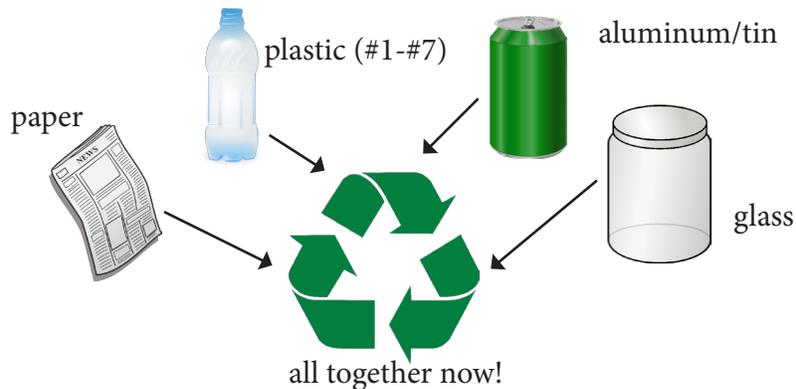


Single stream recycling is here!

What is Single Stream Recycling?

Single stream recycling allows customers to mix numerous types of recycling products in one container. This means that residents will no longer have to separate their container and paper recycling at Town drop-off recycling sites.

Please continue to separate corrugated (ridged or grooved) cardboard.



Where Can I Recycle?

While curbside recycling collection is not currently offered by the Town, residents still have many convenient places to drop off recyclables for collection at no charge.

Residents may use any of the six recycling drop-off sites throughout town. Five of these sites accept newspapers, commingled containers (plastics, glass, aluminum, etc.) and mixed paper. Three of these sites also accept corrugated cardboard. The Recreation Center only accepts corrugated cardboard.

Please note that plastic caps may be left on bottles and containers. The caps are recycled along with the rest of the container in the plastic pelletizing process.

All other materials are prohibited at drop sites. Please do not recycle wax paper, foil backed paper, tyvek envelopes or styrofoam.

Trash dumping is prohibited at all recycling drop sites.

Recycling Locations (all are accessible 24 hours):

- Food Lion parking lot at 1530 Roanoke St.
- Home Depot parking lot in Spradlin Farms
- Cambria Street (at the intersection with Palmer Street)
- Near the intersection of Betty Dr. NW and Depot St. NW (no cardboard)
- Christiansburg High School at 100 Independence Blvd. (no cardboard)
- Christiansburg Recreation Center at 1600 North Franklin St. (corrugated cardboard only)

For more information or to find a map of recycling sites, please visit www.christiansburg.org/recycling.

Water and Sewer Leak Adjustment Policy

On June 9, Christiansburg Town Council established the following policy for the adjustment of high water and sewer bills caused by water leaks on the customer's side of the water meter.



If a customer should use in one billing period an excess of 25% and 3,000 gallons more than their average consumption for the previous three billing periods, and the cause is found to be a leak on the customer's side of the water meter, please follow the policy and procedure outlined below.

Water Bills:

1. The Town shall be notified by the property owner of such leaks as soon as discovered.
2. The property owner shall have such leak repaired at his/her own expense and shall notify the Town of the repairs.
3. If any such leak is repaired within 10 days after the leak is discovered** and the Town is provided with documentation of such repair within 15 days of the repair, then the water bill for the billing period in which it was discovered or incurred shall be adjusted by averaging the consumption with the three previous billing period's consumption. This average consumption will then be billed to the customer at the regular water rates. Please also see item #6.
4. Should the customer fail to have a leak repaired or mitigated within 10 days after discovery, no adjustment will be made.
5. Should the consumption for the billing period in which a leak is discovered not exceed 25% and 3,000 gallons of the average consumption for the three preceding billing periods, no adjustment shall be made.
6. In no case will an adjustment be made which is lower than the cost of the water to the Town from the NRV Water Authority plus 25% wheelage fee.

Sewer Bills:

1. If leaking water enters the sanitary sewer, the sewer bill will be adjusted if the leak is corrected in accordance with #3 above. In no case will the bill will be less than 50% of the current rate per thousand gallons x the number of gallons used.
2. If leaking water does not enter the sanitary sewer, then the sewer bill will be adjusted by using the average of the three preceding sewer bills. This average consumption will then be billed to the customer at the regular sewer rates.

Additional Guidelines:

1. Bills will not be adjusted for garden hoses breaking nor for spigots left open or turned on by accident.
2. If the customer does not have a consumption history at their current location then the bill may be adjusted based on a calculated average, if deemed reasonable.

**Discovery for purposes of this policy is identification of the actual leak, receipt of high water notice or bill with higher than normal usage from prior periods.

For questions or more information, please call the Finance Department at (540) 382-9519.