

Utility Contacts

Electric Division

Utility Service Center, 1040 Monument Street

Administration.....434-799-5270

Dispatcher.....434-799-5255

Meter Lab.....434-799-5277

Investigations/Meter Tests

Engineering.....434-799-5268

Spot Service/New Service

Temporary Service

Alter Service

Out Door Light Contract

Pinnacles/Hydro Visitor Permit

Water & Gas Division

Utility Service Center, 1040 Monument Street

Administration.....434-799-5280

Dispatcher.....434-799-5284

24-Hour Service

Light Pilots

Repair Water and Gas Leaks

Connect Ranges/Heaters

Investigations/Meter Tests

Engineering.....434-799-5284

Spot Service/New Service

Gas/Water Taps

Electric Outages/Emergencies.....434-773-8300

Water & Gas Leaks/Emergencies...434-799-5284

Miss Utility.....811



City of Danville, Virginia

Danville Utilities
Customer Service Division

Charles H. Harris
Financial Service Center
311 Memorial Drive
Danville, Virginia 24541

Phone: 434-799-5155

Fax: 434-797-8875

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City of Danville, Virginia

Danville Utilities
Customer Service Division

EQUAL PAY
PLAN

Danville Utilities

Customer Service Division

Equal Pay Plan

The Equal Pay Plan, a pre-authorized payment plan, makes it easier to budget household utility expenses. Instead of being faced with higher bills during those months when consumption is higher, the EPP allows you to pay equal monthly amounts.

You will still receive a monthly statement showing actual consumptions and charges; however, you will only need to pay the fixed equal pay amount as shown on the statement.

The equal pay amount is determined by averaging the most recent 12-month bill history, including applicable utility taxes, and the equal pay amount set for the coming year.

Thereafter, the equal pay amount will be re-calculated at the anniversary month based on the most recent 12-month bill history, factoring in any debit or credit balance, and the equal pay amount set for the 12 month period ahead.

For added convenience, enrollment in the Equal Pay Plan is continued until you notify this office to discontinue enrollment.

Enrollment Guidelines

To enroll in the Equal Pay Plan, the customer must have at least 12-months history at the location. In addition, the most recent 6-month payment history must include no delinquent process fees and/or disconnects, and the account must have a zero balance (\$0).

If the customer is enrolled in the Equal Pay Plan, and qualifies for any fuel and/or cooling or other assistance programs, the total equal pay plan amount, inclusive of all sources, must be paid each month in order to fulfill the guidelines and remain enrolled. Likewise, in order to be eligible for any deposit refund for a good pay record, the full equal pay amount must be paid **each** month.

Failure to pay the full equal pay amount each month will result in the customer being removed from the plan. The account balance will be subject to the overdue collections process, including penalties, late fees and other actions, up to and including service disconnection.

Once enrollment is discontinued, the customer is not eligible for re-enrollment until after 6-months of good payment, with no delinquent process fees and/or disconnects. If after the second enrollment, the customer does not comply with payment guidelines, the account will be removed from equal pay and will not be enrolled again.

You can also use the Bank Draft Plan with the Equal Pay Plan. With the Bank Draft Plan, you simply authorize your financial institution to draft your checking account to pay your utility bill, and the equal pay amount will be drafted from your checking account on the due date each month.

You will continue to receive a statement each month showing the actual consumption and charges, and the equal pay amount to be drafted.



With the Equal Pay Plan and the Bank Draft Plan, you get the added convenience of paying the same amount each month while eliminating the need to write a check.

Call the Danville Utilities Customer Service office at 434-799-5155 for more details or to enroll in the **Equal Pay Plan**, the Bank Draft Plan or both.