



Waterworks Department

Customer Rates, Fees and Charges – July 1, 2021



<https://myservices.nnww.nnva.gov/nnww/>
<https://myservices.nnww.nnva.gov/nnww/One-TimePayment.aspx>

Customer Service Payment Locations

1st Floor 700 Town Center Drive Newport News, Va. 23606	Newport News Treasurer City Hall Annex 2400 Washington Avenue Newport News, Va. 23607
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ADVANCE FEE

Each new account established will be charged an initial Advance Fee based upon the size of the meter serving the customer. This fee remains with the customer's account upon transferring water service to a new address. The Advance Fee is applied to the Customer's Final Bill when termination of the water service account occurs.

Meter Size	Advance Fee
5/8"	\$ 50.00
3/4"	\$ 73.00
1"	\$ 120.00
1 1/2"	\$ 217.00
2"	\$ 333.00
3"	\$ 600.00
4" or larger	\$ 933.00

ACCOUNT FEE

An Account Fee of **\$50.00** shall be paid by each applicant for water service, whether establishing a new account or transferring an existing account. This charge is made to defray the cost incurred by turning water on or off, or by other billing procedures involved in establishing a new account.

WATER CONSUMPTION RATES

per hundred cubic feet consumed (748 Gallons)

Single Metered Residential (Three Block Inclining)

R1 - Lifeline 0-2 hcf = \$3.21/hcf; R2 - Normal over 2 to 25 hcf = \$3.69/hcf; R3 - Conservation over 25 hcf = \$7.38/hcf

Industrial (Two Block Declining)

I1 - 0 to 40,000 hcf = \$3.69/hcf
 I2 - over 40,000 hcf = \$3.21/hcf

General Uniform Rate

G - Applies to all other customers, including commercial, institutional, governmental, apartments, etc., = \$3.69/hcf

SERVICE FEE

Each customer bill shall include a Service Fee based upon the size of the meter serving the customer. This fixed fee is for expenses associated with the periodic billing procedures and maintaining distribution service facilities. The Service Fees are not related to the amount of water consumed and are **(Newport News, Hampton, York & James City Co. Customers Only Must Add Amounts Indicated below for Fire Protection Service (Fps) Fees Imposed by That Jurisdiction):**

		Monthly Fees			
Meter Size	Service Fee	Fire Protection Svc Fee			
		NN	HPT	JCC	YC
5/8"	\$ 13.00	\$1.35	\$1.15	\$2.00	\$2.16
3/4"	16.45	1.35	1.15	2.00	2.16
1"	23.40	2.05	1.75	2.95	3.24
1.5"	40.75	2.70	2.35	3.95	4.32
2"	62.40	4.05	3.50	5.95	6.49
3"	144.00	5.40	4.70	7.90	8.64
4"	208.00	5.40	4.70	7.90	8.64
6"	383.00	6.80	5.90	9.90	10.80
8"	593.00	6.80	5.90	9.90	10.80
10"	832.00	6.80	5.90	9.90	10.80

LATE PAYMENT FEE

A Late Payment Fee of 10.0% per month calculated on the delinquent fees and charges, or ten dollars (\$10.00), whichever is greater, and interest at the rate of 10% annually from the first day following such account is due. Payment must be RECEIVED in our offices by the due date stated on the bill. **IMPORTANT** - If you elect to pay through designated banking agencies, payment receipt could be delayed up to Ten (10) Days. Please make provisions for these delays and pay promptly to avoid this Fee.

WATERWORKS LAB SERVICES

Waterworks provides laboratory services for customers. For detailed information on services available and fees contact the Waterworks Laboratory at (757) 234-6723.

OTHER FEES

Service Description	Fee
Field Service Fee (Per Occurrence)	\$50.00
Meter Out – Non-Pay	\$65.00
Meter Out – Per Customer	\$50.00
After Hours Field Service Fee	\$100.00
Bill Request Admin Fee	\$10.00
Returned Check Fee	\$35.00
Meter Re-read/Flow Test	\$25.00
Water Exam Fee	\$50.00
Meter Testing Fee (5/8" to 1")	\$75.00
Meter Testing Fee (> 1")	\$100.00
Meter tampering fee: Per occurrence for tampering with a water meter device:	\$100.00

SOLID WASTE SERVICE FEES

Customer bills in the cities of Newport News and Hampton reflect a Solid Waste Service Fee determined by each city's Department of Public Works. Waterworks serves as an agent to bill, collect and forward these receipts to the respective jurisdiction. Solid Waste Service Fees per container are:

Newport News, Medium (60 Gals)	\$5.84 per Week
Newport News, Standard (90 Gals)	\$7.30 per Week
Hampton	\$7.25 per Week

SEWER FEES

Customer bills in the Cities of Newport News and Hampton reflect a Sewer Maintenance Fee determined by each City's Department of Public Works. Waterworks serves as an agent to bill, collect and forward these receipts to the respective jurisdiction.

Newport News Sewer Service Fee / Month	\$5.00**
Newport News Sewer Maintenance / HCF	\$3.37
Hampton Sewer Maintenance / HCF	\$1.81
Hampton Sewer Surcharge / HCF	\$0.94

**For 5/8" meter. Other meter sizes have fees based on 5/8" equivalent cost.



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NEW SERVICE CONNECTION FEES (TAP FEES)

<u>Water Service Connection</u>	<u>Complete Installation</u>	<u>Meter Yoke, Box & Water Meter</u>
(1) ¾" Tap, ¾" Pipe W/ 5/8" Meter	\$1,200.00	\$ 350.00
(2) ¾" Tap, ¾" Pipe W/Meter	\$1,250.00	\$ 400.00
(3) 1" Tap, 1" Pipe W/Meter	\$1,360.00	\$ 475.00
(4) 1 ½" Tap, 1 ½" Pipe W/Meter	\$2,500.00	\$1,260.00
(5) 2" Tap, 2" Pipe W/Meter	\$2,800.00	\$1,315.00

* NOTE * Charges for required permits and street repair costs shall be made in addition to the service connection fee.

RATES FOR FIRE HYDRANTS

The rates to be charged for fire hydrants supplied with water by the Waterworks for public and private fire protection shall be \$216.00 annually. Annual fire hydrant charges will be made in monthly billing increments. Newport News, Hampton, James City County and York County have authorized the above amount per hydrant to be recovered from customers by adding a Fire Protection Service (FPS) fee to the monthly service charge (see service charge).

RATES FOR FIRE SPRINKLERS

The Annual Charge for water standby service furnished by Waterworks for FIRE SPRINKLERS will be made in MONTHLY billing increments.

<u>CONNECTION SIZE</u>	<u>ANNUAL CHARGE</u>
2"	\$ 63.00
3"	\$ 82.00
4"	\$ 100.00
6"	\$ 163.00
8"	\$ 200.00
10"	\$ 238.00
12"	\$ 288.00

FIRE HYDRANT METERS

Fire hydrant meters are available for use. Customers using hydrant meters will be required to pay Service Fees and Water Commodity Rates in place. Prior to issuance of hydrant meters, customers must:

1. Make application at Waterworks Material and Equipment maintenance Offices.
2. Place on deposit an amount equal to the cost of the hydrant meter.
3. Remit a non-refundable \$50.00 fee for installation or movement of the meter if required.
4. Be properly trained in hydrant meter use.
5. Report monthly consumption used through the meter with Service Fees: 1" - \$42.00; 3" Meter - \$160.00
6. Failure to call in Reading - \$25.00 Charge
7. Fire Hydrant Meter Advance Fees: 1" - \$390.00; 3" - \$855.00

SYSTEM DEVELOPMENT FEES (SDF)

For each new connection made to the Newport News Waterworks system, a System Development Fee (SDF) will be charged based on the size of the meter to be installed. SDF charges are:

<u>METER SIZE</u>	<u>SDF</u>
5/8	\$2,520
¾	\$3,780
1	\$6,300
1 ½	\$21,420
2	\$28,980
3	\$67,284
4	\$157,500
6	\$332,640
8	\$546,084
10	\$873,684

When the size of the meter servicing any premises is increased, the applicant shall pay a charge equal to the difference between the current system development charge for the existing meter and the current system development charge for the larger meter to be installed. All system development charges shall be paid prior to the placement of the water meter for the new connection. Individual taps of connections, not part of any water pipeline extension agreement WILL REQUIRE PAYMENT of the SDF upon application.

WATERWORKS MISSION

To provide high quality drinking water and support public health, safety, and the community with a professional team of dedicated employees, committed to excellence.