Court, South Main St., and Whitethorne Road.** A deposit equal to two months estimated service is usually required of new customers. Please contact AEP for further information. Phone **(800) 956-4237**.
- **Virginia Tech Electric** serves all other properties. A transfer fee and I.D. is required. Service cannot be initiated over the phone OR on the internet. You **must** visit their office at 601 Energy Drive, Blacksburg. Phone **(540) 231-6437**. Please call Virginia Tech Electric for information.

Gas Service

- **Atmos Energy** supplies gas service to our properties at **Rutherford and Collegiate Court.** A deposit may be required. Please contact Atmos Energy for further information. To initiate service, phone **1-888-286-6700** or visit their website at www.atmosenergy.com. (ATTENTION: at some properties, Gas is used for more than just heat; it may also provide you with hot water.)

Cable Television

- **Access Media 3** provides cable service to **Apartment Heights & Collegiate Court.** An activation fee may be required. Please call **1-866-263-3241** to set up service. (ATTENTION: Apartment Heights Tenants - If you have TV and or Ethernet included in your rent, you will still have to call Access Media 3 to activate service.)
- **Jet Broadband-Shentel** serves **Charleston Place.** Please call **1-877-743-8538** or visit their website at jetbroadband.com. An installation fee may be charged for new service.
- **Comcast** serves all other properties. Their local office is located at 1415 South Main Street, Blacksburg. An installation fee will be charged for new service. Please phone **1-800-COMCAST**.

Ethernet/Internet Service

- **Access Media 3** provides Ethernet service to **Apartment Heights & Collegiate Court.** An activation fee is required. Please call **1-866-263-3241** to set up internet service. (ATTENTION: Apartment Heights Tenants - If you have TV and or Ethernet included in your rent, you will still have to call Access Media 3 to activate service.)
- **Comcast, Jet Broadband-Shentel, or Verizon** will be needed at all other properties. Please call them directly at the numbers listed for Internet Service.

Water, Sewer, & Trash Removal

- **Blacksburg** residents may visit the town municipal building at 300 South Main St., or phone **(540) 961-1119**. A deposit and transfer fee may be required. Please call the Town of Blacksburg for information.
- **Christiansburg** residents may visit the town municipal building at 100 East Main Street, or phone **(540) 382-9519**. A deposit and transfer fee may be required. Please call the Town of Christiansburg for information.
- **Montgomery County** residents are serviced by Montgomery County Public Service Authority. Please call **(540)-382- 6930** for service requirements and questions.

Telephone Service

Verizon serves most of the New River Valley. A deposit may be required, depending on credit information. Verizon recommends requesting service three weeks in advance during the busy fall season, when students are returning to area colleges. Please phone **1-800-VERIZON (1-800-837-4966)** or visit their website at www22.verizon.com.

Information subject to change

Please see reverse for Proof of Transfer of Utilities information.

**All utilities should be in your name at your lease begin date.
We require proof of transfer for all utilities.
Please see below for information on what “proof” is required for each utility.**

Proof of Transfer of Utilities

- **Town of Blacksburg** (water service) will have a number that they give out to each person/group. We will have that list of numbers to verify.
- **Town of Christiansburg** (water service) will have a printed out receipt they will give you for initiating service.
- **Atmos Energy** will also have a number, if the lessee uses the 800 # or they will have a print-out if they use the internet.
- **Virginia Tech Electric** (electricity) – the lessee(s) will have to ask for a copy of their application for service. Otherwise, VTE will not provide them with any information.
- **American Electric Power** (electricity) will have an account verification number or a printable receipt. Please ask for account verification if you use the toll free number.