



COMMONWEALTH OF VIRGINIA
COUNTY of CHARLES CITY
P.O. BOX 128
CHARLES CITY, VIRGINIA 23030

BOARD OF SUPERVISORS

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ZACH TROGDON

July 31, 2016

Dear Charles City County Resident:

Charles City County Department of Public Works is pleased to forward to you our new and improved water bill for water and sewage services. You will find the following changes have been made to the bill:

- New, easy to read format indicating past usage, current consumption, current charges, and past due amounts, if any.
- Newly designed payment coupon, for ease of payment to the County.
- New area for the County to insert messages regarding water/sewer services or of general County interest.

In addition to the above bill format changes, your County water and sewer rates have been changed, effective July 1, 2016. The new water and sewer billing rate structure for FY17 is as follows:

- Consumption of 0 -1,999 gallons = \$12.50 minimum charge
- Consumption of 2,000 – 4,999 gallons = \$3.50/1000 gallons of usage
- Consumption greater than 5,000 gallons = \$3.75/1000 gallons of usage

We hope this new billing format will be easier for you as a consumer to read and follow. Charles City County appreciates being of service to you, and we look forward to making continuous improvements to your utility services in the months ahead. Should you have any questions about your bill, please call our office at (804) 652-4730.

Sincerely,

Michael A. Mee
Director of Public Works

Charles City County 10900 Courthouse Road Charles City, VA 23030 www.co.charles-city.va.us Dept. of Public Works (804) 652-4730	ACCOUNT SUMMARY	
	Account	Total Due Due Date
	Bill Date	Current Charges:
	Previous Balance	
	Payment Received	
	Past Due Amount	Total Amount Due:

ACCOUNT DETAIL						
Customer Name :						
Service Address :						
METER INFORMATION						
Meter Number	Usage Period		No. Days	Meter Readings (gallons)		
	From	To		Current	Previous	Usage
Water Service Charges						
1st	-		(0-1,999 gallons @ \$12.50 minimum)			
2nd	-		(2,000 - 4,999 gallons @ \$3.50/1,000 gallons)			
3rd	-		(5,000 gallons @ 3.75/1,000 gallons)			
Water Service Charges						
Sewerage Service Charges						
1st	-		(0 - 1,999 gallons @ \$12.50 minimum)			
2nd	-		(2000 - 4,999 gallons @ \$3.50/1,000 gallons)			
3rd	-		(5,000 gallons @ 3.75/1,000 gallons)			
Sewerage Service Charges						
Total Current Charges						
Adjustments						
Penalties						
Total Current Charges						
Past Due After:						

PAYMENTS ARE DUE UPON RECEIPT,
BUT NO LATER THAN 30 DAYS PAST BILL DATE

MESSAGES

2016 Consumer Confidence Reports are available online at www.co.charles-city.va.us

Important: If your bill has a past due amount, you may be subject to disconnection if not paid by the last day of this month. Additional notice is not required. A deposit and service fees are required to restore service.

Important Information on back of bill!

PAYMENT SECTION	
Charles City County PO Box 128 Charles City, VA 23030	Account Number Due Date Total Amount Due Amount Enclosed \$

MAKE CHECKS PAYABLE TO:

Charles City County Treasurer
 P.O. Box 38
 Charles City County, VA 23030-xxxx



CONTACT INFORMATION

Public Works Office, M-F, 8 a.m. - 4:30 p.m. 804-652-4730
After Hours Service and Emergencies 804-829-9265

PAYMENT OPTIONS

1. Mail - Enclose bottom portion of bill with check or money order.
2. In Person - Bring to Treasurer's Office at 10900 Courthouse Road.
3. After-Hours Drop Box - Located at 10900 Courthouse Road. Please deposit only check or money order with your payment coupon.
4. Credit/Debit Card - Please go to "www.officialpayments.com" or call 1-800-272-9829 to pay by phone.

PAYMENT DUE DATE AND LATE PENALTIES

Current charges are due upon receipt. A late fee will be added to any current charges that are not paid by 30 days past your bill date listed on your bill.

SERVICE TERMINATION AND RESTORATION

Please note past due charges are due 30 days past the bill date listed on your statement. Failure to pay past due charges will subject user to disconnection for non-payment. Additional late notes are not required to be provided. After services are terminated, a reconnection fee will be added to your account. Service will not be restored until all past due charges and a reconnection fee have been paid in full.

METER TAMPERING AND DAMAGE

Customer's are not permitted to access the meter box for any reason. Tampering with a County meter will subject the person to a penalty and further interruption of service. County utilities staff and other explicitly authorized personnel are the only individuals authorized to access County meter boxes.

FEES FOR RETURNED PAYMENTS

Any payment that is returned for insufficient funds or otherwise will be subject to applicable fees as set by the County.