

Calculating Your Water and Wastewater Bill



Rates reflected on bills issued on and after July 1, 2018



Chesterfield County
Department of Utilities
804-748-1291

The Chesterfield County Department of Utilities is entirely self-supporting. No county tax dollars are used for any Utilities operation. As a result, the Utilities Department depends on revenues generated from system users and new connections. Fees for utility services are adjusted periodically to keep revenues in line with operating expenses, to replace aging facilities, and to maintain the highest standards of service. New rates will become effective with bills issued on and after July 1, 2018.

We are proud to continue providing customers with the best value for clean drinking water and environmentally friendly wastewater services. Our rates for these products and services, when comparing a typical bimonthly bill for an average residential household, are significantly less than those in other major jurisdictions in the region. Please visit chesterfield.gov/utilities for more information about your water and wastewater services.

Vision

To be recognized by our customers, employees, county administration, regulatory agencies and the utilities industry as a leader in providing excellent water and wastewater services.

Mission

To provide the highest quality water and wastewater services that meet or exceed the needs and expectations of our present and future customers.



Bimonthly Rate Schedule

Water and wastewater charges are billed bimonthly. Customer, capacity and commodity charges make up the total bimonthly bill. The customer and capacity charges equal the minimum charge for service regardless of the amount of water used. The commodity charges are determined by the metered water volume.

Rates reflected on bills issued on and after July 1, 2018:

Bimonthly Customer Charge — \$10.16

Bimonthly Commodity Charge (volume charges) per 100 cubic feet — water, \$2.07; wastewater, \$2.24

Bimonthly Capacity Charges:

Meter Size (in inches) 5/8 or 3/4	Water	Wastewater
1	\$15.28	\$28.30
1 1/2	\$38.20	\$70.75
2	\$76.40	\$141.50
3	\$122.24	\$226.40
4	\$244.48	\$452.80
6	\$382.00	\$707.50
8	\$764.00	\$1,415.00
10	\$1,222.40	\$2,264.00
12	\$1,757.20	\$3,254.50
Dwelling, single-family, including townhouses and manufactured homes that are not located in a manufactured-home park‡	\$15.28	\$28.30
Dwelling, two-family ‡	\$15.28	\$28.30
Manufactured homes that are located in a manufactured-home park and multiple-family dwellings (per unit)	\$12.98	\$24.06

‡For a dwelling with a 5/8-inch or 3/4-inch meter. Dwellings served by larger meters pay the capacity charge according to meter size. This does not apply to manufactured homes or apartments.

Water/Wastewater Bill Payment Options

Direct Debit Call 804-748-1291 to set up automatic payments to your account. The application and instructions are available online at chesterfield.gov/utilities.

Online Visit chesterfield.gov/utilities anytime to make your payment with a credit card, with no service fees.

Phone Call 804-748-1291 anytime to make your payment over the phone with a credit card, with no service fees.

Drop boxes A drive-through drop box is located at the Government Center Parkway entrance between the Community Development and the Utilities Department buildings. Walk-up drop boxes are located at both customer entrances at the Utilities Department building located at 9840 Government Center Parkway. Use the boxes at any time on or before the bill due date. For your protection, do not place cash in the drop boxes.

Mail Payments may be mailed to:
Chesterfield County Utilities Department
P.O. Box 608
Chesterfield, VA 23832-0009
Make checks payable to:
Treasurer, Chesterfield County

In person Payments can be made Monday-Friday, 8:30 a.m.-5 p.m., at the Chesterfield County Department of Utilities, excluding holidays.

Payments must be received by the due date, or late fees will be assessed.

To register for paperless e-bills and receive electronic bill notifications, visit chesterfield.gov/utilities.

If you have questions about your bill, call 804-748-1291, or email utilitybillservices@chesterfield.gov.

Para asistencia en español, llame al 804-748-1291.



Providing a FIRST CHOICE community through excellence in public service

How To Calculate Your Bill

Utilities bills are based on three separate charges:

Customer Charge

This is a bimonthly charge based on metering and billing services.

Capacity Charge

This is a bimonthly charge based on meter size.

Commodity Charge

This is the volume charge per CCF*.

The customer and capacity charges are applied to each bill even if no water is used. These charges equal the minimum bimonthly charge.

Examples** for Water and Wastewater Customers

4 CCF (approximately 3,000 gallons)

Bimonthly bill based on a 5/8-inch meter using 4 CCF* of water.

Minimum Charge:

Customer Charge	\$10.16
Water Capacity Charge	\$15.28
Wastewater Capacity Charge	\$28.30
Total Minimum Charge	\$53.74

Commodity Charge:

Water (4 CCF x \$2.07)	\$8.28
Wastewater (4 CCF x \$2.24)	\$8.96
Total Commodity Charge	\$17.24

Totals:

Minimum Charge	\$53.74
Commodity Charge	\$17.24
Total Bill **	\$70.98

14 CCF (approximately 10,500 gallons)

Bimonthly bill based on a 5/8-inch meter using 14 CCF* of water.

Minimum Charge:

Customer Charge	\$10.16
Water Capacity Charge	\$15.28
Wastewater Capacity Charge	\$28.30
Total Minimum Charge	\$53.74

Commodity Charge:

Water (14 CCF x \$2.07)	\$28.98
Wastewater (14 CCF x \$2.24)	\$31.36
Total Commodity Charge	\$60.34

Totals:

Minimum Charge	\$53.74
Commodity Charge	\$60.34
Total Bill **	\$114.08

Examples** for Water-only Customers

4 CCF (approximately 3,000 gallons)

Bimonthly bill for water-only customer based on a 5/8-inch meter using 4 CCF* of water.

Minimum Charge:

Customer Charge	\$10.16
Water Capacity Charge	\$15.28
Total Minimum Charge	\$25.44

Commodity Charge:

Water (4 CCF x \$2.07)	\$8.28
Total Commodity Charge	\$8.28

Totals:

Minimum Charge	\$25.44
Commodity Charge	\$8.28
Total Bill **	\$33.72

14 CCF (approximately 10,500 gallons)

Bimonthly bill for water-only customer based on a 5/8-inch meter using 14 CCF* of water.

Minimum Charge:

Customer Charge	\$10.16
Water Capacity Charge	\$15.28
Total Minimum Charge	\$25.44

Commodity Charge:

Water (14 CCF x \$2.07)	\$28.98
Total Commodity Charge	\$28.98

Totals:

Minimum Charge	\$25.44
Commodity Charge	\$28.98
Total Bill **	\$54.42

*One CCF represents 100 cubic feet, or approximately 748 gallons of water.

**These are examples only. The total bill may be higher or lower depending on the amount used.

Wastewater-only customers – Residential customers connected to the county wastewater system, but not connected to the county water system, are charged \$69.82 per billing. All other customer classes are charged \$78.78 per billing.