

TOWN OF CHRISTIANBURG
100 EAST MAIN STREET
CHRISTIANBURG, VA 24073

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PLEASE READ THIS IMPORTANT UTILITY BILLING NOTICE.

Utility Billing Notice

The Town of Christiansburg has transitioned from bi-monthly utility billing to monthly utility billing. Due to this transition, some changes have been made to the billing process. The following questions seek to address common concerns from our customers. Should you have any additional questions, please contact the Finance Department at (540) 382-9519.

When is my bill due?

Current utility charges are due on the first of each month.

For example: bills sent out May 1 will be due on June 1.

PLEASE NOTE: Any past due charges from your previous utility bill are due by the tenth of the month following the original bill. All past due charges must be paid by this date to avoid interruption of service.

For example: Unpaid balances for May are due on June 10.

When will late fees apply?

Late fees will be charged after the first of month in which the bill is due. If your bill is not received or postmarked by the due date, a ten percent penalty will be applied.

For example: if your bill is due on June 1, late fees will be applied June 2.

When is cutoff?

Any bill that remains unpaid after the tenth of each month will be subject to disconnection. **Your most current utility bill will notify you of any past due balance, and the date of service disconnection.**

For example: If your May utility bill remains unpaid after June 10, your services will be subject to disconnection.

Why didn't I receive a second notice?

Because of the switch to monthly billing, second notices are no longer sent out separately from your utility bill. Instead, any outstanding balances remaining on a customer's account is noted in the consumption box on your next monthly utility bill.

For example: if your May utility bill remains unpaid, this balance will be noted on your June utility bill.

