

Frequently Asked Questions

Q: What are the new rates?

A:

WATER RATES (monthly charges)		
Use in Gallons	Fee	
up to 2,000	\$44.50	Base charge
2,001 - 7,500	\$7.55	charge per 1000 gal
7,501 - 12,000	\$8.31	charge per 1000 gal
>12,001	\$9.55	charge per 1000 gal
SEWER RATES (monthly charges)		
Use in Gallons	Fee	
up to 2,000	\$28.50	Base charge
2,001 - 7,500	\$10.35	charge per 1000 gal
7,501 - 12,000	\$11.39	charge per 1000 gal
>12,001	\$13.09	charge per 1000 gal
County Sewer-Only (monthly charges)		
	\$36.27	Flat fee
Exclusion Meters (Irrigation)		
Households on sewer that also have meters that serve irrigation systems will have the usage from the irrigation meter subtracted from their main service meter usage for purposes of calculating their sewer charges.		
Adjusted Charges - Filling Swimming Pools		
Sewer charges shall be adjusted once in a 12 month period when water is used for filling of swimming pools. The charge will not be adjusted to be less than the minimum charge. The allowance will only be for amounts of five thousand (5,000) gallons or greater.		

METER SETTING FEES	
For each new or altered water service, including irrigations meters.	
Nominal Meter Size (inches)	Meter Fee
$\frac{5}{8}$ or $\frac{3}{8} \times \frac{3}{4}$	\$400.00
$\frac{3}{4}$	\$450.00
1	\$500.00
1½	\$600.00
2	\$700.00
Greater than 2 inches and compound meters	125 percent of actual costs

SERVICE CHARGES	
Account Setup Fee	\$35.00
Late Fee	10% of bill
Disconnection of Service for non -payment	\$50.00
Meter Tampering	\$150.00
Service Calls - business hours	\$50.00
Service Calls - outside business hours	\$75.00
Inspection fee	\$1.00/LF of pipe

CAPITAL RECOVERY CHARGE (PER EDU)	
Water Only	\$10,000
Sewer Only	\$10,000
Water & Sewer	\$20,000

Q: How do I pay my bill?

A: Bills may be paid via check, payment in person (at the Greene County Treasurer's Office at 36 Stanard Street, Stanardsville), or via online payment. Automatic bank draft is not currently available but is expected to come online soon.

Q: When will the bills be due?

A: We anticipate bills being due in the middle of each month, although that could change with any changes being posted on your bills.

Q: Where are your offices?

A: We are located at 24 Rectory Lane in Stanardsville.