

ESTABLISHING A WATER ACCOUNT

An application for water and sewer service through an existing connection can be initiated via e-mail or in person at the Water & Sewer Billing Department in City Hall.

Applications submitted before 2:00pm may be turned on the same day. Applications submitted after 2:00pm will be processed the next business day. To apply for a new account, you will need to provide the following:

OWNER

- Copy of Settlement Statement, Closing Disclosure, or deed
- Valid photo ID (Driver's License, Passport, Military ID)
- \$82.77 at the time of activation*

TENANT/RENTER

- Property Owner's Agreement and Landlord Authorization forms filled out, initialed, and signed by the landlord/property owner, along with a valid photo ID of owner
- Valid photo ID (Driver's License, Passport, Military ID) of tenant(s)
- Completed Application for Utility Services
- \$322.77 at the time of activation**

*\$2.77 monthly fee + \$30 connection fee
= \$82.77 application fee

**\$82.77 application fee + \$240 deposit

BANK OWNED/REALTOR MANAGED

- Letter from bank granting management (listing agreement)
- Completed Application for Utility Services
- \$82.77 at the time of activation*

DISCONNECTING A WATER ACCOUNT

- An application for water and sewer disconnect can be initiated via e-mail at water.billing@manassasparkva.gov, or in person at the Water & Sewer billing Department at City Hall
- Applications must be submitted more than 24 hours of the desired termination date
- The meter will be read on the date indicated on the application. You may contact the Water & Sewer Billing Department after the meter has been read to request the total amount of your final bill
- If you do not close your account with the Water & Sewer Billing Department, charges may continue to accrue on your account. Account terminations *must* be made via e-mail or in person.

To report a water or sewer emergency before 8:30am or after 5:00pm Monday-Friday, or on weekends/holidays, please contact the Manassas Park Police Non-Emergency number (703) 361-1136, for Public Works after-hours service.

CITY OF MANASSAS PARK

WATER & SEWER BILLING

DEPARTMENT REFERENCE GUIDE

Manassas Park City Hall
100 Park Central Plaza, Suite #303
Manassas Park, Virginia 20111

Water Department: (703) 335-8805
Treasurer: (703) 335-8835
After-Hours: (703) 361-1136

Website: www.manassasparkva.gov
E-mail: water.billing@manassasparkva.gov

HOURS OF OPERATION

Monday - Friday, except holidays
8:30am-4:30pm

BILLING PROCEDURES AND PAYMENT POLICIES

Water & Sewer bills are due monthly. Bills are based upon past usage, and are due when rendered. Bills are considered past due after the last day of the billing month, and penalties and interest accrue. Payments are applied to the customer's account as they are received by the Treasurer's Office, whether by mail or in person. The City is not responsible for bills received late due to the Postal Service or any third party bill payment service.

Water & Sewer payments are applied to the oldest balance first. Any payment for charges or fees that is returned to the City will be subject to a returned payment fee. The amount of the returned item must be paid by certified check, cash, money order or credit card. In the event of nonpayment of the returned item, service may be interrupted and applicable fees will be assessed. Payments may be made in person, at the drop-box, mailed, or through the City's payment portal.

Treasurer's office no longer accepts payments by phone. Payments can be made in cash, check, money order, or credit/debit card. If paying by credit/debit, a nominal convenience fee may apply. Please allow 10 days for payment processing for any mailed payments, or any payments made electronically through a bank/financial institution.

DELINQUENT ACCOUNTS

If an account has a balance that is 60 days past due, a shutoff notice will be placed on your bill. If the past due amount is not paid by 5:00pm the day before the stated shutoff date, service will be disconnected. If a disconnect work order is issued by the department, payment of the entire past due balance + \$30 admin fee must be paid in cash, money order, or credit card. If you make a payment through the payment portal, you must send payment confirmation via e-mail in order to restore services. If you have a new connection or had your water disconnected, you must pay your balance between 8:30am-2:00pm to be eligible for same-day service restoration. Payments made after 2:00pm will be charged an additional after-hours fee to have service returned the same day.

RESIDENTIAL WATER AND SEWER RATES

Residential Water & Sewer	Consumption Rate*		Combined Rate*
	Water	Sewer	
Per thousand gal.	\$ 4.31	\$ 7.18	\$ 11.49

COMMERCIAL WATER AND SEWER RATES

Commercial Water & Sewer	Consumption Rate*		Combined Rate*
	Water	Sewer	
0 - 10,000 gal.	\$6.51	\$9.41	\$15.92 +ERU charge**
10,001 - 20,000 gal.	\$7.65	\$10.56	\$18.21 +ERU charge**
20,001—40,000 gal.	\$8.80	\$11.70	\$20.50 +ERU charge**
40,000+ gal.	\$9.94	\$12.85	\$22.79 +ERU charge**

Water rates are based on consumption. The above rates are effective July 1, 2025. The average water consumption per person is 3,000 gallons per month

A monthly charge of \$52.77 will be assessed to all accounts to cover the required treatment process to sewer lines. This is a mandated EPA requirement. Rates are charged per thousand gallons.

***The ERU charge equals \$5.75 for each equivalent residential unit (ERU) in excess of one (1) ERU.*

SOLID WASTE (TRASH SERVICE)

Trash service is provided to all residential customers. The monthly service fee is based on the contract cost per residential unit and is added to your monthly water bill. The City's current trash provider is Patriot Disposal, Inc. (703) 257-7100. One trash bin and one recycling bin are provided free of charge to each residence upon request. The refuse receptacles are to remain at the property when vacated. In the event a receptacle is lost, stolen, or damaged, the customer must contact Patriot Disposal to request and be billed directly for any replacements. For any billing questions regarding refuse service, please contact the Water & Sewer Department. For any questions regarding solid waste service, please contact Patriot Disposal.

The current solid waste monthly fees are as follows:

Residential properties curbside - \$26.10

Residential properties/individual apartments with dumpster service - \$21.30

Seniors/disabled citizens who qualify for real estate tax relief - \$7.11

UNAUTHORIZED USE

The act of diverting or wasting public water, tampering with a metering device, damaging or destroying water facilities is illegal (Virginia Code Section 18.2-162,163). Any person opening a fire hydrant without a metering device, excluding official City and firefighting personnel, as well as any person who tampers with the meter assigned to the property or who installs any device other than the assigned meter will be subject to the applicable Unauthorized Use charge. In some cases, additional criminal and civil penalties may apply.