



News Release

For immediate release

For more information, contact:
Sonja Cantu, Public Information Officer
540-372-1010
spcantu@fredericksburgva.gov

Utility Water Bills Update

(Fredericksburg, VA) October 18, 2019 – The City’s Finance Department has analyzed water usage from the bill dated September 27, 2019 during the past two weeks. This analysis included a review of customer accounts and confirmation that the new billing software accurately calculated the bills based upon the consumption information provided by meter readings. Additionally, the analysis compared usage from the prior billing cycle to determine if the usage was consistent. This review included approximately 4,000 customer accounts Citywide.

Staff identified accounts with high usage and provided further analysis to compare historical usage from similar cycles. This analysis review resulted in approximately 40 accounts that showed with higher than historical use. On these users, the City proactively performed meter rereads and leak checks, resulting in the discovery of a total of two leaks. This review process included verification of the meter read to ensure accuracy. If a leak was determined, customers were notified of the leak and provided information on the next steps to be taken. Also, approximately 50 additional customers requested meter rereads and leak checks, of which three leaks were discovered. All of the rereads that were performed verified consistent meter reads.

The City understands our residents’ concerns and has diligently analyzed the September 27, 2019 utility bills for accuracy.

The September 27th bill includes usage from July and August. Lower-than-average rainfall since July, record-breaking high temperatures and receding groundwater levels have resulted in a drought watch advisory across the Commonwealth of Virginia, according to the Department of Environmental Quality. The City of Fredericksburg is currently within a ‘moderate drought’ area.

Should you have additional questions or feel you may have a leak please contact the Utility Billing Office at 540-372-1182.

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