



SOUTHAMPTON COUNTY DEPARTMENT OF PUBLIC UTILITIES

FREQUENTLY ASKED QUESTIONS

1. I need to establish water services at a property.

You may call 757-653-3015 and we will establish your water and or sewer services over the phone. A deposit of \$125 is required and you may pay that via online (southamptoncounty.org), automated phone system (877-233-0739), or drop box. Your account number is required when making any payment.

2. I have questions about my bill.

You may call 757-653-3015 or email asmith@southamptoncounty.org if you have questions or concerns about payments, delinquents, or usage.

3. I am moving and need to cancel water services at a property.

We will be able to cancel services over the phone. Please provide us with a forwarding mailing address so that we can send you a final bill once the invoices are generated.

4. I have a sewer backup.

If you have a sewer backup during our regular business hours from 8:30 a.m. to 5:00 p.m. please call us at 757-653-3015 and we will dispatch a service worker to the property. If it is after hours, please call the emergency number at 757-653-2100.

5. I need to make a payment arrangement.

If you are having financial difficulty please call and set up a payment arrangement. If it has been longer than 2 months since your last payment, a payment must be received before we can proceed.

6. I had a leak repaired and need an adjustment.

We are able to provide an adjustment on your account if you had a leak repaired that did not go through our sewer system. You will need to provide documentation of the leak repair. You may email that to asmith@southamptoncounty.org, fax to 757-653-0227, or leave a copy of it in the drop box. Once we receive the documentation we will be able to process the adjustment. Remember to include your contact information.

- *Please make sure your account number and telephone number is noted on all payments. We want to be sure all payments are posted properly to customer's accounts. We may need to call you if we have any questions.*