

## Frequently Asked Questions

Questions regarding your account may be directed to the Chesterfield County Department of Utilities billing and customer service section at 804-748-1291 from 8:30 a.m. to 5 p.m. Monday through Friday. Also, billing and account questions may be emailed to [utilitybillservices@chesterfield.gov](mailto:utilitybillservices@chesterfield.gov). Emails will be answered within two business days. There are no service fees for online credit card payments made through the Utilities department website. Please note that only Visa and Master Card credit cards are accepted.

If you are experiencing technical difficulty logging into this site, have questions regarding login information or problems retrieving your eBill, email [UtilitiesHelpdesk@chesterfield.gov](mailto:UtilitiesHelpdesk@chesterfield.gov) for assistance from the technology team. To expedite your request for assistance, please be sure to include your customer and account number in the email to the technology team.

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**Where can I find my new account number?** New account numbers are located in the account-customer box found at the top left corner of new bills mailed after May 2, 2011. If you make payments through your bank, you will need to update your information and provide your bank the number in the account-customer box. To make a payment through this website or to register, use the eight-digit number that begins with 0 when asked for an account number.

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**Where can I find my new customer number?** New customer numbers are located in the account-customer box found at the top left corner of new bills mailed after May 2, 2011. To make a payment through this website or to register, use the seven-digit number that begins with a 2 when asked for a customer number.

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**My bill is due and I want to pay online but I do not have a new bill with a new account-customer number. How can I get the number?** Contact the billing and customer service section at 804-748-1291 between 8:30 a.m. and 5 p.m., Monday through Friday, or email the request to [utilitybillservices@chesterfield.gov](mailto:utilitybillservices@chesterfield.gov). Please allow two business days for an email response.

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**Will I receive a confirmation once I register?** Yes, an email will be sent to you containing a verification code that you will need the first time that you use the site.

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**Can I make a payment without registering?** Yes, under the heading Online Services on the left side of the page, select Online Payments.

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**Will I receive an error message if I enter the wrong customer or account number?** You will receive an error message if you do not enter eight digits for the account number and seven digits for the customer number. If you enter the digits incorrectly, your payment will not be processed. Additional charges for late payment will appear on your next water/wastewater bill.

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**What is an eBill?** An eBill is a duplicate of your water/wastewater bill that you can view online. If you choose to receive eBills, it will be emailed to the address you entered in your profile at the time your bill is generated. To receive only an eBill, select True in the registration section when asked if you want to receive an eBill. To receive both an eBill and a printed bill, select True in the registration section when asked to receive printed bills.

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**Can I register for an eBill if I have a third party on my account who receives copies of my bills?** No, please do not register for an eBill if third party bill notification needs to be active on your account.

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**How can I change to eBills or printed bills after my initial registration?** If you have already registered and would like to change your billing preference, log in to the site and select Change Profile. Select Manage Profile and change your selection in the Receive eBills box.

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**What is automatic bank withdrawal?** This service allows a customer to pay his or her utility bill by authorizing the county to debit the payment from the customer's bank account. The Automatic Bank Withdrawal authorization form will need to be completed in order to begin transactions.

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**What is a transaction history?** The Transaction History displays all account transactions in descending chronological order, including the date, a description, the amount and the balance remaining for each transaction. Once online payments have been authorized, they will appear in the Transaction History.

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**What is billing history?** The Billing History displays the transaction date, description, amount, and balance for a customer's account.

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**Why can't I see the payment options?**

If you do not see a list of payment options, your pop-up blocker may not be allowing the payment site to open. Adjust your Internet browser to allow pop-up blockers from the payment page:

[www.utilpay.chesterfield.gov](http://www.utilpay.chesterfield.gov)

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**Where can I find the authorization number on my credit card?**

For your protection, credit card authorization numbers are required. This three-digit code can be found on the back of the credit card on the signature line.

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**Will I receive confirmation of my payment?**

After you make a payment with a credit card, a screen confirming successful payment will show the payment card, date, time and amount. You may print a copy of this confirmation screen for your records.

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**What if the payment processing system seems delayed or slow while I'm making a payment?**

Payment processing should be a smooth, quick transaction. However, in the event that it seems slow, it is important to click the Submit button only once. Your payment will be processed, and you will receive a confirmation. Clicking the Submit button multiple times may generate multiple payments, in which case your bank may choose to hold your funds temporarily.

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**What is the third-party site?**

Once you select your payment method and click the Go button, you will be directed to a third-party site in order to complete your payment. You will receive a message that you are being transferred to a third-party site. Click "OK" on the message notifying you that you are being redirected so that payment can be completed.

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**What if I do not provide my bank my new account number when I use my bank's online banking services?** If you use an incorrect number, your payment will not be processed electronically. Additional charges for late payment will appear on your next water/wastewater bill.

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**When will the Utilities Department receive my online payment?**

All payments submitted on a regular business day will be posted the following business day. Payments submitted during a weekend or Chesterfield County holiday will be posted the following business day.

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**If I received a disconnection notice, can I pay online?**

No. If you received a disconnection notice, call the billing and customer service section at 804-748-1291 between 8:30 a.m. and 5 p.m., Monday through Friday, to determine your payment options.

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**If my water is already disconnected, will paying online turn it back on?**

No. In order to reconnect service, you must call 804-748-1291 during regular business hours. A customer service representative will need to verify the amount due and receipt of payment in order to schedule a service reconnection.

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**Why can't I see the drop-down boxes?** Customers accessing the system with a Macintosh computer using Internet Explorer may not have the full functionality of the drop-down boxes.

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### **Can I print a copy of my bill?**

Yes. If you receive eBills, click View under the Web Bill column for the appropriate bill. A separate window will pop up with your eBill. You may print using the printer icon from that window. If you still receive paper bills in the mail, an exact copy of your bill is not available online. You may view your billing details by clicking on the appropriate date under the Bill Date column. You may print using the printer icon in the Billing Detail window.

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### **Why can't I see graphs?**

You need Adobe Flash Player installed on your computer to successfully view the graphs. To get the current version, visit <http://www.adobe.com> to get the download.

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### **Why does the graph on my paper bill look different than the graphs on the webpage?**

The graphs may look slightly different because they are created using different types of software.

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### **How do I change my password?**

You can change your password any time by clicking on Change Profile, Edit Profile, and then Manage Password.

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### **What if I forget my password?**

You may request a password reminder by selecting "Forgot password?" on the login page. Enter your username or email address, then click on Send Password. Your password reminder will be sent to the email address saved in your customer profile.

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### **I used to get eBills, but they stopped coming. What happened?**

We may not have your correct email address. It is very important to update your email address in your customer profile, especially if you are receiving eBills. To update your personal information, click on Change Profile, then on Manage User Credentials.

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### **How do I give you updated contact information for my account?**

You may use the Contact Us feature to send updated contact information such as a new phone number or mailing address for your account.

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**How do I notify you that I'm moving?**

You may use the Moving button to notify us when you are moving. There are three options available; transfer of service, end of service, or start another account. Or, you may call 804-748-1291 up to 30 days, but no less than two business days, prior to your move. We will collect the information from you at that time.

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**If my computer is left inactive, how long do I have before I am logged off the website?**

If your computer is left inactive for a period of one hour, you will automatically be logged off.

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