

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 is open for making payments Monday through Friday, 8:00 A.M. until 5:00 P.M.
- Our drop box for after hours payments is located on the side of the building 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 over the phone at 942-6606 or in the office in the form of **cash, check, money order or with credit card (for a convenience fee of \$4.95).**



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HOURS OF OPERATION

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

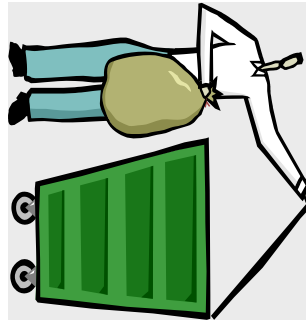
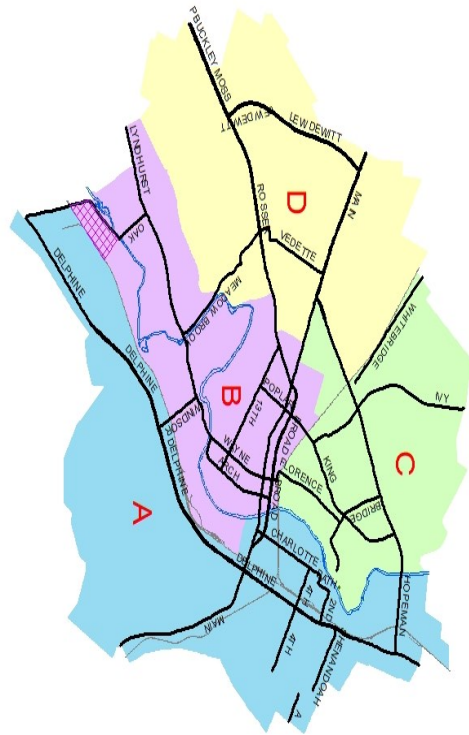
City of Waynesboro

Utilities

941 Fir St.

Waynesboro, VA 22980

Phone: (540) 942-6643



WEEKLY REFUSE COLLECTION DAYS	
A	WEDNESDAY
B	TUESDAY
C	THURSDAY
D	MONDAY

Missed Pick Up

- For information concerning missed pick up, please call the Refuse Department, 942-6764.

Holidays and Inclement Weather

- Holidays and Inclement Weather necessitate a revised pick up schedule. Please refer to the following for Altered Refuse Collection Information:



Customer Service/ Utilities Office

540-942-6643



Customer Service/Utilities

In order to begin new service, customers can come in person to the Customer Service Office located at 941 Fir St or go online to www.waynesboro.va.us/formcenter. If buying home, a contract/sales agreement verifying that the residence was purchased may be required by the individual requesting service.

Deposit

- All renters are required to make a deposit of **\$150.00 at a rate of \$75 over the first 2 bills.**
- New business accounts are required to make a deposit of **\$250.00 at a rate of \$125 over the first 2 bills.**
- Residential property owners are not required to make a deposit.



Water/Sewer/Garbage Billing

Guidelines

- Current water rate is **\$5.13** per 1,000 gallons of water use.

Sewer Charges are Based Upon Water Usage

- A service charge is placed on all accounts, each billing cycle, based on meter size. Residential charge is **\$17.32** (5/8 x 3/4 inch meter) bi-monthly.
- Sewer rate charge is **\$8.70** per 1,000 gallons of water use.
- Sewer Service charge is **\$28.18** bi-monthly.
- Garbage Collection rates are **\$29.00** per can bi-monthly.
- 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 a final notice is sent. A \$40.00 penalty is applied to all accounts not paid in full by **9:00 AM** on the scheduled disconnect date and the account will be disconnected. 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, 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. This form must be signed by a plumber with invoice/receipt of work completed to be submitted to the Public Works 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.

Special Services

Special 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 Special Refuse Service. This service is available on a 12 month basis and must be renewed annually. Application forms are

available from the Customer Service/Utilities Office or the personnel on each refuse truck.

WE WILL COLLECT:

- Household refuse such as food waste, paper products, cans and glass containers.
- **Bagged** free-floating materials such as Styrofoam packing "peanuts," pet wastes, sawdust, etc.
- Lawn debris: shrub trimmings, pine needles/cones, grass trimmings that have been bagged.
- Medical use needles and syringes sealed in plastic containers (milk jugs, liquid laundry detergent) for safe collection.
- Hardened latex paint (**leave lid off to dry**).

WE WILL NOT COLLECT:

- Hazardous materials such as oil paint, paint thinner, petroleum products, pesticides, automotive fluids, lead acid batteries, herbicides, etc. (A special Hazardous Waste Collection is held every Fall at the Augusta County Government Center). Call 942-6720 for details;
- Rocks.
- Masonry products (concrete blocks, bricks, mortar, etc.).
- Car parts.
- Appliances will be collected by bulk collection.
- Because the carts are flammable, please do not put ashes, charcoal or any other substance that would ignite.
- Contents of roll-out cart must not exceed 200 pounds.