



Contact Virginia 811 before you dig

Allow required time for marking

Respect and protect the marks

Excavate carefully

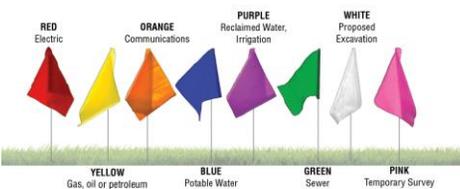


Phone:

Dial 811 in Virginia or
1-800-552-7001

Website:

<http://va811.com/>



Contact Us

Phone: (804) 556-5835

Email: utilities@goochlandva.us

Mailing Address:

PO Box 119, Goochland, VA 23063

Location Address:

1800 Sandy Hook Road, Suite 280,
Goochland, VA 23063

Website:

<http://www.goochlandva.us/>



**DEPARTMENT OF
PUBLIC UTILITIES**



*Understanding your
Water and Sewer Bill*

About Us

The Department of Public Utilities is responsible for the operation and maintenance of the public water distribution and sewer collection systems serving the East End and Courthouse services areas. Our constant mission is to provide a safe and dependable supply of drinking water and wastewater removal services.

FREQUENTLY ASKED QUESTIONS

Q: When is my bill due?

A: The Public Utilities statements are generated bimonthly and the due date is located in several places on your statement. Typically, the due date is the around the 15th of the month following the date the statement was issued. This will give you a full 30 days to submit your payment.

Q: How can I make a payment?

A: You can mail a check to the Treasurer's Office at PO Box 188, Goochland, VA 23063 or bring your payment to the Treasurer's Office in the form of check or cash. You may also pay online at www.officialpayments.com or by telephone at 1-800-487-4567. For online and telephone payment, your bill number is the same as your account number and the Jurisdiction Code is 1031. We are currently exploring options for an online payment portal and will let our customers know when this is active.

Q: Why does the cost/usage appear higher than usual?

A: If your usage seems higher than usual, a few common causes may be irrigation, running toilet(s), or a leak in your plumbing. If you have concerns or believe you their is an issue, please contact our department.

Utility Rate Schedule

Beginning July 1, 2019

| Water volume charge (bimonthly): | |
|--|-----------------------|
| Residential 4,000 gal. minimum | \$6.53 per 1,000 gal. |
| Commercial 4,000 gal. minimum | \$9.15 per 1,000 gal. |
| Water Service charge (bimonthly): | |
| Residential— $\frac{5}{8}$ " meter size | \$11.86 |
| Residential—1" meter size | \$23.16 |
| Commercial— $\frac{5}{8}$ " meter size | \$29.69 |
| Commercial—1" meter size | \$59.36 |
| Commercial—1 $\frac{1}{2}$ " meter size | \$118.73 |
| Commercial—2" meter size | \$160.29 |
| Commercial—3" meter size | \$261.20 |
| Commercial—4" meter size | \$474.91 |
| Commercial—6" meter size | \$860.78 |
| Commercial—8" meter size | \$1,573.15 |
| Commercial—10" meter size | \$1,573.15 |

| Sewer volume charge (bimonthly): | |
|--|------------------------|
| Residential 4,000 gal. minimum | \$7.28 per 1,000 gal. |
| Commercial 4,000 gal. minimum | \$13.99 per 1,000 gal. |
| Sewer Service charge (bimonthly): | |
| Residential— $\frac{5}{8}$ " meter size | \$36.28 |
| Residential—1" meter size | \$53.27 |
| Commercial— $\frac{5}{8}$ " meter size | \$45.38 |
| Commercial—1" meter size | \$66.54 |
| Commercial—1 $\frac{1}{2}$ " meter size | \$105.27 |
| Commercial—2" meter size | \$152.46 |
| Commercial—3" meter size | \$266.20 |
| Commercial—4" meter size | \$435.61 |
| Commercial - 6" meter size | \$847.00 |
| Commercial - 8" meter size | \$1,482.25 |
| Commercial - 10" meter size | \$1,627.44 |

Residential Sewer Billing:

For residential areas (other than multi-family), bimonthly sewer volume charges are based on the lesser of actual usage or usage determined from the January/February billing cycle. This is mainly to accommodate for irrigation usage.

How to Calculate Your Bill

Example 1 - Residential Water & Sewer Customer with 4,000 gal. of usage:

$$\text{Water Volume Charge} = \$6.53 \times (4,000/1,000) = \$26.12$$

$$\text{Water Service Charge} = \$11.86$$

$$\text{Sewer Volume Charge} = \$7.28 \times (4,000/1,000) = \$29.12$$

$$\text{Sewer Service Charge} = \$36.28$$

$$\text{Total Bimonthly Bill} = \$103.38$$

Example 2 - Residential Water Only Customer with 6,000 gal. of usage:

$$\text{Water Volume Charge} = \$6.53 \times (6,000/1,000) = \$39.18$$

$$\text{Water Service Charge} = \$11.86$$

$$\text{Total Bimonthly Bill} = \$51.04$$

Notes:

- All customers are billed bimonthly for a minimum usage of 4,000 gallons.
- Commercial sewer customers are billed the actual metered usage for both water and sewer each billing cycle.
- For more information, visit our website or give us a call!