



## **IMPORTANT INFORMATION**



### **PAY YOUR BILL BY CREDIT CARD**

You can pay your bill with VISA, MasterCard, Discover or American Express at either of our locations, by phone or online. To pay by phone, call Waterworks Customer Service at (757) 926-1000 and press 2. Be sure to have your Waterworks account number available.

### **OUR MAILING ADDRESS:**

Department of Public Utilities (Newport News Waterworks)  
P.O. Box 979, Newport News, Virginia 23607-0979

### **PAYING IN PERSON:**

When making payment in person, please bring your entire bill. You may pay us at our main office on the 1<sup>st</sup> floor, 700 Town Center Drive (City Center Oyster Point) or the Newport News City Treasurer's office at 2400 Washington Avenue, (City Hall Annex).

Hours: City Center 8:00 AM - 5:00 PM

Treasurer's Office 8:00 AM - 4:00 PM

Each office has a drop box located on the exterior of the building to the right of the entrance, available 24/7. The drop boxes are checked several times throughout the day.

### **LATE PAYMENTS**

A late payment charge of 1½% or \$3.00, whichever is greater, will be assessed if payment is not received by the due date. If you elect to pay through a designated banking agency or other utility payment service, crediting to your account may be delayed up to ten (10) business days.

### **FOR ACCOUNT INQUIRIES, MAILING ADDRESS CHANGES OR IF YOU ARE MOVING**

Please call Waterworks customer service (757) 926-1000 between 8:00 AM and 5:00 PM, Monday through Friday.

### **HEARING IMPAIRED CUSTOMERS**

Please call (757) 926-1100 (TTD ONLY).

### **OTHER CHARGES ON YOUR UTILITY BILL**

*Hampton and Newport News customers only:* all fees billed for other City Departments and localities are established by your respective local government. Waterworks serves only as billing and collection agent. For non-account inquiries regarding sewer maintenance or solid waste/garbage disposal, please call:

Newport News Sewer and Solid Waste (757) 269-2700

Hampton Sewer and Solid Waste (757) 727-8311