



City of Colonial Heights

City Code: Chapter 277. Water

Article I. General Provisions

§ 277-8. Reading meters; payment of bills; penalties for late payment; discontinuance of service.

[Amended 11-9-1977 by Ord. No. 77-44; 6-10-1980 by Ord. No. 80-36; 7-8-1980 by Ord. No. 80-37; 5-8-1990 by Ord. No. 90-11; 8-11-1998 by Ord. No. 98-19; 6-14-2016 by Ord. No. 16-20; 7-10-2018 by Ord. No. 18-22; 9-13-2022 by Ord. No. 22-14]

Meters shall be read every two months by the properly authorized personnel, and utility bills shall be prepared therefrom by the Department of Finance and deposited in the United States mail not later than the first working day of the month after the meters are read. Such bills so rendered shall be due and payable in the Finance Department's Billing and Collections Office on or before 5:00 p.m. of the 25th calendar day of the month in which rendered; and if not so paid, a penalty of 8% shall be added thereon. Bills shall be paid by cash, check, money order, debit card, credit card, or an electronic form of payment the Department of Finance accepts. If such bill is not paid before 5:00 p.m. seven days subsequent to its due date, the utility service to the delinquent customer shall be discontinued, except that the City Manager or his designee may authorize continuance of utility service during a delinquency for 15 additional calendar days with a charge of \$20. At the end of any granted extension periods, the utility service shall be discontinued if the delinquent amount plus any penalties remains unpaid. Any utility service delinquent under this section shall only be returned to active status after all delinquent amounts, penalties and a \$50 administrative fee have been paid.

*This policy is designed to supplement state and federal regulations on utility. In the event any provisions of this policy conflict with federal and state regulations, the federal or state regulations will prevail. *