

Dinwiddie County Water Authority

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Executive Director

Some helpful hints to avoid being cut-off for nonpayment:

- Cut-off usually occurs the first Tuesday of the month.
- Sign up for a text reminder. Provide your account number, name and phone number you want the text reminder sent. Email information to bluebbers@dcwa.org.
- Sign up for an email reminder. Send your account number, name and email address to bluebbers@dcwa.org.
- The cut-off date is printed on the middle of your monthly bill (monthly bill has blue borders) on the left side just above the dotted line where you tear off the remittance copy. The cut-off date is also printed on the delinquent notice (second notice with red borders) with the past due balance and cut-off date stated in red.
- If you get a red delinquent notice, this is your notice that your service will be disconnected for nonpayment as of a certain date and time if payment is not made. The date and time stated on the delinquent notice is the date and time your account is placed in cut-off status if payment is not made. Reactivation includes paying the account in full plus a \$50.00 cut-off fee.
- If a check or automatic draft is used for payment and it is returned for NSF – non sufficient funds or any other reason, the account will be turned off. To reactivate the account, the account has to be paid in full plus a \$50.00 cut-off fee plus a \$50.00 return check fee.
- We maintain a website at www.dcwa.org. On the homepage in the [OPERATIONS UPDATE] section we provide the date for adding penalties and cut-off. This is also the area we include any important updates on billing, closing for holidays and inclement weather and water line breaks.
- We offer a variety of payment options including direct withdrawal, online payment, payment at select Bank of Southside and Touchstone branches, payment with a credit card, and a 24 hour drop box. All of the various payment options are outlined on our website, www.dcwa.org, then [FAQ], then [ACCOUNTING QUESTIONS], then the article titled “WHAT METHODS ARE AVAILABLE TO PAY MY BILL?”
- If you place your payment in the drop box after the time and date stated on the delinquent notice, the account is placed in cut-off status and the account must be paid in full plus appropriate fees to reactivate the account. We recommend

- making your payment a minimum of three days prior to the due date to avoid being cut-off.
- Deposits are increased with cut-offs. The policy outlining increasing deposits is included on our website, www.dcwa.org, on the homepage in the [ACCOUNTING & BILLING INFORMATION] box under the article titled “Residential Deposit Policy”. We also provide a letter to the customer when they have met the criteria outlined in the Residential Deposit Policy and their deposit is being increased.
 - If you are experiencing financial difficulty please call the Authority a minimum of three days before the cut-off date to determine if any type of arrangement is possible. The payment history for an account will be the largest factor to determine if arrangements are possible.