

City of Waynesboro Utility Policy/Procedures

It is the policy of the City of Waynesboro to collect charges and fees for utility services within **30 days** of the date of billing. Bills that are **not** paid in full on or before the due date shall be subject to penalty and interest. The city may provide a utility bill payment plan, ***under rare and exceptional circumstances***, according to the following guidelines:

- A partial payment of the total utility bill is due in order to initiate a payment plan.
- The outstanding balance of any original bill must be paid by the next bill due date.
- In **NO** case, may a residential account, carry a balance exceeding \$500.00.
- Payment plans are only initiated at the request of the utility customer. In order to be eligible for a payment plan, the customer will voluntarily provide a social security number and daytime contact information.
- Only three (3) payment plans/extensions are allowed in a calendar year.
- Penalties apply to all late payments. Interest on unpaid balances will continue to accrue until the entire balance is paid.
- Failure to abide by the provisions of any payment plan will result in the discontinuation of utility services and make customers ineligible for future payment plans.
- Payment plans are only available to residential customers.
- If paying a utility reconnection bill, and a check is tendered for payment, and then is returned by the bank, unpaid; the utilities will be immediately disconnected until the utility bill, returned check fee, and reconnection fees, are all paid in full with a guaranteed fund. (EX: Cashier's check, money order, cash, etc.)

Payment plans are offered as a courtesy and at the complete discretion of the City of Waynesboro. The City reserves every right to refuse or revoke any payment plan and in accordance with Code of the City of Waynesboro, Virginia Chapter 86, Section 35, seek all fees, penalties and interest owed. In accordance with the Code of Virginia (§58.1-3952), the City Treasurer is empowered to collect past due charges by the following means: Wage Withholding, Bank Lien, Warrant in Debt, State Income Tax Refund Withholding, and Property Seizure.

