

Dinwiddie County Water Authority

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Board Member

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Executive Director

Cut-off:

Customers that have an outstanding balance for the previous month must make payment prior to the cut-off date and time to avoid having service interrupted. The date for cut-off is posted on the homepage in the [OPERATIONS UPDATE] box as well as the bill (left hand side, about halfway down) and the delinquent notice. On-line payments must be processed by midnight the day prior to cut-off. Credit card payments over the phone and in person at the office are accepted through 4:00 pm on the day of cut-off. The Authority's payment options are illustrated under the [FAQ] page, under [ACCOUNTING QUESTIONS], "What methods are available to pay my bill?".

Once the account is in cut-off status, you will be required to pay your balance in **FULL** plus a **\$50** reactivation fee. Upon payment of your outstanding balance plus the \$50 reactivation fee, your account will be returned to good standing.

If payment is made by check to avoid cut-off and the check is returned for any reason, then the account is cut off upon notification from the bank. You will be required to pay your balance in **FULL** plus the **\$50** returned check fee plus the **\$50** reactivation fee. Upon payment of your outstanding balance and fees, your account will be returned to good standing.

Penalty:

To avoid having a 10% penalty added to your bill, payment must be posted to your account prior to the date and time listed as the "penalties" in the [OPERATIONS UPDATE] box. On-line credit card payments must be posted by midnight the day prior to the penalty date.

Billing Information:

- The minimum tenant deposit is \$150.00. Customers with a history of delinquency will be required to post a higher deposit. The residential deposit policy is illustrated on the homepage in the [ACCOUNTING & BILLING] box under the article titled "Residential Deposit Policy".
- The \$25.00 account setup fee will be applied to an account each time the name on the account is changed. This includes each time an account is changed from a tenant back to the landlord.
- All accounts in cut-off status for non-payment will be terminated five (5) business days after cut-off and the deposit applied. To reestablish the account after the fifth day, a new account, with all new documentation, \$25 account set-up fee, \$50 reactivation fee and new security deposit will be required prior to reactivation.
- The return check fee is \$50.00.
- The credit card convenience fee is \$3.95.

