

**City of Virginia
Department of Public Utilities**

**Utility Fee Schedule
Subject to Change Without Notice**

Service Fees

Effective November 1, 2017

Office Services

Late Payment Notice	\$5 + 1% of outstanding balance
Delinquent Fee	\$ 25.00
Disconnect - Reconnection Chg (for Non-Payment) available 8:00 to 3:00 only	\$ 100.00 */**
Returned Check/ACH (NSF/Account Closed/Stop Payment)	\$ 25.00 Each

*Half (1/2) of fee is charged to the account when an account is disconnected, the other half (1/2) is for reconnection (full amount must be paid prior to reconnection).

**Disconnect/Reconnect fee increases depending on number of disconnects in twelve (12) month period

Fee doubles after second Disconnect-Reconnect in one year period. After third Disconnect-Reconnect in one year fee permanently doubles

Field Services

WATER:

Customer Requested Service Call (Utility or Non Utility Related) during regular hours	No Charge**
Customer Requested Service Call (Non Utility Related) after hours	Actual Cost***
Meter Testing - Customer Requested	\$ 25.00 *
Disconnection/ Reconnection of Water (Customer Requested- Seasonal) during regular hours only	\$ 30.00 / Request****
Temporary turn off at standpipe during regular hours only	\$ 30.00 1 attempt only
48 hour notice requested for the following:	
Customer Requested Water Main Shut-off during regular hours (no standpipe located)	\$ 100.00 Plus notification expenses
Customer Requested Water Main Shut-off after hours (no standpipe located)	\$ 250.00 Plus notification expenses

ELECTRIC:

Customer Requested Service Call (Utility or Non Utility Related) during regular hours	No Charge**
Customer Requested Service Call (Non Utility Related) after hours	Actual Cost***
Meter Testing - Customer Requested	\$ 25.00 *
Disconnection/ Reconnection of Electric (Customer Requested- Seasonal) during regular hours only	\$ 30.00 / Request****
Emergency	No Charge

GAS:

Customer Requested Service Call (Utility or Non Utility Related) during regular hours	No Charge**
Customer Requested Service Call (Non Utility Related) after hours	Actual Cost***
Meter Testing - Customer Requested	\$ 25.00 *
Gas Leak & Carbon Monoxide Detection	No charge
Disconnection/ Reconnection of Gas (Customer Requested- Seasonal) during regular hours only	\$ 30.00 / Request****
Emergency	No Charge

STEAM:

Customer Requested Service Call (Utility or Non Utility Related) during regular hours	No Charge**
Customer Requested Service Call (Non Utility Related) after hours	Actual Cost***
Meter Testing - Customer Requested	\$ 25.00 *
Disconnection/ Reconnection of Steam (Customer Requested- Seasonal Chain-off)	\$ 20.00

* Meter testing requires meters to be disconnected & reconnected for an additional charge. See Disconnect / Reconnect fees above.

** Misuse of Non Utility Related calls during regular hours may result in billing for a minimum of two (2) hours of current labor & equipment rates.

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**** If more than 1 commodity is being disconnected/reconnected at that time, an additional \$5 per commodity will be charged

THE DPU MUST AUTHORIZE THE REMOVAL OF ANY METERING DEVICE

UTILITY LOCATES

Regular Hours	No Charge
Emergency	No Charge
After Hours	Not available

All fees included applicable State Sales Tax