



Frequently Asked Questions Utilities Customer Service

How do I set up a new account?

The Utilities Customer Service group processes water and sewer applications Monday through Friday from 8:00 a.m. to 4:30 p.m. with the exception of holidays. It normally takes at least one business day for services to be initiated once an application requesting service(s) is received.

A written application is required for any water and/or sewer service(s) to be initiated at a property address.

The application can be obtained at the Spotsylvania County website (www.spotsylvania.va.us) or in person at the address listed below.

Water and sewer services can be obtained in the property owner's name; or, if the property is being leased, services can be obtained in the tenant's name. All applications submitted by the tenant must be accompanied by a copy of the current signed lease agreement.

The applicant will need to provide the following information:

- Completed and signed application.
- Government issued picture identification.
- If leasing the property, a copy of the current signed lease agreement. It is required that the water/sewer applicant's name is listed on the lease agreement as a tenant. It is also required that the lease agreement reflect the signatures of both the tenant and the landlord.

Applications can be processed in person or via mail, e-mail and facsimile transmission.

In person at:

Spotsylvania County Utilities
Administration Offices
600 Hudgins Road
Fredericksburg, VA 22408

Via Mail:

Spotsylvania County Utilities
Attn: Customer Service
600 Hudgins Road
Fredericksburg, VA 22408

Via e-mail:

[CustomerService@spotsylvania.
va.us](mailto:CustomerService@spotsylvania.va.us)

Via facsimile transmission:

(540) 582-7671



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How do I close my account?

Accounts may be closed by calling Spotsylvania County Utilities Customer Service at (540) 507-7300, option 1, or via mail, e-mail and in person. We require at least one business day to cancel services. The water meter will read on the date of termination. Also, please be prepared to provide your forwarding address to receive your final bill.

Can I have my service activated or terminated on weekends?

No, services are only activated or terminated Monday – Friday during normal business hours.

Where can I pay my bill?

You have several options to pay your bill:

In person at:

Spotsylvania County
Treasurer's Office
Richard E. Holbert Building
9104 Courthouse Road
First Floor
Spotsylvania, VA 22553

Via Mail:

Make checks payable to:
Treasurer, Spotsylvania County
Mail to:
PO Box 9000
Spotsylvania, VA 22553

Drop Box:

Drop off box available at the
Courthouse Road entrance of
the Richard E. Holbert Building.

Electronic Check:

Via the internet, go to
www.spotsylvania.va.us and
select "Bill Pay" option.
Payments must be made 2
business days prior to due date
or cut-off date to allow time for
processing.

Credit Card:

All major credit and debit cards are
accepted, convenience fee applies.
A convenience fee, imposed by the
service provider *Invoice Cloud*, will
apply.
Payments must be made 2 business
days prior to due date or cut-off date
to allow time for processing.

By phone: 1-844-443-8803
Online: www.spotsylvania.va.us and
select "Bill Pay" Option.

Should you have questions about payment processing, please call the Spotsylvania County Treasurer's office at (540) 507-7058.



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How often will I receive a Spotsylvania County Utility (Water/Sewer Service) bill?

Customers are billed on a monthly basis off of actual usage.

When is my bill due?

Payments are due upon receipt of the billing statement. A penalty of 10% shall be added 25 days from the billing date (listed on the billing statement), at which time the bill is delinquent. Payment transactions that do not clear your financial institution will be subject to a service charge up to \$50.00.

What happens if my water/sewer service has been discontinued or terminated for delinquency?

If service has been scheduled for disconnection, or to restore service following disconnection, the Customer must pay all charges, including a \$25.00 reinstatement fee. Payment must be made by credit card, cash or money order before service is restored. Personal checks will not be accepted.

What if I have a water/sewer emergency after hours?

Normal business hours for Spotsylvania County's Water and Sewer crews: 7:00 a.m. – 3:30 p.m., Monday through Friday. Should a water or sewer-related emergency occur during those hours, please call (540) 507-7300.

Should a water or sewer-related emergency occur during the evening, on weekends or on holidays, please call (540) 507-7350. The Utilities/Public Works department has a crew on call at all times which can be dispatched to respond to your emergency.

What do I do if my sewer backs up?

If you suspect a stoppage, do not run any water down the drains and quickly close all drain openings with stoppers or plugs. Immediately call the Spotsylvania County Utilities department. If the blockage is in the County's sewer lines, and the County is not given the initial opportunity to clear the lines, the County is not responsible for reimbursement of plumbing services.



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Where is my main water valve in case I need to turn my water off?

Generally, the main water valve is located where the water supply pipe enters the home or office. It may be near your washer or hot water heater. In some cases, it may be located under the house in the crawl space. Be sure to locate and mark the main water valve before you need it because you will want to be able to find and close it quickly should a water leak occur.