

CITY OF PETERSBURG

DEPARTMENT OF UTILITY

BILLING & COLLECTIONS

135 N UNION STREET, PETERSBURG, VIRGINIA 23803
(804) 733-2349(O) (804) 733-2434 (F)

Application Packet for Water Services

Greetings Residents of Petersburg,

It is our pleasure to assist you. To begin the process to have water services turned on, requires you to complete this application. Once this application has been completed, the document must be submitted to our office along with proof of ownership/lease agreement and a valid identification card. If you have had water services in the City of Petersburg in the last twelve (12) months, a deposit of \$75.00 is not required. If there were no active services within this time period, the deposit is mandatory.

Commercial Accounts: To begin the process to have water services turned on, you are required to complete this application. Once this application has been completed, the document must be submitted to our office along with proof of ownership/lease agreement and your EIN documentation. If you have had water services in the City of Petersburg, in the last twelve (12) months, a deposit is not required. If there were no active services within this time period, the deposit is mandatory. The deposit amount is dependent upon the meter size located at the service address: 5/8 inch, 3/4 inch, and 1 inch meters - \$75.00; 1 1/2 inch meter - \$105.00; 2 inch meter - \$205.00; 3 inch meter - \$380.00; 4 inch meter - \$955.00; 6 inch meter - \$1,910.00, and hydrant meter - \$1,800.00. Additionally, there is a mandatory fee for Refuse collection. If the business contracts with a private service for trash removal, please submit documentation to this office. Upon receipt, the refuse fee will be waived (for commercial accounts, **ONLY**).

For home inspections: Please inform the representative if the water services will be for twenty-four (24) or forty-eight (48) hours. There is a \$25.00 fee required. All homeowners and/or realtors must present a valid identification card.

Once the account has been created, please go to our website at <https://www.petersburg-va.com/applications/trapps/index.asp> to make your payment.

Enclosed is an application to be completed.

If you need further assistance, please feel free to contact our office.

Jay Baxter
Director of Billing & Collections
CityCollector@petersburg-va.org
804-733-2349

City of Petersburg
Department of Utility Billing & Collections
135 N. Union Street
Petersburg, Virginia 23803
(804) 733-2349

HOURS OF OPERATION: 8:30 a.m. – 4:30 P.M. Monday – Friday
City Treasurer's Office for collection of payments closes at 4:30 p.m.

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.**

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

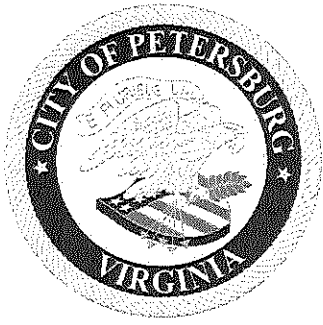
Many of our customers receive a reduction in the sewer charge for water used for gardens, lawn care, and swimming pools. They avoid these charges by installing a separate meter to measure this water usage. Please contact the billing office for further information.

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 sine food coloring in the toilet tank. If the color filters into the bowl without flushing, you should replace the flapper valve.



CITY OF PETERSBURG
BILLING & COLLECTIONS DEPARTMENT

135 N. UNION STREET PETERSBURG, VIRGINIA 23803

(804) 733-2349

WWW.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 its 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 accounts, 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.*****

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!

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.

- 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.

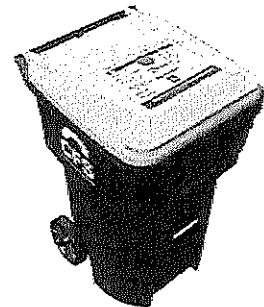
Customer Service

- 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

While you're at it, recycle these items!



Aluminum & Steel Cans
Empty and rinse, place the lid back in the can

Food & Beverage Cartons
Empty and rinse and replace cap



Bottles & Jars
Empty and rinse, no lids or caps

Paper and Cardboard
Office paper, mixed paper, Newspaper, Magazines and Flattened Cardboard



Kitchen, Laundry, Bath: Bottles and Containers
Empty and rinse and replace cap

We do not accept plastic bags, styrofoam™ or garbage.

Questions?

Call our customer service representatives.
It's that easy to get started!

804-340-0900



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PETERSBURG UTILITY BILLING

135 N. UNION STREET PETERSBURG, VIRGINIA 23803

(804) 733-2349

WWW.PETERSBURG-VA

Utility Services Account Termination Form

Date: _____ Account No: _____

Account Holder's Name: _____

Service Address: _____

Effective Date: _____

New Mailing Address: _____

Customer Signature(s) required

Power of Attorney/Exec. of Estate Signature(s)

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

Work Order No: _____

Utility Billing Rep: _____