



# CITY OF MANASSAS PARK WATER & SEWER BILLING DEPARTMENT

## CONTACT INFORMATION

Water/Sewer – Billing/Customer Service		Treasurers – Payments	
Phone:	(703) 335-8805	Phone:	(703) 335-8835
Fax:	(703) 393-9992	Fax:	(703) 393-9992
Email:	water.billing@manassasparkva.gov	Online payments:	<a href="http://www.cityofmanassaspark.us">www.cityofmanassaspark.us</a> (3% fee for credit/debit cards/e-checks) ** Please allow 7-10 business days for checks to be received and processed when paying by mail or through your financial institution
Treasurer: Patty Trimble	(703)335-8835 p.trimble@manassasparkva.gov	In Person payments:	1 Park Center Court Manassas Park, VA 20111
Hours of operation:	8:30 am – 5:00 pm Monday – Friday, except holidays	Forms of payments accepted:	Cash, check, money order, cashier's check, all major credit/debit cards (3% convenience fee for all credit/debit cards)
After hours water/sewer emergency:	(703) 361-1136 (police non-emergency)		
Trash/recycling:	Patriot Disposal (703) 257-7100 ~ Trash/recycling is picked up every Wednesday		

## RESIDENTIAL WATER AND SEWER RATES

Water/Sewer rate is based on consumption per thousand (1,000) gallons. These rates were adopted by the Governing Body on October 21, 2014. "Average" water consumption per person is 3,000 gallons a month.

Residential Water & Sewer Per 1,000 gallons	Consumption Rate		Combined Rate
	Water	Sewer	
	\$ 3.75	\$ 6.25	\$ 10.00

A base service fee of \$46.00 will be assessed monthly per residential account. Refuse/recycling fees are also assessed monthly as follows (rates effective July 1, 2019): \$21.85 – curbside; \$11.64 – dumpster; \$5.44 – senior with tax relief. The base service fee covers debt service for water and sewer infrastructure, plant improvements and capacity.

## COMMERCIAL WATER AND SEWER RATES

Water rate is based on consumption. These rates have been in effect since May 15, 2012.  
(Note these rates are per thousand gallons)

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*

A base service fee of \$46.00 will be assessed monthly per commercial account. \*The ERU charge equals \$5.00 for each equivalent residential unit (ERU) in excess of one ERU. The base service fee covers debt service for water and sewer infrastructure, plant improvements and capacity.

## DUE DATE

All charges as billed by the city shall be due and payable by the last day of the month. In the event the last day of the month falls on a weekend or holiday, the billed charges shall be due the next regular business day. Late Penalty of 10% will be applied to the first 30-day outstanding balance and a 1% interest fee is applied to all other remaining balance.

## DISCONNECTIONS

If the past due amount is not paid before the noted date, service will be disconnected. Once a disconnect Work Order is issued by Utility staff, payment of the **entire past due balance plus a \$30 administrative fee** must be made with cash, certified check, money order or credit/debit card at the Treasurer's office, online or by phone at (703) 335-8835, in order for service to be restored. If you pay online, please call the office at (703) 335-8805 to have your service restored.

## OTHER

When you are moving, please contact the water/sewer billing department to close your account (the request water disconnect form can also be found on the city web page) and change your address for your final bill. If you do not close your water account with the water/sewer billing department, your account will remain open and charges will continue to accrue.