



City of Petersburg

Water Account Payment Policy

(Updated 2024)

1. **Water Readings:** Water meter readings will start on or around the 1st of every month. In certain circumstances water meter readings will be estimated.
2. **Billing:** Water bills will be processed after all reads are completed. Bills will be mailed NO LATER than the last business day of the month.
3. **Due Date:** Payments are due in full by the 10th of the following month. When the 10th day of the month falls on a weekend or a holiday the payments are due in full on the next business day.
4. **Late Fees:** An additional charge of 10% of the TOTAL payment due will be added on all accounts past due after the 10th.
5. **"Cut-offs":** Accounts which remain unpaid or not paid in full at 10:00 AM on the 20th are considered "non-pay" and will be placed on the "Cut-off" list. **All accounts listed on the "cut-off" list will have water service discontinued beginning at 10:00 AM on the 20th.** When the 20th day of the month falls on a weekend or holiday this action will take place on the next business day. Accounts placed on the "cut-off" list **will be charged an additional \$30.00.**
6. **Reconnection/Transfer of Services:** The water service may only be reconnected/transferred if:
 - a. The current bill is **paid in full.**
 - b. The additional service charge of \$30.00 is **paid in full, and**
 - c. The meter is at the current deposit rate and **paid in full.**

Payment in full must be received by 3:00 PM to have water service reconnected/transferred the **same business day**. If payment is received after 3:00 PM, water service will return the following business day. **No water service will be reconnected/transferred after hours or on weekends.**

WARNING

Once your water service has been turned off you may not turn it back on yourself. If the City discovers that you have turned your water service back on and/or used any gallons of water since the cut-off you will be given a citation by the Police Department and prosecuted for theft of service.