

## New Utility Rates go into effect on July 1, 2020

INSIDE TOWN LIMITS	WATER		SEWER	
	New	Old	New	Old
Fixed charge per bill	\$3.09	\$2.94	\$3.11	\$2.96
Volume charge per 1,000 gallons	\$7.30	\$7.20	\$6.09	\$6.02
Storm water fee	\$6.00	\$6.00		
Refuse/Recycling Fee per cart	\$25.60	\$25.60		
OUTSIDE TOWN LIMITS	WATER		SEWER	
	New	Old	New	Old
Fixed charge per bill	\$5.41	\$5.15	\$5.45	\$5.18
Volume charge per 1,000 gallons	\$12.78	\$12.60	\$10.66	\$10.54

A penalty of 10% will be added to Utility Accounts that are past due.

**NOTE:** If you are experiencing water issues, please contact the Town **BEFORE** calling a plumber. The Town is not responsible for reimbursement of any plumber's fees if the Town is not contacted first.

### The Town Offices will be closed on the following dates:

- Fri., July 3, 2020 - Fourth of July
- Mon., September 7, 2020 - Labor Day
- Wed., November 11, 2020 - Veteran's Day
- Thurs. & Fri., November 26 & 27, 2020 - Thanksgiving
- Thur. & Fri., December 24 & 25, 2020 - Christmas
- Fri., January 1, 2021 - New Year's Day

For Utility Service questions, please call 540-443-1060 or e-mail [TOButtilling@blacksburg.gov](mailto:TOButtilling@blacksburg.gov)

If you have changed your telephone number, email address or your mailing address, update your information by completing the back side of the bill stub, calling the Utility Billing office at 540-443-1060 or e-mailing us at [TOButtilling@blacksburg.gov](mailto:TOButtilling@blacksburg.gov).



When you wish to have your name removed from the utility services account, you MUST notify our office. **You are responsible for all charges while your name is on the account.**

**W**ant to be notified of an emergency or severe weather event taking place near your home or work place? Perhaps you're most interested in learning about events, recreation opportunities, and trash collection in the Town of Blacksburg. Either way, Citizens Alert is the only tool you need.



Visit [www.blacksburg.gov/citizensalert](http://www.blacksburg.gov/citizensalert) for more information.

### Dates to Remember:

#### Fall Cleanup

Sept. 28 - SW Quadrant      Oct. 12 - NE Quadrant  
Oct. 5 - SE Quadrant      Oct. 19 - NW Quadrant

#### Leaf Collection

To be announced at a later date.

Christmas trees will be collected Jan. 2-15, 2021.

For additional information or Refuse and Recycling schedule changes due to the holidays: call 540-443-1212 or visit [www.blacksburg.gov/recycling](http://www.blacksburg.gov/recycling)



For all of your waste and recycling services, download the free **recycle coach** app at Google Play for Android and AppStore for iPhone. Get all your service schedules on your smart phone, iPad, or computer.

For in depth information on the Town's Refuse and Recycling program, go to:

[www.blacksburg.gov](http://www.blacksburg.gov)

- ▶ Departments A-K
- ▶ Financial Services
- ▶ Refuse & Recycling



Discover "What Goes Where?"

Set up "My Schedule" for reminders.

Find collection schedules and much, much more.

### Round Up for Bikeways/Greenways

Greenways and Bikeways preserve natural and cultural features, enhance the beauty of the Town and provide alternative transportation and recreational opportunities for citizens.



Round Up contributions may be made by:

- contacting us to have a set amount automatically added to your bill each month,
- or marking the amount you wish to donate in the appropriate box on your payment stub and include in the total you pay.

## Updating Auto-Pay Info

To change card information for auto-pay accounts, log in to your account and select AUTO-PAY. If you need to change the EXPIRATION DATE of the card, select VIEW/MODIFY ENROLLMENT DETAILS and make the changes. If you need to change the card information entirely, select DISABLE to remove the current card and select ENROLL to enter the new card information.

**Please note:** If there is a current pending payment for a bill that is due, the system locks your account and you must contact Utility Billing at 540-443-1060 to have the payment suspended which will then allow you to change or add new card information.

## To set up your ONLINE ACCOUNT:

- Visit [www.blacksburg.gov/payments](http://www.blacksburg.gov/payments)
- Utility Billing
- New User (if you have had an online account with us previously, you may need to migrate your old account to our new site and link your new address. Please do not create a new account.)
- Complete the questionnaire and select "Create New User."
- You will receive a confirmation email with a link you need to click to finish setting up your account.
- When you have successfully created and enabled your account:
- Select Account
- Edit Master Account
- Add Account. On the Add Account page enter your account number and temporary PIN from your bill.
- Once your account has been linked, you can now set up auto-payments by selecting
  - Auto Pay



## E-NOTIFICATION FOR UTILITY BILLING STATEMENTS

To sign up for e-notification billing, please go to [www.blacksburg.gov/eBill](http://www.blacksburg.gov/eBill), complete and submit the form.

- » Utility Account # (with hyphen)
- » Utility Account Holder Name
- » Service Address
- » Valid Telephone Number
- » Valid E-mail Address \*

*\*It is the responsibility of the account holder to maintain a valid e-mail address for this service. The Utility Services Division is not responsible for misdirected e-mail or for failure to receive e-mail notifications. Penalties for late payments and termination for non-payments will still be applicable for accounts set up for e-notification.*

## UTILITY PAYMENT OPTIONS

**Online one-time payments or recurring auto-payments** can be made by visiting [www.blacksburg.gov](http://www.blacksburg.gov) and then selecting the **MAKE A PAYMENT** button on the home page. The temporary PIN number necessary to complete the auto-pay process is located on the Utility Billing Statement.

**Bank drafting** offers payments to be automatically drafted from a checking, or savings account each month on the bill due date. Forms can be downloaded at [www.blacksburg.gov](http://www.blacksburg.gov) > search box > Direct Debit Form.

**Mail your payment.** Our mailing address is P.O. Box 90003, Blacksburg, VA 24062. Please allow sufficient mail time for payments to reach the Town Office by the due date, typically 5-7 business days.

**A drop-box** is located outside on the lower level of the Municipal Building on the Washington Street side of the building for those wishing to drop their payment off after business hours.

**Payments can be made in person** at the Cashier Window located on the main floor of the Municipal Building.

**NOTE:** If you are using your bank's **Bill Pay service**, make certain your Utility Account number is correct when submitting a payment. Account numbers should appear on your check as follows, including the hyphen: **12345-7890**. Please be sure to update your bill pay if your account number is not in this format and note that the second half of your account number changes when you move within Town. Please allow 7 to 10 business days for the check to be received in the Financial Services Office via the US Postal Service as this is not an electronic transfer to the Town of Blacksburg.

## What are my responsibilities?

- **Calling us to start AND stop service.** You are liable for all bills incurred while your name is on the account. (RENTING? Check your lease to know your landlord's requirements for starting and stopping services.)
- **Notifying your landlord ASAP** if you suspect a leak issue.
- **Paying your bill on time.** Most customer have due dates of either the 1<sup>st</sup> or 15<sup>th</sup> of the month. Know your due date and pay on or before so as not to incur a 10% penalty. USPS delivery issues, misdirected eNotification bills or issues with auto-pay do not relieve you of the responsibility to pay on time.
- **Keeping our office informed** of address, phone number and email changes.