

**TOWN OF PEARISBURG
112 TAZEWELL STREET
PEARISBURG, VIRGINIA 24134**

Dear Neighbor:

Welcome to the Town of Pearisburg, we hope that you will find our town a friendly and pleasant place to live. We are pleased that you chose Pearisburg to make your home.

As a Pearisburg resident you are entitled to all Municipal services including our professional twenty-four hour coverage which offers police and fire service. We provide water, sewer, street maintenance and street lighting. We are pleased to offer you and your family an active recreation program as well as one of the finest libraries that you will find in our region. We invite you to take every advantage of these opportunities and facilities.

We have attached for you a summary of the town services along with voting and tax information. We ask you to read and keep this information as a reference for the services available and responsibilities facing you as a new resident.

Again, on behalf of the residents of Pearisburg, the Town Council and our professional employees, we wish you the very best for your work and home life here with us in Pearisburg. We hope that you find the quality of life here rewarding and comfortable.

Please do not hesitate to seek assistance and information about our community, services and responsibilities as a new resident. We are here to serve you and I promise you that we will.

Sincerely,

Kenneth F. Vittum, Town Manager
Town of Pearisburg
(540) 921-0340
www.pearisburg.org

Welcome to Pearisburg

This is a guide to the services and facilities of your new home. As a newcomer, you probably have several questions about living in Pearisburg; if this does not answer all of them, please call us--we like to serve you!

TOWN OF PEARISBURG HAS A WEBSITE

The Town of Pearisburg has a website. Please visit www.pearisburg.org

On the website you will be able to download forms and applications, view the brush pick-up schedule, see the zoning ordinance map and keep up to date with the town and recreation department on their individual calendars. You will also be able to link to the Pearisburg Public Library and see their on-line catalog and events schedule.

There is also a news section that will keep you up to date with happenings and things of interest. Under the news section you will find information about water breaks, street closures, and things that affect you as citizens. Also, be sure to check out the Town's Facebook page.

NOTIFY ME

New to the site is the availability to sign up for text and email alerts. This feature can be found under the NOTIFY ME tab. You can subscribe to multiple lists to keep you informed. Things you may be interested in subscribing to may include the town's calendar which would alert you to sign-up deadlines, practice information, and game schedules/ cancellations. By subscribing to the "Notify Me" you would be alerted to such things as water breaks, street and office closures and news of interest.

To subscribe you simply need to visit the website, select "Notify Me" and register. You will be able to select how and what you wish to receive.

FIRST, ABOUT YOUR UTILITIES

Water: Pearisburg's state inspected and tested water system is operated by the Town government. Water is purchased wholesale from the Giles County Public Service Authority for distribution. Your water meter is located at the edge of your yard and will be read just before you receive your bill. Water bills are based on usage, of course, there is a minimum.

For your convenience, the water and sewer service bills are combined on a single bill. The bill will arrive around the fifteenth of the month and should be paid by the 3rd of the following month to avoid the ten- percent penalty for late payment.

A \$150.00 deposit is required for all utility accounts. The deposit, less any outstanding charges, is refunded when the account is closed. Interest is not paid on the deposit. An additional administrative fee of \$25 is charged on a rental property for new service and is non-refundable.

Sewer: The sewers, are maintained by the Town. The Town is responsible for all the lines on public property, the resident for the lines on his property. Sewer charges are based upon water consumption.

THE TOWN OF PEARISBURG NOW TAKES ON-LINE PAYMENTS FOR WATER BILLS

Citizens can now make water utility payments on-line. The website is now operational with the capability to make on-line payments.

Payment on-line can be made with an eCheck only. A convenience fee of \$2.00 will be added to each transaction, we will not be able to accept on-line credit or debit card payments.

To make an online payment you will need to do the following:

1. Visit www.pearisburg.org
2. Select On-line Payments
3. Fill in all required fairs.

You will receive an email confirmation of your payment. This will be used for your receipt,

This is the first phase of our e-payment options. In the near future we will offer opportunity to pay taxes, reservation/ camping fees and building permits on-line.

REFUSE COLLECTION POLICIES

The Giles County Public Service Authority collects refuse as a service to the residents and businesses of Pearisburg. Each residence is charged \$15.00 per month for once a week collection at the curb on assigned days. Businesses and apartment complexes are charged according to the amount of refuse collected and number of weekly pickups. Refuse collection bills are mailed by the Treasurer's Office every other month. Disposal is at New River Resource Authority in Pulaski County. Please call 921-1240 Giles County Treasurer's Office concerning refuse service.

Containers: Regular refuse containers, not greater than 30-gallon capacity with tight fitting lids are necessary for health reasons. Separate containers, not greater than 21-gallon capacity are required for cinders.

What will be collected: All garbage and trash will be collected when it is placed into regular refuse containers. Cinders must be cold and in the proper cinder container for collection.

What cannot be removed with regular pick-up: Construction debris, loose rubbish, large automobile parts, tree trunks, large limbs and appliances cannot be handled by the collectors or the equipment.

Special pick-up: The Town will pick up extra garbage, brush or tree limbs. Brush is chipped and mulched. This product is available on a first come first serve basis. Tires and White goods may be taken to the county operated facility in Pembroke or will be picked up on a monthly basis. Please call the Town Office for more information-- 921-1222.

Emergency Utility Services: Should you need emergency service on your water or sewer lines, please call the Town Office, the Town Engineer or Town Manager. The numbers are listed here:

Town Finance Office	921-1222
Town Engineer	921-0340
Town Manager	921-0340 or 921-3208 (home)

Please contact the Sheriff's Office after normal business hours, weekends and holidays at 921-3842. They will notify the appropriate personnel.

NEXT, OTHER TOWN SERVICES

Pearisburg Public Library: Located at 209 Fort Branch Road, is a growing facility, with 35,877 volumes that provides services for all age groups. The up-to-date computer catalog provides current listings of books, magazines, and records. Registration for membership card is available during scheduled opening hours which includes two evenings each week. There are public access Internet computers available and 2 children computers without internet access.

Recreation: Pearisburg's commitment to recreation for all ages is shown by the unusually well financed recreation program. At the Town Park on Wenonah Avenue are the swimming pool, softball diamond, children's playground, and tennis and basketball courts, and playgrounds. The town owns and operates a community center with gymnasium, auditorium, and numerous activity rooms. The town also has a 28.8-acre public park on the New River which offers primitive camping, a walking trail along the river and a picnic shelter. For details call 921-2827.

Be sure to check with the Recreation Department, the website at www.pearisburg.org and watch the newspaper for information on the organized activities for adults and children.

Police: Pearisburg's police are available 24 hours a day with seven highly trained professional officers and modern equipment, you will find them willing and capable of serving your needs. The police are dispatched by the Giles County Sheriff's Office. The Town is served by E-911.

Fire: Pearisburg operates a volunteer fire department. With four fire trucks and some 30 trained fire personnel the department stands ready to serve you. Let us know if you are interested in joining these volunteers. Fire services are also dispatched by the Sheriff's Office.

THE INEVITABLE.... TAXES

Real Estate Taxes: Both the Town and Giles County levy taxes upon the value of your real estate as recorded in the office of the Giles County Commissioner of the Revenue. Call the Town Office if you have a question about real estate taxes. Town taxes are due by March 15th and County taxes are due July 5th and December 5th.

Personal Property Taxes: For individuals, the only tax on personal property now levied is on trailers, boats and automobiles. File your return with the Giles County Commissioner of the Revenue by May 1st of each year. Both County and Town personal property taxes will be based upon this return. County taxes are due on December 5th each year. Town taxes are due on March 15th each year.

Automobile Licenses: A permanent automobile license decal is required for those keeping automobiles here. The \$20.00 license fee is payable annually and is accessed on your annual personal property tax bill. There is also a \$7.50 license fee for motorcycles.

Income Taxes: No Town tax here, but state income tax returns must be filed by May 1 each year with the County Commissioner of the Revenue.

THE RESPONSIBILITY OF CITIZENSHIP

Voting: Persons voting in State and local elections in Virginia, have no residency requirements; however, you must register 30 days prior to election. Municipal elections are held in November of even numbered years. Voting is in the Town Hall.

Meetings: Your elected representatives are always happy to have your attendance at their meetings. The Giles County Board of Supervisors usually meets on the 1st Thursday at 10:00 a.m. and the 3rd Thursday at 6:30 p.m. each month. The Pearisburg Town Council meets at 7:30 p.m., the 2nd Tuesday of each month at the Municipal Building.

COMPLAINTS AND SUGGESTIONS

Despite our best effort, you may have reason at some time or another for a gripe about our service or a regulation. Will you just shrug it off with the thought that you can't "beat city hall"? If so, you will have deprived us of an opportunity to show that the Town is here for your benefit.

If you have a complaint, a question of procedure, a suggestion, or a good idea about improving local services, please let us know. It's almost always best to check at the Town Office (by phone or in person) because the field employees, whether refuse collector or meter reader, may not always know the "why" of a policy or if the service you need is ordinarily given. Our office staff is exceptionally helpful and will see that your question gets to the right person. The Town Manager and all department heads are anxious to see that any reasonable request is granted. On-line suggestions and questions may be directed to kvittum@pearisburg.org. While on-line check out the town website at www.pearisburg.org.

THE GOOD LIFE -- PEARISBURG STYLE

Leaving the essentials of water, refuse collection, and taxes a moment, Pearisburg is a comfortable place to live. You will find a ready welcome at any of the churches and community organizations. A diverse range of activities, from bridge to golf, fishing, and hunting are available to Pearisburg residents. The proximity of Radford University, VA Tech and the New River Community College permit continuing education and attendance at cultural programs and varsity sports throughout the year. The Appalachian Trail, New River and Jefferson National Forest offer excellent and diverse outdoor recreation opportunities. Pearisburg is proud of its official Appalachian Trail Community designation.

If you are from a metropolitan area, you will enjoy the neighborliness, safety, and peace of non-urban life. If you are from another small town, you will, we hope, recognize in Pearisburg the qualities of your former home. Wherever you are from, we are glad you're here, and we will do whatever we can for you.

EMERGENCY SERVICES **(Emergency) (Non-Emergency)**

Fire	911	921-3842
Police	911	921-3842
Rescue	911	921-3842
Ambulance	911	921-3842
Water or Sewer Service--Day (Night Emergencies - Call Sheriffs Dept. at 921-3842 or the Town Manager)		921-1222
Town Manager	Office	921-0340
	Home	921-3208

AS TO YOUR OTHER UTILITIES

Electric Power: Appalachian Electric Power Company distributes electric power in Pearisburg. For service, telephone 1-800-956-4237.

Telephone Service: Verizon handles all requests for service by telephone to their Blacksburg Business Office. The number for resident service is 954-6222.

Natural Gas: Columbia Gas of Virginia, Inc., phone no. is 1-800-543-8911.

Liquified Petroleum Gas: Your gas appliances may burn liquified petroleum gas. Bottles or bulk LP gas is available from three distributors from neighboring communities. See the yellow pages of the telephone directory and "Gas-Liquified Petroleum" to request service.

TOWN COUNCIL:

Robert L. Dickerson, Mayor
Colin Munsey, Vice-Mayor
Kristi Eaton
Susie Journell
Jimmie R. Williams
Cathy Clark
Judy Harrell

TOWN EMPLOYEES:

Administration:

Kenneth Vittum, Town Manager
Regina Harless, Town Clerk
Lynne Hazelwood, Assistant Town Clerk
Penny Harless, Clerk Assistant

Building Inspector:

Rodney F. Wilson

Finance Department:

Lorrie Mitchell, Finance Director
Hope Harrell, Assistant Finance Director
Mandy Sadler, Finance Clerk
Crystal May, Utility Clerk

Library:

Birdie Moye, Librarian
Lori Porterfield, Assistant Librarian
Linda Woodyard, Librarian's Aide
Holly Clark, Library Aide

Police:

Chief Jackie C. Martin
Lieutenant Richard Gautier
Sergeant Danny Ratcliffe
Patrol Officer Michael Spicer
Patrol Officer Chad Journell
Patrol Officer Paul Vinson
Patrol Officer Adam Burton

Recreation Director:

Danielle Martin

Public Works Department:

Rick Tawney, Town Engineer
John Shanks
Mitchell Neice
Billy Griggs
Joseph Carroll
Randy Fisher
Matt Craig
Chris Mills
Kenneth Smith
Curtis Williams
Arnie Hughes
Brent Atwood
Lisa Kast
Curtis Robertson

Custodian:

Diane Griggs
Tiffany Meade

Planning Commissioners:

Jimmie Williams
Ann Muncy
Mike Collins
Danny Robertson
Amanda Moye

Town Attorney:

James A. Hartley