



PIPELINE

News from Public Utilities and around Virginia Beach

Protect Our Pipes from Pesky Wipes

A common, costly problem that Virginia Beach Public Utilities works to prevent is the improper disposal of wipes and other “unflushables” down the toilet.

While it may be convenient in the moment to flush wipes, paper towels, or feminine hygiene products, these materials do not break down the same way toilet paper is designed to. These items often combine with grease and other materials that should not go down the drain, and can create large blockages in your home’s plumbing or the city’s sewer pipes. These blockages can result in raw sewage overflowing into your home, street, or local waterways.

Keeping our sanitary sewer system flowing is a shared responsibility between Virginia Beach Public Utilities and our customers. By remembering to only flush human waste and toilet paper, you are helping to prevent costly repairs, maintain our sanitary sewer system, and protect our environment.

If you are experiencing problems with the sanitary sewer system serving your home, call Public Utilities at **(757) 385-1400** before contacting a plumber. If the blockage is on the city’s side, it will be cleared at no cost to you.

For more information about what not to flush, visit [VirginiaBeach.gov/NoWipes](https://www.virginiabeach.gov/NoWipes).



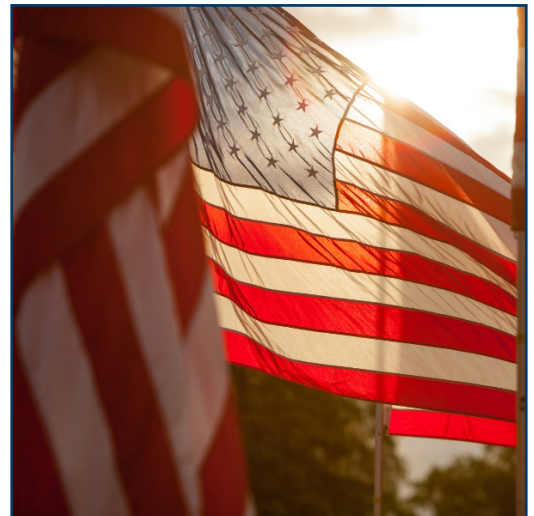
Sewer pump clogged with “flushable” wipes.

Apply to be an Election Official

Virginia Beach is recruiting Election Officials to work at polling locations. Now is your chance to join our team of poll workers and get paid \$265!

Election Officials assist our community in administering fair and accurate elections by performing a wide range of functions, such as setting up and taking down voting equipment, providing voters with basic voting instructions, and verifying voter information. Election Officials must be registered to vote in Virginia.

Election Official applications are available online at Voter.VirginiaBeach.gov. After submitting an interest application online, you will be sent an informational email regarding the required paperwork. The paperwork must be completed in the Voter Registration and Elections Office located at 500 Studio Drive.



The Importance of Backflow Prevention

This warm weather is perfect for giving your four-legged friend a bath or topping off the water in your pool. Normally, when you turn on the outside faucet, water flows out of your hose based on pressure in the water system. However, change in water pressure can make water flow *back* into your household plumbing. This is called backflow, and it carries everything with it, potentially contaminating your drinking water.



How to Prevent Backflow:

- **Never leave a hose submerged** in a bucket, pool, spa, or tub. Always keep at least a two-inch air gap between the end of the hose or nozzle and any substance.
- **Install hose bib vacuum breakers** on all outdoor threaded faucets. Hose bib vacuum breakers help ensure that no harmful materials are drawn back into the drinking water system. They are inexpensive, easy to install, and available at most hardware stores.
- **Make sure the water is turned off** when the hose is not in use.
- **Minimize the use of fertilizer or chemical sprayers** that attach directly to a hose. Always disconnect the sprayer as soon as work is complete.

Visit [VirginiaBeach.gov/Backflow](https://www.virginiabeach.gov/Backflow) for more information.

Enroll in Paperless Billing

Paperless billing is a secure service that sends you an email notification each time a new City Services Bill is available. Each email will include a link to the Invoice Cloud portal, where you can view and pay your bill online.



Benefits of paperless billing:

- Receive bills and receipts via email.
- Access your account history 24/7.
- Avoid service fees when using a bank account transfer (ACH) payment method.
- Receive payment reminder emails.
- Reduce clutter and paper waste.

To enroll, simply visit the Invoice Cloud portal and select the arrow next to 'Paperless.'

Access the Invoice Cloud portal to enroll today at [VirginiaBeach.gov/InvoiceCloud](https://www.virginiabeach.gov/InvoiceCloud).

Contact Information

Customer Service (Billing Inquiries)
Municipal Center - Building 3
2403 Courthouse Drive
(757) 385-4631 or 1-866-697-3481

Submit your request online at:
[VirginiaBeach.gov/puonlineservices](https://www.virginiabeach.gov/puonlineservices)

Payment of Utility Connection fees (for new and renovated properties connecting to city water/sewer for the first time) is handled at our office at 2403 Courthouse Drive. Appointments for processing utility connection fees can be scheduled in advance at (757) 385-4636. Please note that this phone number is for utility connection customers only. Do not call this number for billing inquiries or starting/stopping/transferring service.

Public Utilities Emergencies

Water: (757) 385- 4171
Sewer: (757) 385-1400
After Hours: 311 or 385-3111

Stormwater Maintenance

(757) 385-1470
After Hours: 311 or 385-3111

Waste Management

(757) 385-4650

"Miss Utility" (Before You Dig)

1-800-552-7001 or 811

Payment Options

[VirginiaBeach.gov/pu-payments](https://www.virginiabeach.gov/pu-payments)

Public Utilities Online Services

- View account/balance information.
- View past and present billing statements.
- View consumption history.
- Update contact information.
- Submit requests to start, stop, or transfer service.
- Track the status of service requests.
- And much more!

[VirginiaBeach.gov/puonlineservices](https://www.virginiabeach.gov/puonlineservices)