

**REVISION TO CHAPTER 160 – WATER & SEWER**  
**Code of the Town of Grottoes, Virginia**

**Current Town code pertaining to notices and cut-off of services to customers**

**§ 160-38. Penalty for nonpayment.** [Amended 9-9-1986]

If any water bill is not paid within 30 days after having been mailed by the Treasurer, a penalty charge shall be assessed in the amount of 10% of the total water, sewer, if applicable, and trash removal, if applicable, billing. If any water bill is not paid within 10 days after having been mailed a past due notice and assessment of penalties, water services to the premises in question may be discontinued, unless precluded by extenuating circumstances at the discretion of the Town Council.

**Changes to the notice provisions and the cutoff policy of Town driven by this new law effective July 1<sup>st</sup>:**

**HB906 (Shin)/ SB480 (Aird) Residential Utility Disconnection Standards**

- Prohibits disconnection until residential customer account is 45 days in arrears.
- Requires customer notice must be given using at least one of the following methods: mail, email, text message, phone call, or door hanger.
- Requires disconnection policies be provided to customers when they create a new residential account, when a disconnection due to nonpayment is scheduled, and on your utility website and these notices must be in English and Spanish and include payment plan information as well as state/federal utility assistance programs and information about utility assistance programs.
- Disconnections can also not occur, depending on the type of utility, when certain high or low temperatures are forecasted within 24 hours
- Water and Wastewater service cannot be disconnected when temperatures are forecasted to be above 92 degrees within 24 hours after the scheduled disconnection.
- Additionally, no utility service can be disconnected on Fridays, weekends, state holidays or the day prior to state holidays.

**Draft revision to Section 160-38. Penalty for nonpayment.**

**§ 160-38. Penalty for nonpayment.**

- A. If any bill for utility service, including charges for the provision of water, wastewater services, and trash removal, is not paid within 30 days after the issue date, as set forth herein, the Town shall assess a penalty charge of 10% of the total bill. After this date, the Town shall provide notice by either mail, email, text, phone call or door hanger that service may be cutoff if the bill remains unpaid 45 days after the issue date.
- B. The Town Manager, acting in their sole discretion, may extend the delinquent payment period due to extenuating circumstances. Any aggrieved person may seek review of any such decision with the Town Council.