

## Understanding Your Water/Sewer Bill

Your water/sewer bill is made up of several different components based on the type of services you receive (water and/or sewer), season of the year (summer or winter) and the size of the service available for your home or business. Loudoun Water owns and operates the treatment plant in your community. Rates for the services have been designed to recover the costs of water/sewer facilities including distribution systems and treatment plants; and metering equipment. Administrative costs are also a part of providing service. Here are descriptions of the various components of the services we provide:

### Water Service

**Basic Charge** – All customers receiving water service are charged a basic charge designed to recover the fixed costs of having the system in place and maintained to provide reliable service. Also included are costs to administer your account. The Basic Charge rate is listed below:

Service Type	Basic Quarterly Charge
Residential	26.50

The above basic charge rate applies to all Community Systems Accounts, with the exception of Courtland Rural Village. Customers living in Courtland Rural Village have the same basic charge rate as our central system customers, which is \$26.18. This is because their water is supplied by our central system.

**Metered Water Usage** – Uniform rates are applied to your water consumption per thousands of gallons to cover the cost of production and distribution. These rates vary between new and existing customers as defined below:

- *New Customers – Customers that have not yet established a winter quarter usage pattern are charged a slightly higher rate, but **are not** charged a Peak Use Charge. Rate per thousand gallons is **\$2.72**.*
- *Established Customers – Customers that have established a winter quarter usage pattern are charged a lower water consumption rate, but **are** subject to the Peak Use Charge based on winter quarterly consumption. Rate per thousand gallons is **\$2.55**.*
- *For Courtland Rural Village – Check our website for the Central System water rates.*

### Peak Use Charge

Established Customers are subject to a Peak Use Charge per 1000 gallons for usage billed during June through November based on the greater of the following two conditions: (1) Consumption more than 6,000 gallons over the preceding winter quarterly consumption **or** (2) consumption more than 1.3 times the preceding winter quarterly consumption. Rate per thousand gallons is **\$3.82**.

### Sewer Service

**Basic Charge** – All customers receiving sewer service are charged a basic charge designed to recover the fixed costs of having the system in place and maintained to provide reliable service. Also included are costs to administer your account. The Basic Charge rate is listed below:

Service Type	Basic Quarterly Charge
Residential	\$23.27

**Metered Rates (Sewer Usage)** – Uniform rates are applied to your sewer consumption per thousands of gallons, to cover the cost of treatment and collection. The calculation of sewer consumption varies between new and existing customers as defined below:

- *New Customers – Customers that have not yet established a winter quarter usage pattern are charged based on actual quarterly consumption or 24,000 gallons, **whichever is less**. Rate per thousand gallons is **\$4.00**.*
- *Established Customers – Residential customers with a 5/8" meter will be assessed sewer charges based on actual quarterly consumption or winter quarterly consumption **plus** 3,000 gallons, **whichever is less**. Rate per thousand gallons is **\$4.00**.*

### Other Charges

**Account Charge** – An account charge of **\$25.00** shall be paid by each applicant requesting new service. This charge covers the cost incurred for account administration including turning on the service and/or obtaining a meter reading for billing initiation purposes.

**Late Payment Charge** – A late payment charge of **10 percent** shall be applied if payment is not received by the due date.

**Collection Charge** – A **\$30.00** collection fee will be charged if payment is not received 24 days after the original bill due date.

**Deposit** – A deposit is required to continue service from any applicant that is not the owner of the premise. A deposit may also be required if a customer has not maintained a timely payment record. The deposit may be based on historical or estimated usage.

Detach this portion and return with your payment. Please make checks payable to **Loudoun Water**.