



DATE: September 17, 2012

TO: All Potential Proposers

**ADDENDUM #1**  
**NUMBER RFP-W&S-2012-9**  
**Utility Bill Printing and Mailing Services**

Questions and Answers:

1. With 28,000 customers and 14, 875 bills mailed each month, can you confirm you bill bi-monthly? *We bill monthly, we divide the City into 9 Districts and bill each district monthly.*
2. Can you define what IVR services you are looking for? *Our customer service representative spend a significant amount of time making courtesy/reminder calls to our delinquent customers as well as final accounts before they go to collections. We are looking at an estimate of about 800 calls monthly. We are looking for an outbound IVR system to make these calls since it is the same verbiage with the only thing changing is address, date, and amount due.*
3. How are your bills being printed and mailed today? Are you using an outside vendor or are you printing and mailing yourself? *We currently use an outside vendor.*
4. If using an outside vendor, who are you using and what are you currently paying? *We are currently using Cash Cycle Solutions formerly known as Total Billings.*
5. Can you supply physical samples? *See attached for samples.* If not, can you please provide the specifications? (e.g. is there a preprinted form? a perf? How many colors? Is there a backer? What type envelope(s)?)
6. Page 8, item 5 of section C states that "file layouts are attached as Attachment A to the RFP". Attachment A is a standard front page contract sheet. Could you supply layouts? *Sample and layout attached.*
7. What computer system is your Sungard billing system running on now? IBM iSeries? *It is running on a virtual machine utilizing 2 Processors & 1GB RAM. The O/S is SCO Unixware 7.1 on an INFORMIX-SE backend.*

8. How many multiple statements for one customer that go into one envelope do you have now....per month? [We do not currently have this feature. We have accounts with 20+ meters at different locations but all goes to same mailing address.](#)
9. Please describe what you mean by "Ebilling"? [We currently offer Ebilling, sample attached.](#) Do you mean emailing bill as an attachment to the customer? [An attachment along with an email is what we are currently using.](#) Or possibly having the customer sign on with ID and password to a website where they can retrieve/view their bill? Please provide better explanation.
10. Do you currently print text in color? [Yes, samples are attached.](#) Or is color only used on the forms themselves? [Both, samples Attached](#)
11. At the top of page 8, the bill statement section mentions "2 color on face". Please advise if this means 2 separate colors (or) two shades of the same color. According to our local printer, different shades of the same color still means 1 color. [2 separate colors, samples of what we are currently using attached.](#)
12. With this understanding, how many impressions/clicks are there per statement? I am assuming it is one impression per statement. But, I would like to confirm that assumption. [Utility statements take a single line of data from the data file and merge it with the billing statement form. The form is then printed on both sides of blank stock.](#)
13. If we are able to print more than 1 meter number per statement – is it correct to assume that will reduce the number of statements mailed per month? [Yes, pending you can print the meter ID, location Identification, consumption etc. for each.](#)
14. Do you have a breakdown of how many pages per account? [Currently each are mailed a separate statement.](#)
15. City provides monthly billing to its customers: Are bills split by cycle on a daily, weekly, or bi-weekly schedule, or all billing document mailed on the same day each month? [Our City is divided into 9 Districts, we bill 9 times monthly by district. Each District would be mailed on the day or next business day after billing is processed.](#)
16. Is the City currently providing outbound IVR? Under Scope of Services, A. Utility Service Billing Requirements, Number 14 requires an outbound IVR system. Can the Utility explain what the purpose of the outbound IVR is? How many calls would the utility be looking to make on a monthly basis? Would you mind if the IVR was provided through a hosted solution? [The City is not currently providing outbound IVR. We have a company currently working on this for the City and are looking to implement the system but have not proceeded due to the RFP. Our customer service representative spend a significant amount of time making courtesy/reminder calls to](#)

our delinquent customers as well as final accounts before they go to collections. We are looking at an estimate of about 800 calls monthly. I am not sure what you mean by a hosted solution. We are open to you partnering with someone to provide this service.

17. Is the City currently providing eBilling to your customers? Does City's current process send the email as an attachment or does the city send a link to view documents on City/Vendor website? If sent as a link, does City or vendor provide username/password enrollment services? If sending as a link, does City or vendor provide username password authentication? Is a link back to City's website for payment required? [The City does currently provide Ebilling to our customers. Currently the bill is an attachment. See attached for a sample.](#)

All other requirements, terms and conditions of the RFP remain unchanged.

**Acknowledgement of Receipt of Addendum.**

**This signed acknowledgment must be attached to your proposal.**

**I verify receipt of Addendum #1, dated Sept 12, 2012**

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Name of Firm

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Signature/Title

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Date

By: Pat Hilliard, CPPB  
Purchasing Agent

CITY OF HARRISONBURG PUBLIC UTILITIES  
2155 BEERY ROAD  
HARRISONBURG VA 22801-9655



**SAMPLE #1**

BILL DATE:  
DUE DATE:

CUSTOMER MESSAGE:  
  
INDIVIDUAL MESSAGE:

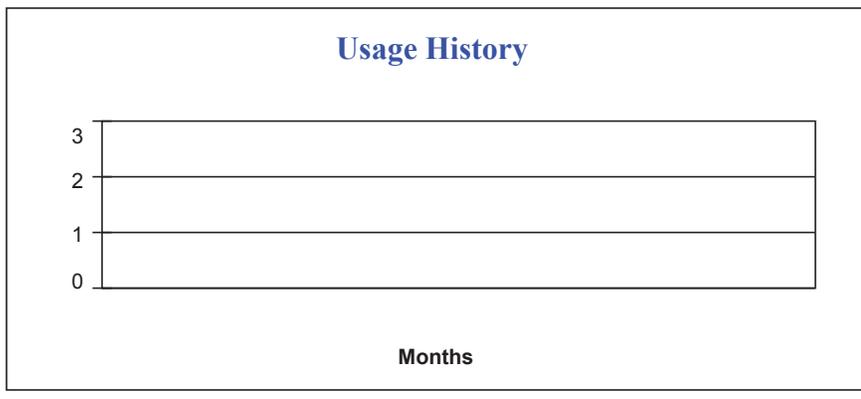
001201



1201 T: #



Account Number	Service Address			Days in Cycle
Current Read Date	Previous Read Date	Current Reading	Previous Reading	Gallons Used



TOTAL CHARGES 0.00

301027 383  
301027 383

**PLEASE RETURN THIS PORTION WITH PAYMENT**

CURRENT DUE DATE	PAST DUE CHARGES	CURRENT CHARGES	TOTAL CHARGES	AMOUNT ENCLOSED
	0.00	0.00	0.00	

BILL DATE:  
ACCOUNT NUMBER:  
SERVICE ADDRESS:

Please include your account number on your check  
MAKE CHECK PAYABLE & REMIT TO

CITY OF HARRISONBURG VA  
CITY TREASURER  
PO BOX 1007  
HARRISONBURG VA 22803-1007

Rev001\_04/01/08

CITY OF HARRISONBURG PUBLIC UTILITIES  
2155 BEERY ROAD  
HARRISONBURG VA 22801-9655



**SAMPLE #2**

BILL DATE: 06/12/12  
DUE DATE: 07/03/12

CUSTOMER MESSAGE:  
THIS IS YOUR FINAL BILL  
  
INDIVIDUAL MESSAGE:  
ONLINE PIN- 20180310

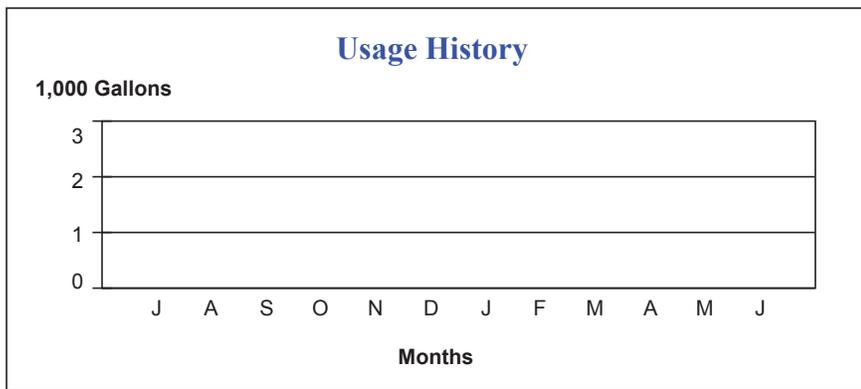
000923



AUTO\*\*SCH 5-DIGIT 22801 923 T3:3 923 1 AV 0.350  
H-BURG RED & HOUSING AUTH  
PO BOX 1071  
HARRISONBURG VA 22803-1071



Account Number	Service Address			Days in Cycle
0310206350-5	610 E GAY ST APT A			15
Current Read Date	Previous Read Date	Current Reading	Previous Reading	Gallons Used
06/01/12	04/02/12	40	40	



BAL FWD	-14.32
WATER	3.40
TAX	0.02
AUTHOR.	3.81
SEWER	2.90
REFUSE	4.84
SOLID WASTE MGT FEE	4.84
CONNECT	15.00
TOTAL CHARGES	20.49

**PLEASE RETURN THIS PORTION WITH PAYMENT**

CURRENT DUE DATE	PAST DUE CHARGES	CURRENT CHARGES	TOTAL CHARGES	AMOUNT ENCLOSED
07/03/12	-14.32	34.81	20.49	

BILL DATE: 06/12/12  
ACCOUNT NUMBER: 0310206350-5  
SERVICE ADDRESS: 610 E GAY ST APT A

Please include your account number on your check  
MAKE CHECK PAYABLE & REMIT TO

**H-BURG RED & HOUSING AUTH  
PO BOX 1071  
HARRISONBURG VA 22803-1071**



CITY OF HARRISONBURG VA  
CITY TREASURER  
PO BOX 1007  
HARRISONBURG VA 22803-1007

301027 383  
301027 383  
Rev001\_04/01/08

CITY OF HARRISONBURG PUBLIC UTILITIES  
2155 BEERY ROAD  
HARRISONBURG VA 22801-9655



**SAMPLE #3**

BILL DATE: 08/17/12  
DUE DATE: 09/10/12

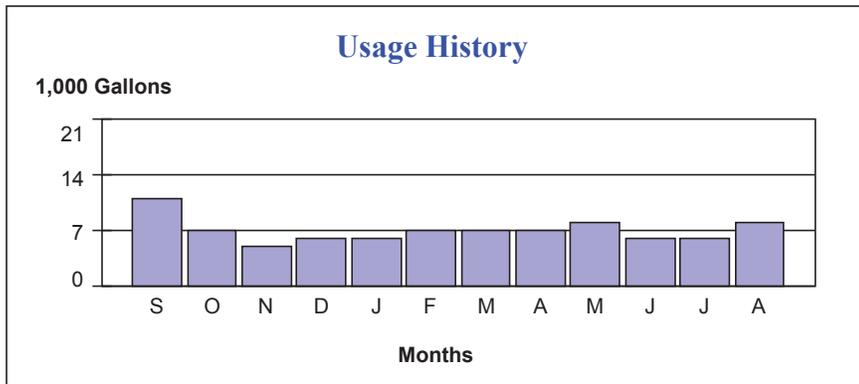
000303

**CUSTOMER MESSAGE:**  
**AUGUST BILL: NOW OFFERING  
PAPERLESS BILLING PLEASE CALL  
WITH EMAIL ADDRESS; NEW RATES  
EFFECTIVE JULY 1, 2012**

**INDIVIDUAL MESSAGE:**  
**ONLINE PIN- HP39TCAG**

  
AUTO\*\*SCH 5-DIGIT 22801 303 T1:1 303 1 AV 0.350  
CITY OF H'BURG WATER & SEWER  
(WATER DEPT)  
2155 BEERY RD  
HARRISONBURG VA 22801-9655

Account Number	Service Address			Days in Cycle
3851004510-0	2155 BEERY RD			33
Current Read Date	Previous Read Date	Current Reading	Previous Reading	Gallons Used
08/14/12	07/11/12	1979	1971	8,000



WATER	100.53
AUTHOR.	84.44
SEWER	32.00
SOLID WASTE MGT FEE	15.00
REFUSE	60.20
SEASONAL	1.92
<b>TOTAL CHARGES</b>	<b>294.09</b>

**PLEASE RETURN THIS PORTION WITH PAYMENT**

CURRENT DUE DATE	PAST DUE CHARGES	CURRENT CHARGES	TOTAL CHARGES	AMOUNT ENCLOSED
09/10/12	0.00	294.09	294.09	

BILL DATE: 08/17/12  
ACCOUNT NUMBER: 3851004510-0  
SERVICE ADDRESS: 2155 BEERY RD



Please include your account number on your check  
**MAKE CHECK PAYABLE & REMIT TO**

**CITY OF H'BURG WATER & SEWER  
(WATER DEPT)  
2155 BEERY RD  
HARRISONBURG VA 22801-9655**

  
CITY OF HARRISONBURG VA  
CITY TREASURER  
PO BOX 1007  
HARRISONBURG VA 22803-1007



312185 383  
312185 383  
Rev001\_04/01/08



**City of Harrisonburg Virginia**  
**WATER AND SEWER OPERATIONS CENTER**  
2155 Beery Road  
Harrisonburg, Virginia 22801

**New Utility Bill Layout (Quoted comma delimited)**

Customer number	Char(14)	
Customer name	Char(30)	
Service address	Char(30)	
Mailing address 1	Char(30)	
Mailing address 2	Char(30)	
City state zip	Char(30)	
Balance Forward	decimal (10,2)	
Current Balance	decimal (10,2)	
Total Due	decimal(10,2)	
Barcode	char(14)	
Billing period	char(3)	(integer)
Bill Print Date	date	(mm/dd/yyyy)
Billing Days	Char(2)	(integer)
Reading Date	date	(mm/dd/yyyy)
Previous Read Date	date	(mm/dd/yyyy)
Due Date	date	(mm/dd/yyyy)
Current Meter readings (repeat 3 times)		
Current Read	char(6)	(integer)
Previous Read	Char(6)	(integer)
Consumption	Char(10)	(integer)
Service Readings (repeat 11 Times)		
Service Title	Char(25)	
Service Amount	Decimal(10,2)	
Billing Message	Char(160)	
ACH message	Char(60)	
Disconnect message	Char(160)	
UDAP Message	Char(120)	
Account Consumption History (repeat 12 times)		
Consumption month	char(2)	(integer)
Prev. Consumption	char(10)	(integer)
Chart Value	char(4)	(integer)
Char Y axis max value	Char(3)	(integer)
Char Y Axis Label	Char(20)	
Phone Number	Char(12)	(xxx-xxx-xxxx)
Electronic Bill	Char(1)	(Y/N)
e-mail Address	Char(50)	
record end indicator	Char(1)	Z





20.94", "SEWER", " 14.19", "SOLID WASTE MGT FEE", " 35.46", "REFUSE", " 23.70", "", "", "CONNECT", " 15.00", "", "", "", "", "", "SEPTMBER BILL: NOW OFFERING PAPERLESS BILLING PLEASE CALL WITH EMAIL ADDRESS; NEW RATES EFFECTIVE JULY 1, 2012", "", "ONLINE PIN-8675309", "", " 8", " 0", " 0", " 7", " 0", " 0", " 6", " 0", " 0", " 5", " 0", " 0", " 4", " 0", " 0", " 3", " 0", " 0", " 2", " 0", " 0", " 1", " 0", " 0", "12", " 0", " 0", "11", " 0", " 0", "10", " 0", " 0", " 9", " 0", " 0", " 3", "1,000 Gallons", "540-555-5154", "N", "", "Z"

"0309987010-0", "SAM L SPADE", "341 TURTLE ST", "4769 HIDDEN VALLEY ROAD", "", "HARRISONBURG VA 22801", " 436.14", " 516.39", " 952.53", "AC03099870100", "214", "09/04/12", "33", "08/29/12", "07/27/12", "09/25/12", " 71", " 40", " 31,000", " ", " ", " ", " ", " ", " ", "BAL FWD", " 436.14", "WATER", " 76.05", "TAX", " 7.65", "AUTHOR.", " 94.59", "SEWER", " 62.01", "SOLID WASTE MGT FEE", " 135.00", "REFUSE", " 90.00", "SEASONAL", " 7.47", "LATE CHG", " 43.62", "", "", "", "", "SEPTMBER BILL: NOW OFFERING PAPERLESS BILLING PLEASE CALL WITH EMAIL ADDRESS; NEW RATES EFFECTIVE JULY 1, 2012", "", "BAL FWD + LTE CHG MUST BE REC'D BY 4:30 09-12-12 TO AVOID CUTOFF: AFTER 09-12-12 FULL BAL + \$25 -PIN-NOTHISONE", "", " 8", " 31,000", " 31", " 7", " 24,000", " 24", " 6", " 20,000", " 20", " 5", " 17,000", " 17", " 4", " 19,000", " 19", " 3", " 22,000", " 22", " 2", " 9,000", " 9", " 1", " 18,000", " 18", "12", " 15,000", " 15", "11", " 19,000", " 19", "10", " 16,000", " 16", " 9", " 12,000", " 12", " 33", "1,000 Gallons", "03--000-0000", "N", "", "Z"

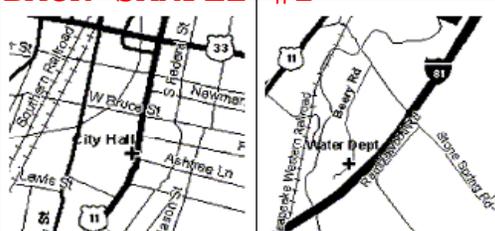
"3221880020-1", "ELIZA DOOLITTLE", "388 BLUE ST", "445 BLUE ST", "", "HARRISONBURG VA 22801-", " 0.00", " 96.36", " 96.36", "AC32218800201", "119", "09/04/12", "33", "08/29/12", "07/27/12", "09/25/12", " 1462", " 1459", " 3,000", " ", " ", " ", " ", " ", " ", "WATER", " 14.48", "TAX", " 1.44", "AUTHOR.", " 17.72", "SEWER", " 12.00", "SOLID WASTE MGT FEE", " 30.00", "REFUSE", " 20.00", "SEASONAL", " 0.72", "", "", "", "", "", "", "", "SEPTMBER BILL: NOW OFFERING PAPERLESS BILLING PLEASE CALL WITH EMAIL ADDRESS; NEW RATES EFFECTIVE JULY 1, 2012", "\*\*\*\*\* YOUR BILL WILL BE PAID BY BANK DRAFT \*\*\*\*\*", "ONLINE PIN-TRYAGAIN", "", " 8", " 3,000", " 3", " 7", " 5,000", " 5", " 6", " 1,000", " 1", " 5", " 3,000", " 3", " 4", " 2,000", " 2", " 3", " 3,000", " 3", " 2", " 2,000", " 2", " 1", " 3,000", " 3", "12", " 2,000", " 2", "11", " 4,000", " 4", "10", " 2,000", " 2", " 9", " 2,000", " 2", " 6", "1,000 Gallons", "540-555-1477", "N", "IAMONLINE@HOTMAIL.COM", "Z"

"2973335110-2", "BURGER AND SHAKES", "498 SUBMIT AV", "PO BOX 9999", "", "HARRISONBURG VA 22803-", " 0.00", " 101.68", " 101.68", "AC29733351102", " 21", "09/04/12", "33", "08/29/12", "07/27/12", "09/25/12", " 16", " 7", " 9,000", " ", " ", " ", " ", " ", " ", "WATER", " 22.64", "AUTHOR.", " 28.88", "SEWER", " 18.00", "SOLID WASTE MGT FEE", " 30.00", "SEASONAL", " "

2.16", "", "", "", "", "", "", "", "", "", "", "", "", "", "SEPTEMBER BILL: NOW OFFERING PAPERLESS BILLING PLEASE CALL  
WITH EMAIL ADDRESS; NEW RATES EFFECTIVE JULY 1, 2012", "", "ONLINE PIN- 20040323", "", " 8", " 9,000", "  
9", " 7", " 7,000", " 7", " 6", " 6,000", " 6", " 5", " 2,000", " 2", " 4", " 3,000", "  
3", " 3", " 2,000", " 2", " 2", " 2,000", " 2", " 1", " 3,000", " 3", "12", " 3,000", "  
3", "11", " 3,000", " 3", "10", " 2,000", " 2", " 9", " 2,000", " 2", " 9", "1,000 Gallons  
, "540-555-9545", "N", "", "Z"

**1) PAYMENT OPTIONS**

- 1) Bring the payment and the return stub to the City Treasurer’s Office 345 S. Main Street from 8:00 a.m. to 5:00 p.m. or to the City Public Utilities Office from 8:30 a.m. to 4:30 p.m. Monday - Friday to obtain a receipt. Payments received at the Public Utilities Office will be forwarded to the Treasurer’s Office to be applied to the account on the following business day.
- 2) Mail the payment and return stub, in the envelope provided, to the City of Harrisonburg, City Treasurer, P.O. Box 1007, Harrisonburg, Va. 22803-1007.
- 3) Insert the payment envelope containing the return stub in the drop box at the City Municipal Building.
- 4) Arrange for your account to be paid by automatic bank draft. Form located at [www.harrisonburgva.gov/water-accounts](http://www.harrisonburgva.gov/water-accounts)
- 5) Pay by credit card by using our credit card service provider. You may call 800-272-9829, option 3, use jurisdiction code 6219 or go online at [www.harrisonburgva.gov/online-payments-water](http://www.harrisonburgva.gov/online-payments-water). The credit card service provider charges a convenience fee.



Phone	(540) 434-6783
Fax	(540) 434-9769
Web Site	<a href="http://www.harrisonburgva.gov">www.harrisonburgva.gov</a>

**2) DEFINITIONS**

- Water -** The amount of water the customer consumes is the basis of this charge. 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-** 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 charge of twenty-four cents (\$0.24) per one thousand (1,000) gallons. 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 -** 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.
- 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 water tax is 10%. Rural water and sewer tax is 2.5%.
- 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 check returned by the bank for any reason.
- Refuse -** Curbside collection. Does not include recycling. Commercial rates vary.
- Solid Waste Management Fee -** Revenue is used to offset administration, recycling, waste processing, disposal, environmental costs. In instances where customers maintain an approved solid waste management plan, fees vary.

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

**4) CHARGE PER 1000 GALLONS WATER USED (OUTSIDE CITY LIMITS CHARGES ARE SHOWN IN PARENTHESIS)**

GALLONS USED	WATER		SEWER & AUTHORITY	
0 – 2,500	\$2.35	(\$4.28)	\$4.80	(\$7.18)
2,500 – 25,000	\$2.72	(\$4.33)	\$5.72	(\$8.88)
25,000 – 250,000	\$2.43	(\$4.33)	\$5.51	(\$8.60)
OVER 250,000	\$2.01	(\$3.60)	\$5.08	(\$7.74)

5) Minimum monthly bills vary with meter size. A minimum City Residential bill is **\$37.84 or 47.84/month** (Water \$7.24, Sewer and Authority \$14.86, Solid Waste Management \$15.00 and/or Refuse \$10.00, tax \$0.74).

**6) 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 found obtained at the Public Utilities Office or [www.harrisonburgva.gov/water-leak-checks](http://www.harrisonburgva.gov/water-leak-checks)

**7) RESPONSIBILITY FOR DAMAGES**

The City cannot insure your premises against damage from line breaks or sewer overflows; however, such insurance is available as an add-on through standard homeowner’s insurance policies. The City recommends all customers to purchase this insurance.

**From:** [Sherri Sherman](#)  
**To:** [LDaszynski@severntrentservices.com](mailto:LDaszynski@severntrentservices.com)  
**Cc:** [Sherri Sherman](#); [Pat Hilliard](#); [Paul A. Malabad](#)  
**Subject:** Copy of EBilling  
**Date:** Monday, September 17, 2012 10:55:36 AM  
**Attachments:** [D969\\_315204.PDF](#)

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Dear Member,

A new bill from City of Harrisonburg Public Utilities has just arrived.

The billing account number is 1120400000-0 and the payment due date is October 1, 2012.

Your statement is attached for review and payment.

If you have questions about your online billing account, please contact us at (540) 434-6783 or (540) 434-9959; or you may respond via email.

Sincerely,

Customer Service Department

City of Harrisonburg Public Utilities

CITY OF HARRISONBURG PUBLIC UTILITIES  
2155 BEERY ROAD  
HARRISONBURG VA 22801-9655



BILL DATE: 09/06/12

DUE DATE: 10/01/12

000040



ESTMT 40 T:  
BETH EL CEMETERY  
ATTN: SHERRI SHERMAN  
2155 BEERY RD  
HARRISONBURG VA 22801-9655

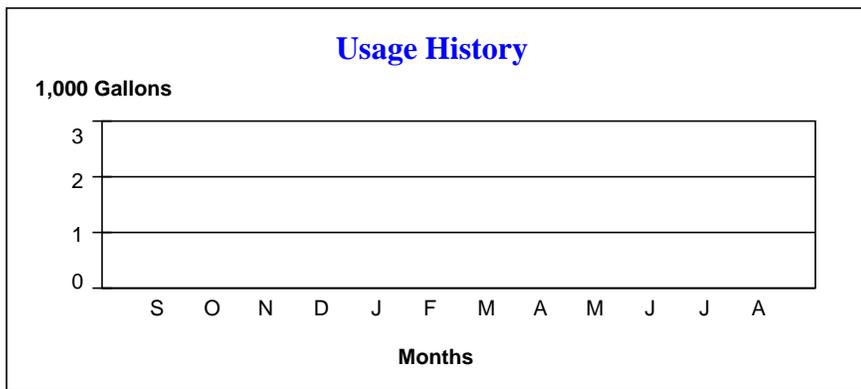
**CUSTOMER MESSAGE:**

**SEPTEMBER BILL: NOW OFFERING  
PAPERLESS BILLING PLEASE CALL  
WITH EMAIL ADDRESS; NEW RATES  
EFFECTIVE JULY 1, 2012**

**INDIVIDUAL MESSAGE:**

**ONLINE PIN- 21260120**

Account Number	Service Address			Days in Cycle
1120400000-0	WOLFE & SUMMIT			29
Current Read Date	Previous Read Date	Current Reading	Previous Reading	Gallons Used
08/31/12	08/02/12	148	148	



TOTAL CHARGES 0.00

**PLEASE RETURN THIS PORTION WITH PAYMENT**

CURRENT DUE DATE	PAST DUE CHARGES	CURRENT CHARGES	TOTAL CHARGES	AMOUNT ENCLOSED
10/01/12	0.00	0.00	0.00	

BILL DATE: 09/06/12  
ACCOUNT NUMBER: 1120400000-0  
SERVICE ADDRESS: WOLFE & SUMMIT



Please include your account number on your check

MAKE CHECK PAYABLE & REMIT TO

**BETH EL CEMETERY  
ATTN: SHERRI SHERMAN  
2155 BEERY RD  
HARRISONBURG VA 22801-9655**



**CITY OF HARRISONBURG VA  
CITY TREASURER  
PO BOX 1007  
HARRISONBURG VA 22803-1007**



1) PAYMENT OPTIONS

- 1) Bring the payment and the return stub to the City Treasurer’s Office 345 S. Main Street from 8:00 a.m. to 5:00 p.m. or to the City Public Utilities Office from 8:30 a.m. to 4:30 p.m. Monday - Friday to obtain a receipt. Payments received at the Public Utilities Office will be forwarded to the Treasurer’s Office to be applied to the account on the following business day.
- 2) Mail the payment and return stub, in the envelope provided, to the City of Harrisonburg, City Treasurer, P.O. Box 1007, Harrisonburg, Va. 22803-1007.
- 3) Insert the payment envelope containing the return stub in the drop box at the City Municipal Building.
- 4) Arrange for your account to be paid by automatic bank draft. Form located at [www.harrisonburgva.gov/water-accounts](http://www.harrisonburgva.gov/water-accounts).
- 5) Pay by credit card by using our credit card service provider. You may either call 800-272-9829, option 3, use jurisdiction code 6219 or go online at [www.harrisonburgva.gov/online-payments-water](http://www.harrisonburgva.gov/online-payments-water). The credit card service provider charges a convenience fee.

Phone	(540) 434-6783 or 434-9959
Fax	(540) 434-9769
Web Site	<a href="http://www.harrisonburgva.gov">www.harrisonburgva.gov</a>

2) DEFINITIONS

- Water..... The amount of water the customer consumes is the basis of this charge. 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..... 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 charge of twenty-four cents (\$0.24) per one thousand (1,000) gallons. 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..... 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.
- 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.  
A tax paid to the city general fund based on commodity sales. City water tax is 10%. Rural water and sewer tax is 2.5%.
- Tax..... A 10% late charge is applied on the current balance forwarded at the time of billing.
- Late Charge.... \$35 will be billed for each check returned by the bank for any reason.
- Refuse..... Curbside collection. Does not include recycling. Commercial rates vary.
- Solid Waste Management Fee...Revenue is used to offset administration, recycling, waste processing, disposal, environmental costs. In instances where customers maintain an approved solid waste management plan, fees vary.

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

4) CHARGE PER 1000 GALLONS WATER USED (OUTSIDE CITY LIMITS CHARGES ARE SHOWN IN PARENTHESIS)

GALLONS USED		WATER		SEWER & AUTHORITY	
0 -	2,500	\$2.35	(\$4.28)	\$4.80	(\$7.18)
2500 -	25,000	\$2.72	(\$4.33)	\$5.72	(\$8.88)
25,000 -	250,000	\$2.43	(\$4.33)	\$5.51	(\$8.60)
OVER	250,000	\$2.01	(\$3.60)	\$5.08	(\$7.74)

5) Minimum monthly bills vary with meter size. A minimum City Residential bill is \$37.84 or 47.84/month (Water \$7.24, Sewer and Authority \$14.86, Solid Waste Management \$15.00 and/or Refuse \$10.00, tax \$0.74).

6) 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 found obtained at the Public Utilities Office or [www.harrisonburgva.gov/water-leak-checks](http://www.harrisonburgva.gov/water-leak-checks).

7) RESPONSIBILITY FOR DAMAGES

The City cannot insure your premises against damage from line breaks or sewer overflows; however, such insurance is available as an add-on through standard homeowner’s insurance policies. The City recommends all customers to purchase this insurance.