

**City of Virginia
Department of Public Utility's**

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

Service Fees

Effective May 1, 2012

Office Hours

Regular Hours 8 a.m. until 3 p.m.
After Hours 3 p.m. until 8 a.m.

Office Services

Delinquency Notice (Mailer)	\$ 5.00	Notice minimum
Final Notice Fee	\$ 25.00	Notice
Disconnect - Reconnection Chg (Delinquent Accounts)		
Regular Hours	\$ 100.00	*/**
Between 3:00 - 4:00 p.m. (Customer Serviceperson)	\$ 100.00	*/**
After Hours	\$ 250.00	*/**
Trip Charge	\$ 20.00	**/**
Lien Recovery Charge	\$ 100.00	Termination
Duplicate Billing (2nd Party)	\$ 5.00	Billing
Printouts - consumption history for non-owners & non account holders	\$ 5.00	Printout
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 may increase depending on number of disconnects in twelve (12) month period .

After 2 times in one year; third (3rd) time in one year doubles amounts, four (4) or more times in one year may result in permanently doubling the fee.

***Charged to the account when disconnection is written, crew is dispatched and customer pays to prevent disconnection (paid at that time).

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***
Fire Hydrant Installation (Private Property)	\$2,500.00	/ Installation
Hydrant Set up	\$ 50.00	
Hydrant Consumption		Current Rate
Flow Testing --Pressure Testing	\$ 50.00	
Meter Testing - Customer Requested 3/4" & 1"	\$ 25.00	*
Meter Testing - Customer Requested 1-1/2" & 2"	\$ 35.00	*
Meter Testing - Customer Requested 3" & above	\$ 50.00	*
Disconnection or Reconnection of Water (Customer Requested- Seasonal) during regular hours only	\$ 20.00	/ Trip
Temporary turn off at standpipe during regular hours only	\$ 20.00	/Attempt
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***
Service Line Maintenance	\$ 40.00	/ Hour
Meter Testing - Customer Requested (Residential & Commerical - No Demand)	\$ 25.00	*
Meter Testing - Customer Requested - All Demand Meters	\$ 50.00	*
Disconnection or Reconnection of Electric (Customer Requested- Seasonal) during regular hours only	\$ 20.00	/ Trip
Emergency		No Charge
Electric Line Insulation	\$ 10.00	/ Linear foot

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***
Service Line Maintenance		\$40.00 / Hour
Meter Testing - Customer Requested - Sizes 175 through 415	\$ 25.00	*
Meter Testing - Customer Requested - Sizes 750 through 5000 & Flow	\$ 50.00	*
Gas Leak & Carbon Monoxide Detection		No charge
Disconnection or Reconnection of Gas (Customer Requested- Seasonal) during regular hours only	\$ 20.00	/ Trip
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 - Sizes A through D	\$ 25.00	*
Meter Testing - Customer Requested - Sizes E through G & Flow	\$ 50.00	*
Disconnection/ Reconnection of Steam (Customer Requested- Seasonal)		Not available

* 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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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