



CITY OF PETERSBURG
BILLING & COLLECTIONS OFFICE
 144 N. SYCAMORE STREET PETERSBURG, VIRGINIA 23803
 (804) 733-2349
 CITYCOLLECTOR@PETERSBURG-VA.ORG

REQUEST FOR UTILITY SERVICES

Exhibit A: Provisions Governing Service

You have applied to establish a water service account (hereafter, “account”) with the City of Petersburg. This Exhibit A, identifying specific provisions that govern the account, is attached to and thereby incorporated into your application to establish a water services account. The application to establish a water services account, once executed, represents a legally enforceable agreement between you and the City of Petersburg.

1. You have requested that water services be connected at _____, Petersburg VA.
_____.
2. **You agree that if you are not able to be present at the above-referenced address when service is initiated, you will ensure that all faucets or other fixtures capable of transmitting water are in the OFF position.**
3. You agree to assume all liability for and to indemnify and hold harmless the City of Petersburg and it’s officers, authorized representatives and employees against any and all claims, losses, costs, damages, penalties, liabilities and fees (including reasonable attorney’s fees) and expenses resulting from any damages caused by initiation of water services at the above-referenced property.
4. In order to *open an account*, you agree to provide proof of ownership or tenancy demonstrating that you are authorized to occupy the unit for which you are seeking to obtain water service as the City Utility Billing Office may require.
5. City law provides that *any water charges incurred on the above-referenced account during the time it is open is your personal liability*, and the City of Petersburg may seek legal action to ensure that you pay any charges incurred. (§114-142, Code of the City of Petersburg). You can understand and agree that you are responsible for payment of water service charges incurred on this account, and that City Code establishes that you are personally liable for such charges.
6. In order to *close an account*, **ALL parties** to the water services account must request account closure from the *Utility Billing Office* and may need to submit evidence that they are no longer responsible for the premises served by the account. **Failure to submit any evidence requested by the Utility Billing Office may result in the accounts remaining open and all parties to the account remaining personally liable for any subsequent charges on the account.**

 *Applicant (Printed Name) *

 * Applicant (Signature) *

 Date

 Supervisor, Petersburg Utility Billing Office

 Date

****Your signature is an acknowledgement that you were provided a copy of this form; it is not necessary for the establishment of legally enforceable agreement with the City of Petersburg for provision of water services. If you refuse to sign, the Supervisor of the Utility Billing Office may confirm by notation on your signature line your receipt of this document or that you were told of its provisions.****

City of Petersburg
Office of Billing & Collections
144 N. Sycamore Street
Petersburg, Virginia 23803
(804) 733-2349
HOURS OF OPERATION: 8:30 a.m. – 4:30 P.M. Monday – Friday

New Service Applicant

When requesting new service, the following items are required:

1. A Lease Agreement or a notarized statement from the owner is required if you are renting the property.
2. Documentation insuring ownership of property if deed has not been recorded. If deed has not been updated thru our Assessor's Office a fully executed HUD-1 Statement or a copy of the deed shall be acceptable. If closing is delayed the owner of the property may give a lease or notarized statement prior to closing for early possession.
3. The Utility Billing can verify ownership of property by calling the Assessor's Office or viewing and updated deed.
4. Picture Identification is required of all responsible parties carried on the deed and/or over the age of 18 a responsible party on the lease.
5. A \$25.00 fee shall be assessed on the first monthly bill. This is a service fee for setting up the account and having a technician go on-site to read, turn on or install a meter. It takes 2-3 months before receiving the first bill. Bills will come monthly thereafter.
6. If water cannot be turned on successfully during the first trip due to something running in the house there will be a \$15.00 fee assessed for each trip after the first. Please make sure all faucets are in the off position if you cannot be at the location to avoid these charges.
7. Water bills are mailed monthly.

TERMINATION OF SERVICE

Individuals/businesses requesting services to be terminated must provide in writing the address to disconnect, the date and where to mail the final bill. This may be accomplished in person or mail. All parties on the utility bill must sign to have services disconnected. **ABSOLUTELY NO DISCONNECTIONS SHALL BE MADE BY PHONE.**

UTILITY SECURITY DEPOSITS

Individuals/businesses requesting utility services are required to pay a \$75 deposit. The deposit may be increased to \$112.50 if a delinquent balance exists from another account. If there is a delinquent balance from another account, the \$112.50 deposit and delinquent balance must be paid in full before another account can be established. **If the individual/business has had utility service within the last 12 months, and no delinquent balance exists, the \$75 deposit is NOT required.**

Any individual/business who has made a deposit may, upon request to the billing office, receive a refund in the amount of that deposit after 10 consecutive payments for utility services on or before the respective due dates. Any person(s) not meeting this criteria will NOT be eligible for a refund and the deposit will be applied to the final bill.

HOW TO READ YOUR METER

There are 2 basic types of water meters. One is a “straight read” which is read like the odometer on your car. The other type of meter is a “dial meter”. To read this meter start with the dial labeled with the largest number (10,000,000-10) and read clockwise to the lowest numbered dial.

If the needle points between two numbers, read the lower number.

To compute how much has been used in a given period, subtract the reading at the start of the period from the reading at the end of the period. Meters are read to the nearest 100 c.f. one cubic foot of water equals 7.5 gallons of water.

GARDEN METERS

Many of our customers receive a reduction in the sewer charge for water used for gardens, lawn care, and swimming pools. They avoid these charges by installing a separate meter to measure this water usage. Please contact the billing office for further information.

ADJUSTMENTS FOR PLUMBING REPAIRS

Water bills are adjusted where there is evidence of a hidden leak. For broken pipes or some other detectable, non-preventable plumbing problem, which does not put water back into the sanitary sewer system; Contact the billing office for further details.

IF YOU SUSPECT YOU HAVE A LEAK

1. Turn off all faucets and record the reading on your meter. Keep everything off for an hour, including the toilets, and take another reading. If the reading has changed, you possibly have a leak.
2. Use a 10” or longer screwdriver as a listening device to listen to your pipes. Place the screwdriver’s metal end against the pipes, valves and/or faucet. Then put your ear against the plastic handle. If you can hear water when the faucets are off, you have a leak.
3. Look for signs of dampness where pipes exit walls.
4. Place food coloring in the toilet tank. If the color filters into the bowl without flushing, you should replace the flapper valve.

Important Payment Information for Petersburg Tax Payers

Effective July 31, 2011, we will no longer accept payments from Official Payments. You may make payments from the following payment options:

1. From any computer, you may view and/or make a credit or debit card or electronic check payment at <http://www.petersburg-va.org/ETreasurer.asp>. Also, there will be a link on the City of Petersburg's home page, www.petersburg-va.org.
2. There is no convenience fee for electronic check payments. There is a 3% convenience fee for all credit and/or debit card payments.
3. You will need a valid email address to pay any bill online, so that our system can send you a receipt.
4. If you are paying a Real Estate bill, you must have your map number, which is located at the top of your bill to access your total amount due.
5. If you are paying a personal property bill, you must have your account number.
6. Late payments are charged 10% penalty plus 10% APR interest. **FAILURE TO RECEIVE A BILL DOES NOT RELIEVE YOUR PAYMENT OBLIGATION OR EXCUSE PENALTIES. IF YOU NEED A COPY OF A BILL, PLEASE CONTACT OR VISIT OUR OFFICE OR www.petersburg-va.com.**

If you have any questions about this application, please call (804)733-2349, email citycollector@petersburg-va.org, or visit our office for assistance.

We thank you in advance for your prompt payment and look forward to working with you in the future!



CURRENT WATER/SEWER RATES AND FEES AS OF JULY 1, 2019

Rates	Per ccf Water	Per ccf Sewer	Rates	Per Gal Water	Per Gal Sewer
0-3	0.670	1.498	0-2244	0.000896	0.002003
4-125	2.835	6.443	2245-93500	0.003791	0.008613
Over 125	1.819	4.115	Over 93500	0.002432	0.005502

*1 ccf =748 gallons

MONTHLY CAPACITY CHARGES

Meter Size	Water	Sewer
5/8 or .625 Inch	\$9.92	\$22.50
3/4 and 1 Inch	\$24.82	\$56.22
1.5 Inch	\$43.39	\$98.44
2 Inch	\$79.30	\$179.87
3 Inch	\$158.58	\$365.04
4 Inch	\$247.80	\$562.13
6 Inch	\$495.65	\$1,124.26
8 Inch	\$991.30	\$2,248.53
10 Inch	\$1,536.51	\$3,485.20
12 Inch	\$1,982.60	\$4,496.98

TOTAL FLAT RATE CHARGES: RESIDENTIAL 5/8 METER		TOTAL FLAT-RATE CHARGES: RESIDENTIAL 1 INCH METER	
Water	\$9.92	Water	\$24.82
Sewer	\$22.50	Sewer	\$56.22
Tax	\$1.77	Tax	\$4.42
Refuse/Trash	\$20.00	Refuse/Tax	\$20.00
Storm water	+ \$3.75	Storm water	+ \$3.75
Total Monthly Bill	\$57.94	Total Monthly Bill	\$109.21

Note: Newly adopted rates are applied starting with the first full usage period of the fiscal year

Residential Trash Collection – City of Petersburg

Petersburg residents: Your collection day is either Thursday or Friday. Trash is collected each week by Container First Services. *Old Towne area has trash collection Monday, Wednesday and Friday each week.* Place cart at the curb by 7 am on Wednesday. Normal collection hours are 7 am to 7 pm.

The city provides each eligible household with one 96-gallon crimson/gold trash cart and one green trash cart, within 7-10 business days after establishing utility services.

- Cart(s) should have handles facing the house with front of cart facing the street
- Cart should be 5 feet from any car or mailbox and at least 2 feet of space between multiple containers
- Place extra trash in tied bags next to the cart for collection. No loose trash. Do not place trash on top of cart. Extra trash in personal carts will not be collected.
- Motor oil, anti-freeze, and hazardous wastes will not be accepted.
- Do not overload cart. (200 lb. limit). Construction waste (such as lumber, wire, sheetrock, concrete, etc.) generated during construction, remodeling or repair of pavement, house or other structure are not accepted.

Customer Service

- For questions not addressed by the information below, please call the Trash Collection Hotline at (804) 425-0500 for assistance.

Trash Collection Guidelines

Please follow these guidelines for proper and efficient trash collection.

Each address is provided ONE crimson/gold trash cart for use and ONE green recycling cart. Additional carts will be available for the purchase price of \$58.00. There is a \$2.25 monthly fee for each additional cart that will be added to the utility bill. Call the City of Petersburg, Department of Public Works at 804-733-2349 to purchase additional carts.



- Trash must be at the curb by 7:00 am on the scheduled collection day.
- Collection day for trash will remain the same (Thursday or Friday)
- Cart(s) should have handles facing house with the front of the cart facing to the street.
- Container should be 5 feet from any car or mailbox and at least 2 feet of space between multiple containers.
- Place extra trash in tied trash bags next to the cart for collection. No loose trash. Do not place trash on top of cart. Only trash in crimson/gold cart and tied trash bags beside crimson/gold cart will be collected. Extra trash in personal trash cans will not be collected or trash placed in your green recycling cart.

- Motor oil, anti-freeze, and hazardous wastes will not be accepted.
- Do not overload cart. (200 lb limit). Construction waste (such as lumber, wire, sheetrock, concrete, etc.) generated during construction, remodeling, or repair of pavements, house or other structure are not accepted.
- Recycle! Use your green recycling cart. Curbside recycling is every other week on Tuesdays.
- To view your specific trash pick-up days, please visit the CWMA website <http://cvwma.com/programs/trash-programs/residential-refuse-collection/residential-trash-collection-city-of-petersburg/> and click on the link on the right [View your collection schedule and sign up to receive collection day reminders!](#)

BRUSH and YARD WASTE

- Pruning's, grass clippings, weeds, leaves; brush, and general yard and garden wastes must be bagged and securely tied together.
- Yard waste such as limbs and brush will be collected. Limbs and brush cut to 6 feet in length and less than weighing less than 60 pounds.
- Bagged leaves will be collected year round.

BULKY COLLECTIONS

- Bulk limited to 10 cubic yards. If bulk pick-up is over 10 cubic yards the contractor will not pick up.

BULKY TRASH

- Bulky trash (like furniture, water heaters and appliances) will also be collected at the curb on your regular collection day.
- Call the Trash Collection Hotline at 425-0500 to arrange collection of large amounts.

HOLIDAY COLLECTION SCHEDULE

Trash will not be collected on the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

When trash or recycling collection is scheduled on one of these holidays or on a day earlier in the same week, collection will occur one day later (i.e. Friday collection on Saturday). Trash and recycling collection will not be affected by other holidays observed by the city.



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Utility Service Account Termination Form

Date: _____ Account No: _____

Account Holder's Name: _____

Phone No. _____

Service Address: _____

Effective Date: _____

New Mailing Address: _____

Customer Signature(s) required

POA/Exec. Of Estate Signature(s)

*******OFFICE USE ONLY*******

Work Order No: _____

Utility Billing Rep: _____