

PAYMENT OPTIONS

- **Automatic Payment Plan** – Sign-up to have your utility bill debited directly from your bank account on the due date. Complete the form located at www.harrisonburgva.gov/water-accounts (No fees apply to automatic payment plan).
- **Online Payment**- Pay online by credit card at <https://selfservice.harrisonburgva.gov/css/> (fees will apply).
- **Pay by phone** - Call 1-800-272-9829, option 3 & use jurisdiction 6219 to pay by credit card (fees will apply).
- **By Mail** - Send payment and return stub in the envelope provided to the City of Harrisonburg, VA, City Treasurer, PO Box 1007, Harrisonburg, VA 22803-1007.

PAYMENT LOCATIONS <i>** Bring payment and return stub **</i>			
Pay In Person		Drop Box	
City Treasurer's Office 409 South Main Street Harrisonburg, VA 22801 Open Mon - Fri 8:00 am to 5:00 pm	Public Utilities Office 2155 Beery Road Harrisonburg, VA 22801 Open Mon - Fri 8:30 am to 4:00 pm	City Municipal Building 409 South Main Street Harrisonburg, VA 22801 Open 24/7	Public Utilities Office 2155 Beery Road Harrisonburg, VA 22801 Open Mon - Fri 7:30 am to 4:00 pm

DEFINITIONS

Water:	The amount of water the customer consumes is the basis of this surcharge. This revenue is used to offset administrative, pumping, collection - transmission - distribution, utility billing, financial audit, purification, capital outlay, debt, capital projects and reimbursement for general fund overhead.
Seasonal Water Surcharge:	In addition to the city and rural water rates, there shall be added to all water bills generated in the months of July, August, September, October, and November of each year a seasonal water rate surcharge. During these months of higher demand, a seasonal rate will be applied as an educational message and an incentive to conserve our natural resources.
Sewer / Wastewater:	The basis of this charge is the amount of water used; the sewer rate schedule uses 100% water consumption without adjustment for actual differences. The revenue is used for the same expenses listed above, excluding purification and debt. In the event of a sewer backup within City limits, ALWAYS call (540) 434-9959 first!!
Authority:	The basis of this charge is the amount of water used; the authority rate schedule uses 100% water consumption without adjustment for actual differences. The revenue is used to offset expenses incurred by the City from Harrisonburg / Rockingham Regional Sewer Authority in providing wastewater treatment.
Tax:	A tax paid to the city general fund based on commodity sales. City and Rural water tax are 20%.
Late Charge:	A 10% late charge is applied on the current balance forwarded at the time of billing.
Penalty:	\$35 will be billed for each payment returned by the bank for any reason.
Solid Waste Collection:	Curbside solid waste, yard debris, and bulk collection. Use of recycling convenience center. Commercial collection and rates vary.
Solid Waste Management Fee:	Fee is used to offset administration, recycling, disposal, and environmental costs.

1) DELINQUENCY - If applicable, notice of service disconnection will be printed on the individual message of each bill.

2) CHARGES PER 1000 GALLONS BASED ON WATER USED : Minimum monthly bills vary with meter size.

For full rate structure visit: <https://www.harrisonburgva.gov/water-accounts>

3) HIGH USAGE

- Leaks in toilets, faucets, icemakers, and lawn sprinklers usually cause high water usage. Toilets are most often the cause. To test for leaks, take the lid off the tank, add food coloring, and do not flush. Check the bowl an hour later to see if dye has seeped into the bowl. If dye appears in the bowl, a leak exists. In the event you experience difficulties locating a leak please consult a qualified plumber. For additional questions or concerns please contact the Public Utilities Department. Responsibility of plumbing from the water meter to the home including inside the home resides with the customer.

- Customers who experience irregular billings may contact the Water Operations Staff to determine if an adjustment is available in coordination to the provisions of the City Code of Ordinances; an adjustment request form must be completed and may be obtained at the Public Utilities Office or www.harrisonburgva.gov/water-leak-checks.

4) SEWER BACKUP

HPU cannot assure protection of your premises against damages. Tips: 1) **Call us first** to avoid unnecessary plumber expenses.

2) Have your plumber check for code compliance and the need for backwater protection. 3) Consider a homeowner insurance rider.

See our website for more information at www.harrisonburgva.gov/sewer-backup