

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 extension agreement, according to the following guidelines:

- A payment extension can only be granted for a **maximum** of two (2) weeks from date of arrangement. A payment extension can be extended, but it will use up another extension. If an extension on an extension is requested, you are only allowed 7 additional days from date of original extension, and you must come in and sign another extension. If someone wishes to extend a third time, that will use all extensions for the year, and will only get three (3) additional days from 2nd extension.
- The outstanding balance of any original bill must be paid by the next original bill due date **NOT** the final notice.
- In **NO** case, may a residential account, carry a balance exceeding \$500.00.
- Extensions are only initiated at the request of the utility customer. In order to be eligible for an extension, the customer must voluntarily give SSN and daytime phone number.
- Only **three** (3) payment extensions are allowed in a calendar year, based on the payment date, **NOT** the initiation date.
- 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 extension will result in the discontinuation of utility services and make customers ineligible for future extensions.
- Payment extensions 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 extensions 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 extension 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.