

## ESTABLISHING WATER ACCOUNT

An application for water and sewer service through an existing connection can be initiated by visiting the City's website, by fax, or in person at the Water Department in the City Hall. Applications submitted before 1:30 pm will be turned on the same day. Applications submitted after 1:30 pm will be processed the next business day. To apply for a water account, you will need to provide:

### NEW OWNER

- Copy of settlement statement or deed
- Picture identification (driver's license, passport, military id)
- \$56 at the time of activation (\$26 UOSA fee and \$30 connection fee)
- \$65 for commercial accounts (\$35 UOSA fee and \$30 connection fee)

### LESSEE/RENTER

- Initialed and signed copy of City Ordinance by landlord along with their id for verification
- Copy of lease
- Picture identification (driver's license, passport, military id)
- \$56 at the time of activation (\$26 UOSA fee and \$30 connection fee)
- \$65 commercial accounts (\$35 UOSA fee and \$30 connection fee)

### BANK OWNED/REALTOR MANAGED

- Letter from the bank granting management (listing agreement)
- \$56 at the time of activation (\$26 UOSA fee and \$30 connection fee)
- \$65 for commercial accounts (\$35 UOSA fee and \$30 connection fee)

### WEBSITE

[www.cityofmanassaspark.us](http://www.cityofmanassaspark.us)

### BUSINESS ADDRESS

Manassas Park City Hall  
1 Park Center Court  
Manassas Park, VA 20111

### HOURS OF OPERATION

Monday - Friday, except holidays  
Water Department  
8:30am - 5:00pm  
Treasurer's Office  
8:30am - 1:30pm  
and 3:00-5:00 pm

### EMAIL

[water.billing@manassasparkva.gov](mailto:water.billing@manassasparkva.gov)

### TELEPHONE OR FAX

WATER DEPARTMENT  
Telephone (703) 335-8805  
Fax (703) 335-1056

### TREASURER'S OFFICE (to make a payment)

Telephone (703) 335-8835 or  
(703) 335-8837

### AFTER HOURS EMERGENCIES

Telephone (703) 361-1136

### PUBLIC WORKS

Telephone (703) 393-0881

City of Manassas Park

WATER & SEWER BILLING DEPARTMENT



## WATER & SEWER QUICK REFERENCE GUIDE

One Park Center Court  
Manassas Park, VA 20111  
(703) 335-8805 - Phone  
(703) 335-1056 - Fax  
[water.billing@manassasparkva.gov](mailto:water.billing@manassasparkva.gov)

## BILLING PROCEDURES AND PAYMENT POLICIES

Water & sewer bills are issued monthly. Since the bills are based upon past usage, it is due when rendered. Bills are considered past due after the last day of the billing month, and penalties and interest will start to accrue. Payments are credited to the customer's account when they are received by the Treasurer, whether by mail, phone or received in person. The City is not responsible for bills received late due to the Postal Service or any other third-party bill payment service. Water & sewer payments are applied to the oldest balances 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 only. In the event of nonpayment of the returned item, service will be interrupted and applicable fees will be assessed. Payments may be made in person, drop box or mail to: City of Manassas Park Attn: Treasurer's Office 1 Park Center Court Manassas Park, VA 20111. Payments may also be made by phone (703) 335-8835 or (703) 335-8837 or on the city's website: [www.manassasparkva.gov](http://www.manassasparkva.gov). Acceptable payment forms are cash, check, money order, all major credit/debit cards. If paying by credit/debit card, a nominal convenience fee may apply.

## DELINQUENT ACCOUNTS

Once an account has a balance that is 60 days past due, a shutoff notice will be mailed. If the past due amount is not paid before the shutoff date, service will be disconnected. If a disconnect Work Order is issued by the water department, payment of the entire past due balance plus a \$30.00 administrative fee must be paid with cash, certified check, money order or credit/debit card at the Treasurer's office, in order for service to be restored.

## RESIDENTIAL WATER AND SEWER RATES

Water rates are based on consumption. The current rates have been in effect since October 2008. The "average" water consumption per person is 3 gallons a month.

Residential Water & Sewer	Consumption Rate*		Combined Rate*
	Water	Sewer	
0–3,500 gals	\$2.88	\$ 5.12	\$ 8.00
3,501–7,000 gals	\$ 2.97	\$ 5.28	\$ 8.25
7,001–10,000 gals	\$ 3.42	\$ 6.08	\$ 9.50
10,001–14,000 gals	\$ 3.69	\$ 6.56	\$ 10.25
14,001 and above	\$ 4.41	\$ 7.84	\$ 12.25

\*Note these rates are per thousand gallons.

A UOSA service charge of **\$26.00** per month will be assessed per residential account to cover the required treatment process to sewer lines. This is a mandated EPA requirement.

## COMMERCIAL WATER AND SEWER RATES

Water rates are based on consumption. These rates have been in effect since October 2008.

Commercial Water & Sewer	Consumption Rate*		Combined Rate*
	Water	Sewer	
0–10,000 gals	\$ 4.05	\$ 7.20	\$ 11.25
10,001–20,000 gals	\$ 4.50	\$ 8.00	\$ 12.50
20,001–40,000 gals	\$ 4.77	\$ 8.48	\$ 13.25
40,001 and above gals	\$ 5.31	\$ 9.44	\$ 14.75

\*Note these rates are per thousand gallons.

A UOSA service charge of **\$35.00** per month will be assessed per commercial account to cover the required treatment process to sewer lines. This is a mandated EPA requirement.

## REFUSE/RECYCLE SERVICE

Refuse/recycle 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 American Disposal (703) 368-0500. One trash tote 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 for the next customer's use. In the event a receptacle is lost, stolen or damaged, the customer should contact American Disposal to request and be billed directly for any replacement receptacle (s). For any billing questions regarding refuse service, please contact the Water Department. For any other questions regarding your refuse or recycling service, please call American Disposal at (703) 368-0500. The current refuse/recycle monthly fees are as follows:

Residential properties with curbside pickup - \$ 14.63  
 Residential properties and individual apartments with dumpster service - \$ 8.00  
 Seniors/disabled citizens who qualify for real estate tax relief - \$ 4.00

## UNAUTHORIZED USE

The act of diverting or wasting public water, tampering with a metering device, damaging or intentionally destroying water facilities is illegal (Virginia Code Section 18.2-162,163). Any person opening a fire hydrant without a metering device, excluding City and fire-fighting personnel, as well as any person who tampers with the meter assigned to the property or who installs any type of 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.