

## CUSTOMER INFORMATION

### **FOR PAYMENTS**

In Person: Utility Collections, City Hall  
114 N Broad Street  
Ground Floor  
8:00 a.m. – 5:00 p.m. M-F  
Or Night Deposit Box  
College Alley, Beside City Hall

Online: [www.salemva.gov](http://www.salemva.gov)  
Look for the "Pay Bills Online" link under  
the "How Do I?" menu on the website.

### **QUESTIONS**

**Payment, Past Due Bills, Service Changes:**

Utility Collections 540-375-3021

**Billing Questions, Budgets, Bank Drafts, Errors:**

Utility Billing 540-375-3026 or [utilitybilling@salemva.gov](mailto:utilitybilling@salemva.gov)

**Electric Outages or Concerns:**

Electric Dept. 540-375-3030

**Water/Sewer Related Concerns:**

Water Dept. 540-375-3029

Meter reading dates may vary due to inclement weather, weekends and holidays or other circumstances beyond the City's control.

Bills are due when received and may be paid at City Hall, 114 N. Broad Street by mail or online. If payment is not received by 5 p.m. on the due date, a penalty may be assessed in the amount of \$5 per service for residential customers or 5% of the total bill for commercial customers. If the bill is not paid within 25 days of the due date, services are subject to disconnection. If service is discontinued for non-payment, the total bill plus late charges and service fees must be paid before utilities are restored.

**Any payment put in the night box must be in before 8:00 a.m. or it will be treated as a "next day" payment.**

### **Budget Billing – Equal Payment Plan:**

Our budget program allows you the convenience of the same payment amount each month. New enrollments are accepted in September of each year to begin in October.

### **Automatic Bank Draft Payment:**

This option allows the City to automatically withdraw payment for utility bills directly from a checking account on the bill due date.

### **Security Deposits:**

Customers with good credit may have the security deposit returned after 24 consecutive months of payments without any late fees. At termination of service, the deposit shall be applied against the amount due the City and the balance plus interest will be returned to the account holder.

### **Policies:**

A customer agrees to pay rates and charges as they may be changed from time to time, and to comply with the regulations of the City of Salem concerning services.

The City may discontinue service and remove its meter from the premises for violation of any city regulations, non-payment of any portion of a bill or false information submitted on the application for service.