

How to Calculate Your Bill

Example 1 – Residential Water & Sewer <i>Customer with 4,000 gal. of usage:</i>	
Water Volume Charge: $\$7.35 \times (4,000/1,000) = \29.40	Water Service Charge: \$13.36
Total Water Charge: \$29.40 + \$13.36 = \$42.76	
Sewer Volume Charge: $\$8.43 \times (4,000/1,000) = \33.72	Sewer Service Charge: \$42.03
Total Sewer Charge: \$33.72 + \$42.03 = \$75.75	
TOTAL BI-MONTHLY BILL = \$118.51	
Example 2 – Residential Water Only <i>Customer with 6,000 gal. of usage:</i>	
Water Volume Charge: $\$7.35 \times (6,000/1,000) = \44.10	Water Service Charge: \$13.36
Total Water Charge: \$44.10 + \$13.36 = \$57.46	
TOTAL BI-MONTHLY BILL = \$57.46	

Dig With CARE. Keep Virginia Safe!

- C** Call 811 before you dig.
- A** Allow required time for marking.
- R** Respect the marks.
- E** Excavate carefully.



RED	ELECTRIC
YELLOW	GAS, OIL, STEAM
ORANGE	COMMUNICATIONS
BLUE	POTABLE WATER
PURPLE	RECLAIMED WATER
GREEN	SEWER / DRAINAGE
PINK	SURVEY MARKS
WHITE	PROPOSED EXCAVATION



Don't Leave Your Pipes Out in the Cold this Winter!

Step 1 - Prevent Freezing

- Close, seal, or block crawl space vents.
- Keep garage door(s) closed.
- Insulate exposed pipes in unheated areas (basements, crawl space, attics).
- Maintain an inside temperature that will keep interior pipes from freezing.
- Allow faucets to drip during intense, cold periods.

Step 2 - Thaw Frozen Pipes

- Identify the frozen section of pipe.
- Apply heat with a hair dryer or heating pad.
- Do not use an open flame or torch!
- Once the pipe has begun to thaw, turn on a faucet and allow water to run.
- Continue to apply heat until water is flowing freely through the faucet.

Step 3 - If Your Pipes Appear Damaged or You Cannot Locate the Frozen Pipe

- Shutoff your Water Main Valve.
- Contact a licensed plumber as soon as possible.

* If you are leaving for the winter season, shutoff your Water Main Valve and drain the faucets within your home. Keep your heating system set at a low temperature to provide some heat to the pipes and prevent freezing.



Department of Public Utilities

About Us

The Department of Public Utilities (DPU) is responsible for the operation and maintenance of the public water distribution and sewer collection systems serving the East End and Courthouse services areas. DPU provides public water and sewer services to over 2,700 residential & commercial accounts. Our mission is to provide a safe and dependable supply of drinking water and wastewater removal services.

Contact Us

Phone: (804) 556-5835

Email: utilities@goochlandva.us

Mailing Address: PO Box 119,
Goochland, VA 23063

Location Address: 1800 Sandy Hook Road,
Suite 280, Goochland, VA 23063

Office Hours: Monday - Friday, 8:00 AM- 4:30 PM

Utility Rate Schedule

Effective July 1, 2024

Water Volume Charge (bimonthly): 4,000 Gallons Minimum	
Residential	\$7.35 per 1,000 gal.
Commercial - Under 500,000 gallons	\$10.09 per 1,000 gal.
Commercial - Over 500,000 gallons	\$7.35 per 1,000 gal.
Water Service Charge (bimonthly):	
Residential— $\frac{3}{8}$ " meter size	\$13.36
Residential—1" meter size	\$26.07
Commercial— $\frac{3}{8}$ " meter size	\$32.77
Commercial—1" meter size	\$65.51
Commercial— $1\frac{1}{2}$ " meter size	\$131.04
Commercial—2" meter size	\$176.90
Commercial—3" meter size	\$288.27
Commercial—4" meter size	\$524.13
Commercial—6" meter size	\$950.01
Commercial—8" meter size	\$1,736.21
Commercial—10" meter size	\$1,736.21

Sewer Volume Charge (bimonthly): 4,000 Gallons Minimum	
Residential	\$8.43 per 1,000 gal.
Commercial - Under 500,000 gallons	\$15.90 per 1,000 gal.
Commercial - Over 500,000 gallons	\$8.43 per 1,000 gal.
Sewer Service Charge (bimonthly):	
Residential— $\frac{3}{8}$ " meter size	\$42.03
Residential—1" meter size	\$61.72
Commercial— $\frac{3}{8}$ " meter size	\$51.56
Commercial—1" meter size	\$75.60
Commercial— $1\frac{1}{2}$ " meter size	\$119.59
Commercial—2" meter size	\$173.22
Commercial—3" meter size	\$302.43
Commercial—4" meter size	\$494.90
Commercial—6" meter size	\$962.29
Commercial—8" meter size	\$1,684.00
Commercial—10" meter size	\$1,848.96

Residential Sewer Billing:

For residential areas (other than multi-family), bi-monthly sewer volume charges are based on the usage determined from the January/February billing cycle. This is mainly to accommodate for irrigation usage.



Irrigation Use

Irrigation of lawns and landscaping can increase your bill significantly during warmer months. In fact, irrigation usage is the primary cause of higher water bills during the spring, summer, and fall months. See below to understand how irrigation usage may impact your bill, and tips for how to irrigate your lawn more effectively.

Example:

1,000 gallons/irrigation cycle x 3 days/week =
3,000 gallons per week of irrigation usage

3,000 gallons/week x 8 weeks = 24,000 gallons
used to water the lawn in a bimonthly billing cycle

Irrigation Conservation Tips

- Water Deeply, Not Frequently.
- Irrigate in the early morning or evening hours.
- Use water-efficient technology to keep your system running efficiently.
- Adjust your irrigation system based on seasonal changes.
- Set sprinklers to keep the water on the landscape and off the pavement.
- Inspect your irrigation system monthly for leaks, broken or clogged heads, and other problems that can occur.

For more water conservation and irrigation tips, visit: <https://www.epa.gov/watersense/watering-tips>

Frequently Asked Questions

Q: When is my bill due?

A: The Public Utilities statements are generated bimonthly and the due date is located in several places on your statement. Typically, the due date is around the 15th of the month following the date the statement was issued. This will give you a full 30 days to submit your payment.

Q: Why does the cost/usage appear higher than usual?

A: If your usage seems higher than usual, a few common causes may be irrigation, running toilet(s), dripping faucet, or a leak in your plumbing. If you have concerns or believe there is an issue, please contact our department at (804) 556-5835 or utilities@goochlandva.us

Q: How can I detect a leak?

A: First, ensure all water within the home is not being used (faucets, showers, toilets or washing machines). Locate the meter box for your property and remove the lid. If the leak detector dial (see images below, indicated by yellow arrows) is moving, water is passing through the meter indicating a leak may be present.



Q: Who is responsible for repairing the leak?

A: DPU is responsible for repairing a leak that occurs on the street side of the meter box, prior to the meter. The customer is responsible for repairing a leak that occurs on the private side of the meter box, after water has passed through the meter (including the service line and all indoor plumbing).