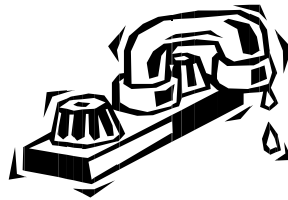

The New Kent County Public Utilities Department provides public water and/or public sewer services to various subdivisions and businesses in the County. Whether you are a lifelong resident or have recently relocated to this area, we welcome you as a new utilities customer. This information is provided to answer some of your questions about public water and sewer services.



WHAT ARE THE CONNECTION FEES?

The connection fees for water and sewer vary by location and meter size. A current schedule is available upon request. Any person desiring to secure utility service must file a signed application with the Utilities Office. Please call (804)966-9678 for assistance. The written application shall serve as a contract with the county until you notify us in writing that you wish to terminate service.

WHAT OTHER FEES MUST I PAY?

Deposits:

All utility customers must pay a deposit. Homeowners will have a deposit of \$50.00. Tenants will have a deposit of water \$100.00, Sewer deposit of \$150.00 and irrigation deposit of \$100. The deposit will be applied to account when service is discontinued.

Meter Installation/Transfer Fee:

A non-refundable \$35.00 meter installation fee will be charged for newly constructed homes or businesses. A \$35.00 transfer fee will be charged to customers establishing service at an existing location.

Irrigation Usage:

As a water conserving measure, New Kent Public Utilities has a design goal of 10 gallons per minute & 150 gallons per day

for residential irrigation systems. This is more than adequate for most lawns, and need not run every day to keep a lawn healthy. All new irrigation systems must be approved by DPU, and must also include an appropriate backflow prevention device and rain sensor. Irrigation meters may or may not be available depending on the subdivision. In subdivisions where irrigation meters have been pre-approved, **customers should contact DPU either in person or by phone to obtain information about getting an irrigation meter installed.** Irrigation meter fees range from \$300 to \$1,000 depending on location. It is the customer's responsibility to connect their irrigation system to the County-supplied meter. Regular water rates are charged for irrigation usage. Sewer charges are not billed on the water used or irrigation. In subdivisions where irrigation meters are not available, regular sewer usage fees are charged on all water used.



Please note that each head in an irrigation system can use on average 3 gallons per minute.

WHO OPERATES AND MANAGES THE PUBLIC UTILITY SYSTEM?

The New Kent County Public Utilities Department is responsible for the operation and management of the public water and sewer systems. Its operation and management procedures are set forth by the Board of Supervisors in Chapter 38 of the County Code. A copy of the procedures, rates and rules is available for public review at the County administration building or on our website www.co.new-kent.va.us

IS THERE A MANDATORY CONNECTION POLICY?

YES. Any residential, commercial or industrial structure located on a parcel of land which abuts upon a street or other public way containing a water or sewer main must connect to the public utility system unless non-user status is granted by the Public Utilities Director.

We encourage customers to contact us about winterization and how to decrease your irrigation use.

Billing periods are bi-monthly ending on the last Tuesday of February, April, June, August, October, and December. If you do not receive a bill by the 6th of the following month, please call (804)966-9676. A 10% penalty or \$5.00 whichever is greater will be added to bills not paid within 30 days from the billing date. Service will be discontinued on all accounts not paid within 15 days of the due date and a \$50 reconnect charge will be added. You may sign up for "NOTIFY ME" on the county website and it will notify you of bills being mailed, due date and termination date.

Terminating Service:

It is the responsibility of the homeowner/tenant to notify DPU that you are terminating service. If you do not notify DPU in writing you are responsible for the billed usage.

IMPORTANT INFORMATION FOR NEW CUSTOMERS:

Please refer to the irrigation usage portion of this brochure to ensure the understanding of how our irrigation is billed.

Rates can be found on the New Kent County website www.co.new-kent.va.us

Water ¾" water meter	
Minimum 0 – 6,000 gallons	\$47.61
6,000-12,000gallons	\$7.15
12,001-18,000 gallons	\$7.79
18,001 + gallons	\$8.17

Sewer ¾" meter	
Minimum 0 – 6,000 gallons	\$66.15
6,000-12,000gallons	\$9.91
12,001-18,000 gallons	\$10.74
18,001 + gallons	\$11.32

WATER AND SEWER EMERGENCIES

The lines from the water meter or sewer clean-out to your residence are your property and your responsibility. *All water and sewer emergencies should be reported during the day (8am - 4:30pm, Monday thru Friday) to the Public Utilities department at (804)966-9678. During weekends, holidays and nights call (804)966-9500.*

The New Kent County Public Utilities Department is dedicated to serving the needs of all New Kent citizens. If you need more information, please give us a call. We will do our best to answer your questions.

**NEW KENT COUNTY
PUBLIC UTILITIES DEPARTMENT**
7051POINDEXTER ROAD
NEW KENT, VA 23124

**Billing/Connections (804)966-9676
Repairs/Technical (804)966-9678**

NEW KENT COUNTY PUBLIC UTILITIES DEPARTMENT

WATER & SEWER CUSTOMER INFORMATION

