

Public Works Water / Sewer Cut-Off Policy

All accounts with a balance forward are subject to cut-off.

Cut-offs are due on or around the 15th of the month. Payments must be received in Treasurer's Office no later than 5:00 pm the last business day before the 15th.

Public Works Office does make an attempt to call potential cut-off accounts each month if time permits. Please provide us with current working phone numbers anytime a change is made.

If your balance forward is not paid in full by the date and time requested you are considered in a cut-off status. Any payments received after that date and time can not be accounted for. Electronic payments must be made at least 48 hrs. in advance since they do not show up immediately. Cut-offs start promptly at 6:30a.m. the day of. You are then required to pay the full balance due and a separate \$25.00 service fee.

Utility workers can not accept payment out in the field. They also cannot postpone cut-off until you make payment.

Treasurer's Office does accept credit / debit card for a \$3.99 fee.

Payments can be made on-line at Rockinghamcountyva.gov for a \$3.99 fee.

Present Public Works the receipt from the Treasurer's Office where balance was paid in full. A separate \$25 service fee is required. Payments can either be cash or check. Public Works Office does not accept credit / debit cards.

Payments can not be made over the phone with credit / debit cards.

Utilities is notified to turn service on after the service fee is paid. The service will be turned back on before the end of business day.