

For Your Information

- Utility Bills may be paid in the Treasurer's Office in the Charles T. Yancey Municipal Building Room 105 at 503 West Main Street.
- For your convenience, the drive thru lane may be open for making payments Monday 8:00 A.M. until 7:00 P.M., Tuesday through Friday, 8:00 A.M. until 5:00 P.M., and the first Saturday of every month 8:00 A.M. until 12:00 P.M.
- Our drop box for after hours payments is located in the middle drive thru lane and is emptied between 6:30AM & 7:00AM. Anything deposited in the drop box after 7:00AM will be processed on the next business day.
- Payments may be made in the form of **cash**, **check** or **money order**.



The Drop Box for After Hours Payments is Located in the Middle Drive Thru Lane

HOURS OF OPERATION

Monday through Friday
8:00 A.M. to 5:00 P.M.

City of Waynesboro
Department of Public Works
Customer Service/Utilities

City of Waynesboro
Department of Public Works
Customer Service/Utilities
Room 103
503 W. Main St.
Waynesboro, VA 22980



City of Waynesboro
Department of Public Works

Public Works Customer Service/Utilities



Public Works Customer Service/Utilities

In order to begin new service, customers must come in person to the Customer Service/Utilities Office located at 503 West Main Street, Room 103. You will need to sign a Water, Sewer & Garbage application. Also you will be required to show a photo ID, present a social security number. If buying home, a contract/sales agreement verifying that the residence was purchased must be presented by individual requesting service.

Deposit

- All renters are required to make a deposit of \$60.00
- New business accounts are required to make a deposit of \$75.00.
- Residential property owners are not required to make a deposit.



Water/Sewer/Garbage Billing Guidelines

Sewer Charges are Based Upon Water Usage

- Current water rate is \$3.53 per 1,000 gallons of water use.
- A service charge is placed on all accounts each billing cycle based on meter size. Residential charge is \$8.00. (5/8 x 3/4 inch meter)
- Sewer charge is \$5.60 per 1,000 gallons of water use.
- Garbage Collection rates are \$29.00 per can every two months.
- Inflow/Infiltration charge is \$21.90.
- Outside water/sewer rate (County Residents) shall be the regular rate plus 10% for consumption-based fees.

Cut Off Policy

- All utility bills are subject to disconnection if not paid in full by the due date on the regular bill.
- Written FINAL NOTICE is mailed to each customer letting them know the disconnect date for the services. A \$1.50 fee will be charged to your account if final notice is sent.
- A \$40.00 late payment cut-off list fee is applied to all accounts not paid in full by 9:00 AM on the scheduled disconnect date.
- To reinstate the services the total amount due plus the 40.00 penalty must be paid in the Treasurer's Office Room 105 at 503 W Main Street.
- Meter Readers are not allowed to accept payments from the customer unless supervisor has spoken to customer directly.
- A \$100.00 tampering fee may be applied if services are turned back on by the customer.

Water Adjustment Policy

Water adjustments are made for underground leaks and crawl space leaks only and are not made for any inside plumbing leaks, or lawn or garden watering.

After the underground leak/crawl space leak has been repaired by a plumber, a Request for Water Adjustment form may be obtained from the Billing Utilities Office in Room 103 of the Charles T. Yancey Municipal Building at 503 West Main Street. This form must be signed by a plumber with invoice/receipt of work completed from which will be submitted to the Finance Director for review. If approved, the following adjustments will be applied to the utility account:

- The three normal usage months prior to the high bill will be averaged and subtracted from the high bill;
- The resulting difference in water charges will be credited at a rate of 50% of the difference;
- The resulting difference in sewer charges will be credited at a rate of 100% of the difference.

Pool Fill Adjustment Policy

Pool fill adjustment can be made if the following criteria is met:

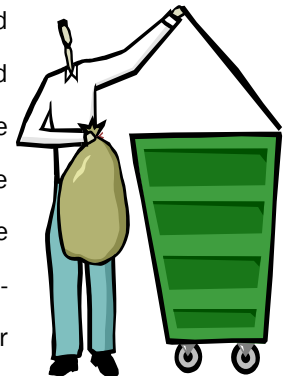
1. Must call for a start reading before filling
2. Must call after filling for a final read
3. Must be 5 thousand gallons or more to receive an adjustment on sewer.

Special Services

Walk-In Residential Refuse Service is available to qualifying households within the City of Waynesboro.

If you (and your spouse, if applicable) are

elderly or disabled and reside in a household where there is no one physically able to roll the refuse container to the designated pick up location, you may qualify for



Walk-In Residential Refuse Service. This service is available on a 12 month

Special Services are Available for Qualified Elderly or Disabled Households

basis and must be renewed annually. Application forms are available from the Customer Service/Utilities Office or the personnel on each refuse truck.