

TOWN OF BERRYVILLE WATER AND SEWER SERVICE - **BILLING TERMS AND CONDITIONS- REVISED 2020**

BILLING PROCEDURES

Water and sewer accounts are billed every month. All bills are due on the 15th day of the month that they are rendered. The customer is responsible for providing a correct billing address. Failure to receive a bill does not relieve the customer of the obligation of its payment, nor from the consequence of nonpayment. Administrative-Facilities fees and minimum charges will not be waived for periods of non-usage even if the owner/tenant has requested the service to be disconnected.

PAYMENT METHODS

1. **In Person** – At the town office at 101 Chalmers Ct. Suite A between the hours of 8:30a.m. and 5:00p.m. Monday through Friday excluding holidays.
2. **By Mail** – Please enclose the top portion of your bill with your check or money order. Please do not send cash in the mail.
3. **In the Drop Box** – An after-hours drop box is located at the Government Center at 101 Chalmers Ct. Please do not leave cash in the drop box.
4. **ACH Debit** – Complete an Authorization Form and have your payment deducted from your bank account.
5. **Drive Thru** – Located on the Rose Hill Park side of the Government Center at 101 Chalmers Ct.
6. **Online** – www.berryvilleva.gov Click the Pay Online icon. (fees may apply)
7. **By Phone** – 1.877.885.7968 (fees may apply)

ADMIN & FACILITIES (ADMINISTRATIVE AND FACILITIES FEES):

in general terms these fees are used for the fixed overhead costs to operate and maintain the water and sewer system on a day to day basis. These are operational items such as maintenance, upkeep of the system, repairs to the system, chemicals, testing of water quality (required by law), billing and administration. These items are required whether the system is used or not.

REFUSE TOTER: Town's basic service. Additional service charges will vary based on service type, location and number of toters.

LATE PAYMENTS: Bills are considered delinquent if the payment is not received on or before the original due date. If an account remains unpaid after this date, a late fee will be assessed.

DISCONNECTION OF SERVICE FOR NON-PAYMENT: If the bill is not paid in full before 9:00a.m. on the cut-off date noted on the bill, a fee will be assessed and the service disconnected. The fee, which will be applied at 9:00a.m. on the cut-off date, will be charged whether service is disconnected or not.

RECONNECTION OF SERVICE: Once a customer has been disconnected for non-payment, the entire past due balance and all fees must be paid before service is restored. If payment is made before 2p.m. on the disconnect day, the town will make every attempt to reconnect services on that day. Please note that it may take up to one full business day to restore service.

BILLING QUESTIONS: The customer may present any questions, objections, explanations or disputes concerning the bill to the Town Office (540-955-1099) immediately, but in no event more than 10 days from the date of the billing, for review under the town's formal adjustment policies. All bills shall be considered to be correct unless a correction is requested in writing within ten days of the billing date.

RETURN CHECK/ACH FEE: A return check/ACH fee plus any fees charged to the Town by the bank will be charged for each returned check. These fees are subject to change by order of the Town Council.

UNAUTHORIZED WATER USE OR SYSTEM TAMPERING: Any unauthorized use of town water or tampering with the water distribution system, including the water meter and setter, constitutes a Class 1 misdemeanor. If water service is disconnected by town personnel, the service may only be reconnected by town personnel.

EXTENSIONS: Customers who are unable to pay their bill on time may request an extension. Only the account holder may request this service and it must be requested prior to the scheduled cut-off day. Full details of the Town's Payment Extension Policy may be found on the Town's website www.berryvilleva.gov or in person at the Town Business Office.

PAST DUE COLLECTIONS: Payments will be credited to penalties, interest, fees and delinquent bills first. In accordance with the Code of Virginia 58.1-3919 the Treasurer shall collect by: Treasurer's Lien, Bank Lien, Employment Lien, Set Off Debt Action, Administrative Summons, Payment Offsets.

WHEN INCLEMENT WEATHER PREVENTS METER READING:

When snow and ice accumulation prevents access to meters at the regular reading time, the billing period may be extended to permit meter reading on a later date or bills will be estimated. In the event that the billing period is extended, the Town will accept pre-payment to credit to your account if you choose to adhere to your monthly payment schedule.

UNDERSTANDING YOUR BILL:

1. **10% Late Charge** – The amount your bill will be after the due date. This does not include disconnection fees.
2. **Account Number** – This is a unique number used to identify your account. It is usually 11-12 digits.
3. **Amount** – This is the amount you are billed for that usage/service.
4. **Billing Date** – The billing date is the date your bill is prepared and sent.
5. **Current Reading** – These numbers represent the current readings from your water meter.
6. **Current Charges** – The amount billed for the current billing period.
7. **Cut-Off Date** – The day water will be turned off for non-payment.
8. **Meter Serial Number** – This is a unique number used to identify the water meter at the service address.
9. **No. Days** – This is the number of days in this billing cycle.
10. **Previous Balance** – Either unpaid amount from previous billing statements or account credit (indicated by parentheses).
11. **Previous Reading** – These numbers represent the previous readings from your water meter.
12. **Service** – The type of service you are being billed for.
13. **Service Address** – This is the location being billed for water service. Some customers use a different mailing address or pay bills for more than one location. This allows customers to track the amount paid for each location.)
14. **Service From** – This is the previous date the meter was read.
15. **Service To** – This is the most current date the meter was read.
16. **Total Due** – The balance owed on your account.
17. **Total After Due Date** – The current balance on your account PLUS the 10% late charge. (does not include additional fees if not paid by the Cut-Off Date)
18. **Usage Per 1,000 Gallons** – This is how much water (per 1,000 gallons) your service address used during this billing period.
19. **Usage History** – A graph that shows monthly usage per 1,000 gallons.

Please visit the Town's website www.berryvilleva.gov for updates on weather related billing delays and subscribe to "Notify Me" to automatically receive notifications from the Town.