



## **NEWS RELEASE**

Town of Culpeper  
400 S. Main Street  
Culpeper, VA 22701

Public Information Office  
540-937-0037

### **FOR IMMEDIATE RELEASE**

Contact: Ron Mabry, Town Treasurer  
Phone: 540-829-8220

Feb. 15, 2010

012-2010

### **Town Unveils New Utility Bill**

Downtown and northern end town utility customers will be the first to see the town's utility bill.

Beginning with the Feb. 19 billing cycle, the town will discontinue using the familiar postcard bill. The new bill will come in an envelope with a return envelope to make mailing in payments more convenient. At the same time, the town will offer an online payment option, but there is a \$2.50 convenience fee for its use.

Town officials have been working on the new utility billing program for about six months, which is scheduled to go-live on Feb. 16. The utility module is part of a larger software package to which the town is transitioning. The town treasurer's office is already using the payroll and accounts payable modules of the new software.

The new bill is a full page of billing information, with general information, ways to pay the bill and important notices printed on the back.

The bottom portion of the bill is perforated to allow customers to easily tear off the payment section and retain the top part for their records. There is also a box that can be checked if anyone wishes to donate to the Wine Street Memorial Park.

"All a customer needs to do is check the box, write in an amount in the line next to it and add the additional sum to the bill," said Town Treasurer Ron Mabry.

The treasurer's office will make sure the money gets to the veteran park's memorial account.

The new larger bill also offers a one-year history of water usage at a glance, along with the current and previous meter readings.

Besides the water and wastewater consumption billing total, there is a line called "AMR Base charge." That is not a new \$2.00 fee. That fee was not listed separately but was included in the older postcard format bills. The fee helps pay for the planned automatic meter reading (AMR) system, which will allow the town to electronically and remotely read water and electric meters.

The AMR system would allow for meter readings regardless of the weather. Due to the recent snowfall, customers may see an estimated usage on some upcoming bills since snow covers many of the water meters.

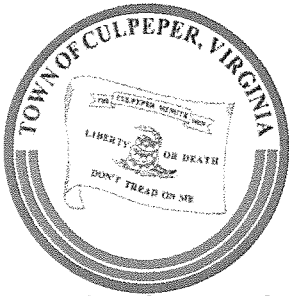
"We can't get to the meters," said Mabry, about the current situation. "But with the automatic meter reading system, snowfall won't be an issue."

However, the town treasurer said utility bills will even out when meters are able to be read.

"We are desperately hoping they can be read by early March," said Mabry.

Anyone with questions about the new bill may contact the treasurer's office at 540-829-8220.

###



Statement	Account	Statement Date	Due Date	Amount Due
5451	[REDACTED]	12/10/2009	12/25/2009	\$-42.32 CR

**Visit [www.culpeper.to](http://www.culpeper.to) for current rate schedule**

Previous Balance -93.38  
**PAST DUE BALANCE -93.38**

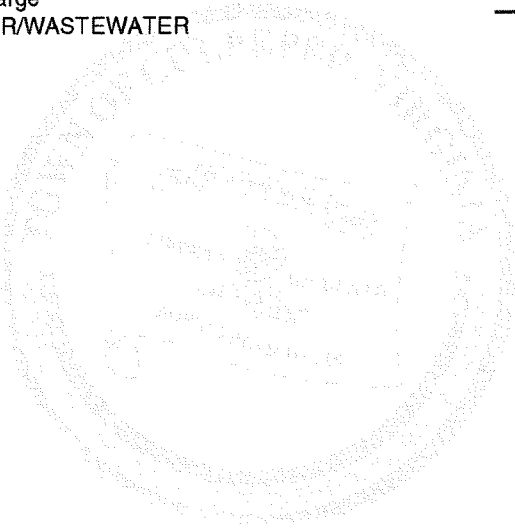
**Service Location:** [REDACTED]

**Service Details**

Water Meter #11488922  
 Current Read: 3,848,300  
 Previous Read: 3,843,900  
 Multiplier: 1  
 Gallons Used: 4,400

Mo. & Yr	Gallons	Mo. & Yr	Gallons
Oct 09	11700	Apr 09	5000
Sep 09	9400	Mar 09	5200
Aug 09	5400	Feb 09	5300
Jul 09	6300	Jan 09	5200
Jun 09	4700	Dec 08	6100
May 09	6500	Dec 08	6100

<b>Water/Wastewater</b>	<b>Service Dates 10/23/2009-11/30/2009</b>
Water Consumption	23.58
Wastewater Consumption	25.48
AMR Base charge	2.00
<b>TOTAL WATER/WASTEWATER</b>	<b>51.06</b>



TOTAL CURRENT CHARGES 51.06  
**AMOUNT DUE \$ -42.32 CR**

See Reverse for monthly draft options or credit card payments

Please review your new bill format carefully. If changes need to be made to your account, please notify Treasurer's office. Thank you.

Please detach and enclose this coupon with your payment. Do not send cash. Make checks payable to: Town of Culpeper



Town of Culpeper  
 400 S. Main St., Suite 109  
 Culpeper, VA 22701-3146  
 RETURN SERVICE REQUESTED

Statement	Account	Statement Date	Due Date
5451	[REDACTED]	12/10/2009	12/25/2009

Amount Due	Amount Enclosed
\$-42.32 CR	\$ <b>Credit Balance</b>

I wish to donate to the Wine Street Veterans Memorial Park in the amount of \$ \_\_\_\_\_

SNGLP  
 [Barcode]  
 [REDACTED]

Town of Culpeper  
 Treasurer's Office  
 400 S. Main St., Suite 109  
 Culpeper, VA 22701-3146  
 [Barcode]

10084905007460000545100-4232

Check for Address Change

**GENERAL INFORMATION**

**NORMAL BUSINESS HOURS** Monday-Friday  
8:00 am to 5:00 pm

**CONTACT INFORMATION**

General Information (540) 829-8220  
After Hours (540) 825-3039 (Additional fee may apply)  
Website www.culpeper.to  
Emergencies Dial 911

**WAYS TO PAY YOUR BILL**

- **Mail:** Please enclose the bottom portion of the bill with your payment.
- **Credit Card or Bank Draft:** Call (540) 829-8220 to use the Town's automated payment service (follow prompts) or complete and return the information below in the enclosed return envelope. A convenience fee will apply.
- **Main Office:** Inside at 400 S. Main St., Suite 109.
- **Drop Box:** Located outside the Town office. PLEASE DO NOT PUT CASH IN DROP BOX. To ensure proper credit, always include your bill stub.
- **Online:** Payments can be made on the Town's website (www.culpeper.to) or online through your bank. Payments through the town's website will include an additional convenience fee. Payments through your bank must include the correct account number for proper credit.
- **Phone:** Payments can be made by check, credit or debit card through the Town's automated payment service. Call (540) 829-8220 and follow the automated prompts.

**IMPORTANT NOTICES**

- If you dispute any aspect of this bill and want to avoid additional charges and/or collection actions, you may schedule a hearing at least five days prior to the due date of the bill by calling the Town Treasurer at (540) 829-8220.
- Payment must be RECEIVED, NOT POSTMARKED, by the due date to avoid a late charge. If the total due is NOT PAID BY THE DUE DATE, then a late fee will be added to the account. If the account balance is NOT PAID IN FULL 10 DAYS AFTER THE DUE DATE, a delinquent fee will be added to the account and service will be DISCONNECTED WITHOUT FURTHER NOTICE.
- Once a service notice to disconnect or cut-off by reason of non-payment has been processed, a reconnection fee and additional deposit shall be added. ALL CHARGES APPLY ONCE THIS SERVICE NOTICE TO DISCONNECT HAS BEEN PROCESSED. The service does not have to be physically disconnected for the charges to apply. Disconnected services shall not be turned on until all fees and bill amounts are paid in full.
- A returned check charge is applied per returned check. Full payment of the amount of the check plus the charge is required by means of cash, money order or credit card within 72 hours of notification
- All fees and charges are subject to change.

**PAYMENT OPTIONS**

ALL INFORMATION MUST BE COMPLETED FOR PAYMENT TO BE ACCEPTED

This payment is for this month only (convenience fee will apply for payment by credit card)

Credit Card:  MasterCard  Visa  Discover

Name as it appears on credit card (Please Print): \_\_\_\_\_

Credit Card Number: \_\_\_\_\_ Exp. Date: \_\_\_\_\_

Signature: \_\_\_\_\_

I would like to enroll in the Recurring Checking/Savings Account Debit Program

Name on Account (Please Print): \_\_\_\_\_

Name of Bank: \_\_\_\_\_

Nine Digit Routing Number: \_\_\_\_\_

Checking Acct. Number: \_\_\_\_\_

Savings Acct. Number: \_\_\_\_\_

Signature: \_\_\_\_\_