

ESTABLISHING A WATER ACCOUNT

An application for water and sewer service through an existing connection can be initiated by e-mail, by fax, or in person at the Water & Sewer Billing Department in the City Hall. Applications submitted before 12:30 pm may be turned on the same day. Applications submitted after 12:30 pm will be processed the next business day. To apply for a water account, you will need to provide:

OWNER

- Copy of settlement statement or deed
- Picture identification (driver's license, passport, military id)
- Completed Water Account Application
 - \$76 at the time of activation *

LESSEE/RENTER

- Property Owner's Agreement and Landlord Authorization forms filled out, initialed and signed by the landlord along with their picture id for verification
- Picture identification (driver's license, passport, military id)
- Completed Water Account Application
 - \$316 at the time of activation **

BANK OWNED/REALTOR MANAGED

- Letter from the bank granting management (listing agreement)
- Completed Water Account Application
 - \$76 at the time of activation *

* \$46 monthly fee + \$30 connection fee = \$76 application fee

** \$76 application fee + \$240 deposit

DISCONNECTING A WATER ACCOUNT

- An application for water and sewer disconnect can be initiated by e-mail (water.billing@manassasparkva.gov), by fax (703) 393-9992, or in person at the Water & Sewer Billing Department in the City Hall.
- Applications submitted before 12:30 pm can be turned off the same day.
- The meter will be read at the property on the date indicated on the application. You can call the Water & Sewer Billing Department at (703)335-8805 or email at water.billing@manassasparkva.gov after the meter has been read to request the total of your final bill.
- If you do not close your account with the Water & Sewer Billing Department, charges will continue to accrue on your account.

HOURS OF OPERATION

Monday – Friday, except holidays
8:30 am - 12:30 pm
and
2:30 pm - 5:00 pm

To report a water or sewer emergency before 8:30 am or after 5:00 pm Monday-Friday, or on weekends/holidays, please call the Manassas Park Police Non-Emergency number (703) 361-1136, for Public Works after-hours service.

City Of Manassas Park

WATER & SEWER BILLING DEPARTMENT QUICK REFERENCE GUIDE



Manassas Park City Hall
One Park Center Court
Manassas Park, VA 20111
(703) 335-8805 - Phone
(703) 393-9992 - Fax
(703)335-8835 - Payments
(703)361-1136 - After-hours
water.billing@manassasparkva.gov
www.cityofmanassaspark.us

BILLING PROCEDURES AND PAYMENT POLICIES

Water & sewer bills are mailed monthly. Since the bills are based upon past usage, it is due when rendered. Bills are considered past due after the last day of the billing month, and penalties and interest will start to accrue. Payments are credited to the customer's account when they are received by the Treasurer's Office, whether by mail, phone or received in person. The City is not responsible for bills received late due to the Postal Service or any other third-party bill payment service. Water & sewer payments are applied to the oldest balances first. Any payment for charges or fees that is returned to the City will be subject to a returned payment fee. The amount of the returned item must be paid by certified check, cash, money order or credit card only. In the event of nonpayment of the returned item, service will be interrupted and applicable fees will be assessed. Payments may be made in person, drop box or mailed to: City of Manassas Park Attn: Treasurer's Office 1 Park Center Court Manassas Park, VA 20111. Payments may also be made by phone (703) 335-8835 or on the city's website: www.manassasparkva.gov. Acceptable payment forms are cash, check, money order, all major credit/debit cards. If paying by credit/debit card, a nominal convenience fee may apply. For payments that are mailed or made electronically through your bank or financial institution, please allow 7-10 days for payment processing.

DELINQUENT ACCOUNTS

Once an account has a balance that is 60 days past due, a shutoff notice will be mailed. If the past due amount is not paid before the shutoff date, service will be disconnected. If a disconnect Work Order is issued by the water department, payment of the entire past due balance plus a \$30.00 administrative fee must be paid with cash, certified check, money order, credit or debit card at the Treasurer's office, in order for service to be restored.

Water rates are based on consumption. These

rates were effective October 21, 2014. The "average" water consumption per person is 3,000 gallons a month. A monthly service charge of **\$46.00** per month will be assessed to ALL accounts to cover the required treatment process to sewer lines. This is a mandated EPA requirement. *Note these rates are per thousand gallons.

RESIDENTIAL WATER AND SEWER RATES

Residential Water & Sewer	Consumption Rate*		Combined Rate*
	Water	Sewer	
Per thousand gals	\$ 3.75	\$ 6.25	\$ 10.00

COMMERCIAL WATER AND SEWER RATES

Commercial Water & Sewer	Consumption Rate*		Combined Rate*
	Water	Sewer	
0—10,000 gals	\$ 5.67 + ERU charge**	\$ 8.20	\$ 13.87**
10,001—20,000 gals	\$ 6.67 + ERU charge**	\$ 9.20	\$ 15.87**
20,001—40,000 gals	\$ 7.67 + ERU charge**	\$ 10.20	\$ 17.87**
40,001 and above gals	\$ 8.67 + ERU charge**	\$ 11.20	\$ 19.87**

**The ERU charge equals \$5.00 for each equivalent residential unit ("ERU") in excess of one(1) ERU.

REFUSE/RECYCLE SERVICE

Refuse/recycle service is provided to all residential customers. The monthly service fee is based on the contract cost per residential unit and is added to your monthly water bill. The City's current trash provider is Patriot Disposal, Inc. (703) 257-7100. One trash tote and one recycling bin are provided free of charge to each residence upon request. The refuse receptacles are to remain at the property when vacated for the next customer's use. In the event a receptacle is lost, stolen or damaged, the customer should contact Patriot Disposal to request and be billed directly for any replacement receptacle (s). For any billing questions regarding refuse service, please contact the Water Department. For any other questions regarding your refuse or recycling service, please call Patriot Disposal at (703) 257-7100. The current refuse/recycle monthly fees (eff. 7/1/19) are as follows:

- Residential properties with curbside pickup - \$ 21.85
- Residential properties and individual apartments with dumpster service - \$ 11.64
- Seniors/disabled citizens who qualify for real estate tax relief - \$ 5.44

UNAUTHORIZED USE

The act of diverting or wasting public water, tampering with a metering device, damaging or intentionally destroying water facilities is illegal (Virginia Code Section 18.2-162,163). Any person opening a fire hydrant without a metering device, excluding City and firefighting personnel, as well as any person who tampers with the meter assigned to the property or who installs any type of device other than the assigned meter will be subject to the applicable unauthorized use charge. In some cases, additional criminal and civil penalties may apply.