



**Public  
Utilities**

2809 S. Lynnhaven Road  
Suite 250  
Virginia Beach, VA 23452  
(757) 385-4631

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## City Services Bill Payment Arrangements

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### **Important Information:**

**KEEP FOR YOUR RECORDS**

#### **Eligibility Requirements:**

- Account is residential and currently active
- Account balance is not delinquent
- Account has not been disconnected for non-payment
- Account has not had a payment arrangement in the last twelve months

#### **Customer Acknowledgements**

- Only 1 payment arrangement can be requested in a 12-month period.
- Payment arrangements can have up to 4 installments on current account balances.
- You must make your installment payment AND pay your regular bill by the due date to maintain your arrangement.
- Payments must be made by 5:00 pm on the Due Date or previous business day if the due date falls on a weekend. There is no grace period.
- If you miss a payment or do not pay the amount due in full, the payment arrangement will be cancelled and the account will immediately be eligible for disconnection for any delinquent amount.
- The arrangement only covers the balance as of the day the arrangement is made. You are still required to make payments by the due date for any future bills or the payment arrangement will be cancelled, and the account will immediately be eligible for disconnection if it has delinquent charges.
- If you are on Auto-Pay, granting a payment arrangement will disenroll you from Auto-Pay. Once the payment arrangement has been satisfied, you can re-enroll in Auto-Pay.
- You cannot enroll in Auto-Pay while on a payment arrangement.
- Whatever date you choose will be the next occurrence of that date. For example, if today is 3/29 and you choose the 1st of the month for your payment arrangement, your first payment will be due on 4/1.
- The Due Date, number of periods, or installment amounts of the payment arrangement cannot be changed once the arrangement is in place.
- Payment arrangements cannot be reinstated if they default.
- If a payment is returned, your payment arrangement will be cancelled and you will not be able to reapply.
- If you disconnect services, your Payment Arrangement will be cancelled.