

May 13, 2010

RATES, RULES AND REGULATIONS FOR WATER SERVICE
OF THE LOUDOUN COUNTY SANITATION AUTHORITY IN THE
CENTRAL SERVICE AREA

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SECTION I - RATES, FEES, AND OTHER CHARGES

Schedule A - METERED RATES FOR CONTINUING SERVICE

This schedule shall apply to all customers located in Loudoun Water's central service area receiving water through permanently installed meters for continuing service or temporary meters used for special uses (i.e., construction water, irrigation, and sub meters). In addition to a basic charge, the charge for quantity of water purchased shall be billed as follows:

	<u>4/1/2010</u>	<u>4/1/2011</u>	<u>4/1/2012</u>
Quarterly Consumption Range (gallons)	Rate per 1,000 gallons	Rate per 1,000 gallons	Rate per 1,000 gallons
Residential:			
Tier 1	0 - 25,000 \$ 1.77	\$ 1.90	\$ 2.04
Tier 2	25,001 - 50,000 \$ 4.96	\$ 5.31	\$ 5.69
Tier 3	> 50,000 \$ 6.65	\$ 7.12	\$ 7.62
Multifamily & Commercial:			
Tier 1	(1) \$ 2.34	\$ 2.51	\$ 2.69
Tier 2	(2) \$ 4.03	\$ 4.32	\$ 4.63
All Other Uses ⁽³⁾:	all \$ 4.96	\$ 5.31	\$ 5.69

(1) Tier 1 consumption range for multifamily and commercial accounts will be based on the reserved capacity purchased at the time availability charges are paid

(2) Tier 2 consumption range for multifamily and commercial accounts will be based on consumption in excess of the reserved capacity purchased at the time availability charges are paid

(3) Includes, but not limited to, fire hydrant special use, construction water and irrigation/submeters

Basic Charge – a basic, or fixed, charge will be billed quarterly as follows:

		<u>4/1/2010</u>	<u>4/1/2011</u>	<u>4/1/2012</u>
Residential - all meters:		\$ 24.46	\$ 26.18	\$ 28.02
Commercial:	Demand Ratio			
5/8"meter	1.0	\$24.46	\$26.18	\$28.02
3/4" meter	1.5	34.13	36.71	39.47
1" meter	3.4	70.88	76.72	82.98
1 1/2" meter	5.5	111.49	120.95	131.07
2" meter	9.0	179.18	194.66	211.22
3" meter	15.0	295.22	321.02	348.62
4" meter	25.0	488.62	531.62	577.62
6" meter	50.0	972.12	1058.12	1150.12
Multifamily:		(4)	(4)	(4)

⁽⁴⁾ The basic charge for multifamily units will be based on the ratio of reserved capacity in relation to the reserved capacity for a 5/8" meter times the basic charge for a residential account

For customers receiving water service only from the Authority, there shall be added to each bill rendered a single service charge of \$3.50. The single service charge shall apply to all meter sizes and shall be added to the basic charge to each single service customer.

SCHEDULE B - WATER SERVICE CONNECTION CHARGE

A water service connection charge in the amount of six hundred forty dollars (\$640.00) shall be paid by each applicant for a new water service connection requiring a five-eighth inch (5/8") meter. For larger meters and for private fire protection lines the charge shall be the actual cost of the connection plus an allowance of twenty-five per cent (25%) for overhead, but not less than \$640.00. The actual cost shall include all labor and materials required to tap or connect to the main and furnish and install corporation cock (or tapping sleeve and valve), service pipe to property line, curb stop, meter and meter box. These materials and the labor to install them will be furnished by the Authority. Excavation, backfill, pavement cut and repair shall be furnished by the applicant at his expense. When and if the Authority expressly authorizes the developer to make service connections, as specified, a connection charge in the amount of \$80.00 per residential connection and \$120.00 per commercial or industrial connection shall be paid by the developer for inspection. These charges apply to the initial visit at the site for inspection of the connection. Additional calls shall be made at the expense of the applicant at \$30.00 per call.

SCHEDULE C – AVAILABILITY CHARGE

System Demand Charge

The system demand charge shall be based upon the type of premises or a lump sum payment based on the maximum daily quantity of water estimated to be used, whichever produces the greater charge, as follows and to be effective on such dates as noted:

<u>Type of Premise</u>	7/1/2010	
	<u>Current</u>	<u>Effective</u>
Single Family Residence – individually metered (5/8")	\$4,225	\$6,055
Townhouse Residence – individually metered (5/8")	\$4,225	\$6,055

Commercial, Industrial, Institutional and Single Family Residence with 5/8" through 2" meter:

<u>Meter Size</u>	<u>Demand Ratio</u>	7/1/2010	
		<u>Current</u>	<u>Effective</u>
5/8"	1.0	\$4,225	\$6,055
3/4"	1.5	6,338	9,083
1"	3.0*	14,365	18,165
1-1/2"	6.5**	23,238	39,358
2"	12.0***	38,025	72,660

* Current Demand Ratio for 1" meter is 3.4

** Current Demand Ratio for 1-1/2" meter is 5.5

*** Current Demand Ratio for 2" meter is 9.0

Meters Sizes Greater Than 2 Inches, Multifamily, and High Demand Customers:

Availability charges for meter sizes greater than two inches, multifamily units and in certain cases as determined by the General Manager or his designee shall be determined on an individual basis. The General Manager or his designee shall determine the availability charge for each premise taking into consideration (1) typical consumption for same class customer in the Authority's systems; (2) rated capacity of the required meter; (3) comparable use data for like facilities connected to other public water systems; (4) type of use or principal use – multi-use premises shall be charged on the various types of use or on the principal use, whichever results in the higher charge; (5) quantity and type of fixtures in proposed plumbing and other factors as permitted by the Virginia Water and Waste Authorities Act (the "Act").

The foregoing charge shall be based upon an estimate, approved by the Authority, of the maximum daily quantity of water to be used within the next five years, calculated according to the following schedule and effective as of the date indicated:

	<u>Current</u>	7/1/2010 <u>Effective</u>
Maximum daily usage (per gallon per day)	\$7.68	\$11.04

Adjustments to Availability Charge Based on Actual Use

- (1) For any customer, the Authority reserves the right to determine, on an annual basis, the actual maximum daily quantity of water used from the Authority system as compared to the purchased reserved quantity. Actual use in excess of the reserved quantity shall require an increase in the system demand charge. No determination of flow less than the reserved quantity shall result in a refund by the Authority.
- (2) Adjustments in system demand charge to the customer shall be made according to rates in effect at the time the re-estimation is performed, deducting payment previously made by the applicant. The Authority shall bill the customer for any additional demand charge due, which amount shall be paid as a current charge for service. The Authority shall enforce payment as permitted by the Act.

Fire Demand Charge

In addition to the system demand charge, a fire demand charge shall be assessed each applicant for water service according to the schedule below. Except in the case of a Single Family Residential unit, the lump sum charged shall be based on the scheduled rate by class and shall be based on the square feet of the building to be served but shall not be less than \$65.00 per connection.

<u>Class</u>	<u>Rate</u>
Single Family Residential	\$65.00 per connection
Industrial or Commercial	3.0 cents per sq. ft.
Multifamily Dwelling	2.0 cents per sq. ft.
Schools, Elementary	2.4 cents per sq. ft.
Schools, Secondary & High	3.0 cents per sq. ft.

SCHEDULE D - PRIVATE FIRE PROTECTION RATES

This schedule shall apply to all fire hydrants installed on private property. The expense of all construction and installation on private property shall be borne by the applicant.

Charges to the customer are on an annual basis with payments required annually in advance.

Fire Hydrants:

For each fire hydrant installed \$80.00 per year

No additional charge will be made for water used for fire fighting, authorized fire drills, or authorized test equipment.

SCHEDULE E - LOCAL FACILITIES CHARGE

The local facilities charge shall apply to those applicants for water service connections who have not paid for their share of the cost of the main adjacent to and/or serving their property.

Applicants for residential service connecting to Authority constructed mains shall pay the cost of an equivalent 6" main for local service and/or fire protection, but not less than 9.75 cents per square foot or not less than \$13.95 per front foot of property benefited, whichever produces the greater charge, upon application for service. The minimum charge per connection shall be \$1,125.00. The maximum charge per connection shall be \$2,900.00.

Industrial or commercial applicants, requiring mains or sizes larger than 6" diameter for fire protection and/or water service, shall pay the cost of the service mains through their property or not less than one-half the cost of said mains adjacent to other applicants' property, but not less than 9.75 cents per square foot or not less than \$13.95 per front foot of property benefited, whichever produces the greater charge, upon application for service. The minimum charge per connection shall be \$1,125.00.

SCHEDULE F - PLAN REVIEW/INSPECTION SERVICE FEES

Applicants submitting plans for water service connecting to the Authority's system shall pay fees computed from the following rates:

Current:

- Plan Review Fee: \$0.30 per linear foot of pipe to be installed, to be paid when plans are submitted - \$30.00 minimum
- Inspection Service Fee: \$2.00 per linear foot of pipe (6" diameter or larger) designed for installation - \$200.00 minimum, to be paid prior to the issuance of a construction permit.

Effective July 1, 2010:

- Plan Review Fee to be paid when plans are submitted:
Basic Charge: \$600 initial fee (includes up to 2 reviews)
\$200 (subsequent reviews)

- Plus: \$0.33 per linear foot of watermain and water services (up to 2 reviews)
\$0.11 per linear foot of watermain and service lines (subsequent reviews)

For non-linear projects, applicants shall pay two and one-half percent (2.5%) of the approved bond amount for engineering plan review. An estimate shall be made at the time of initial plan submittal and a final accounting of review fees shall be made at plan approval.

- Inspection Service Fee:
\$2.00 per linear foot of watermain and service lines (\$200.00 minimum) to be paid prior to construction permit issuance.

For non-linear projects, prior to construction permit issuance, applicants shall pay two and one-half percent (2.5%) of the approved bond amount for inspection services.

For any project requiring more than two (2) final inspections, the Applicant shall pay an additional inspection fee in the amount of \$375.00 per half day of inspection time to be paid prior to bond release.

SCHEDULE G - ACCOUNT CHARGE

Each customer applying for continuing (metered) service for water and each applicant for transfer of service shall pay twenty-five dollars (\$25.00) to defray the cost incurred in clerical and bookkeeping activities, the turning-on of service, and meter reading.

SCHEDULE H - FIRE HYDRANT SPECIAL USE FEES

Before water supply may be provided through a fire hydrant, exclusive of fire protection, the applicant, or his duly authorized representative, shall make application upon forms prescribed by the Authority. Upon approval of the application and payment of the deposit, the Authority will issue a fire hydrant use permit and meter. For metered water consumption provided through a fire hydrant, the following rates will be applied to the quantity of water purchased:

	<u>4/1/10</u>	<u>4/1/11</u>	<u>4/1/12</u>
All usage, per 1,000 gallons	\$4.96	\$5.31	\$5.69

Operating Instructions

This permit may be revoked without notice for failure to comply with the following instructions or such other unspecified reasons that may arise.

1. A copy of this permit must be available at the job site.
2. A hydrant wrench only must be used to operate hydrant.
3. A separate valve must be installed on hose line to control flow.
4. The hydrant valve must be in full open position when in operation.
5. All valves must be opened and closed slowly.
6. All valves and hoses must be removed at the end of each day.
7. The main valve in street must not be utilized without contacting the Authority.
8. Damage to the hydrant must be reported immediately to the Authority.
9. All public and private property must be protected from damage while hydrant is in use.
10. Water must be taken on Monday through Friday between the hours of 9:00 a.m. and 4:00 p.m., unless otherwise specified.
11. Free discharge (air gap) must be maintained at all times.

SCHEDULE I - CROSS CONNECTION/BACKFLOW PREVENTION CHARGE

As required by the Commonwealth of Virginia/State Board of Health, Waterworks Regulations, the Authority will conduct annual cross connection/backflow prevention inspections of non-residential plumbing systems connected to the Authority's water distribution system. The charge for each inspection per connection, premise or account shall be:

<u>Size of Meter</u>	<u>Charge</u>
5/8"	\$ 15.00
3/4"	22.50
1"	37.50
1-1/2"	75.00
2"	120.00
3"	225.00
4"	375.00
6"	750.00

Testing of backflow devices on the plumbing system, if provided by the Authority, shall be the actual cost of the testing plus an allowance of twenty-five percent (25%) for overhead.

SCHEDULE J – RECORD DRAWING FEES

Developers of construction projects that include water infrastructure shall, at the time of construction permit issuance, pay for the post-construction surveying, record drawing creation and GIS data creation at the following rate:

\$1.50 per linear foot, \$1,000 minimum fee per project

SECTION II - RULES AND REGULATIONS

The Rules and Regulations as herein set forth, or as they may hereafter be altered or amended, shall govern the rendering of water service, including the extension of mains and making connections thereto in the Lower Broad Run Service Area as defined hereinafter, and every customer, upon signing an application for any service rendered by the Authority, or upon the taking of water service, shall be bound thereby.

Rule No. 1 - Definitions

Unless the context specifically indicates otherwise, the meaning of terms used in this publication of Rates, Rules and Regulations shall be as follows:

- (a). "Authority" shall mean the Loudoun County Sanitation Authority.
- (b). "Lower Broad Run Service Area" shall refer to that part of Loudoun County presently planned to be served by the Potomac Interceptor Sewer and the City of Fairfax Water Transmission Main.
- (c). "Applicant" shall mean the owner or his duly authorized representative, such as builder, developer, or plumber who applies for a water service connection.
- (d). "Customer" shall mean the party who has applied for continuing water service and will be responsible for paying periodic bills. Each customer shall be served by a separate water service connection.
 - (1). "Owner-Customer" shall mean the customer who owns the premises to which water service is provided.
 - (2). "Tenant-Customer" shall mean the customer who rents the premises to which water service is provided.
- (e). "Person" shall mean any individual, firm, company, association, society, corporation, or group.
- (f). "Public Water Main" shall mean a water main in which all owners of abutting properties have equal rights and which is controlled by the Authority.

- (g). "Water Service Connection" shall mean the water service line from public water main to the applicant's property line, and
 - (1) Where meter is installed at or near the property line, water service connection shall include corporation cock, service pipe to meter, the meter box, meter, and curb stop.
 - (2) When meter is installed inside the owner's building, water service connection shall include corporation cock, service pipe to curb stop located at or near property line, meter at location provided by applicant, meter box, if required, and curb stop.
- (h). "Building Service Pipe" shall mean the extension from the end of the water service connection to the inner face of building wall.
- (i). "Building Water Piping" shall mean all water lines from the building service pipe to the points of ultimate use where water is exposed to the atmosphere.
- (j). "Premises" shall mean:
 - (1). Each residential dwelling structure.
 - (2). Each residential dwelling unit in a duplex, triplex, apartment building, or any other building used for residential purposes.
 - (3). Each unit contained in any structure serving separate tenant, lessee, or owner and used for any purpose other than residential.
 - (4). Each structure or group of contiguous structures owned, rented, or leased by one person and occupied by that person, except that the following shall be considered one premise:
 - (4.1). Residence used as a rooming house
 - (4.2). Dwelling and/or building for transients
 - (4.3). Apartment buildings where the water utility bill is included in the rent.
- (k). "Multifamily Dwelling" shall mean:
 - (1). A building with more than one residential dwelling structure built for, and occupied by, private households. This includes apartments, condominiums, and townhouses served by a single service connection.

- (2). Business concerns engaged in providing housing accommodations as well as other significant services (i.e., preparation of meals, health care, housekeeping, etc.) are classified as commercial establishments. This includes nursing homes, hotels, motels, and dormitory structures.

Rule No. 2 - Water Service Connections

- (a). Before a water service connection is provided, the owner of the premises to be supplied, or his duly authorized representative, shall make application for water service upon forms prescribed by the Authority. Upon approval of the application and payment of the applicable charges, the Authority will install the water service connection. A separate water service connection will be required for each premises unless otherwise determined by the Authority.
- (b). The applicant shall secure all necessary permits for pavement cuts and excavations and shall make all excavations, pavement cuts and other preparations for installation of the water service connection. He shall excavate around and under Authority water main to be tapped without damage to it, at a depth of at least six (6) inches by width of not less than eighteen (18) inches. Trench shall be excavated at least three (3) feet in depth below final grade for length of service connection. Where rock or boulders are encountered, at least three (3) additional inches shall be excavated and backfilled with suitable material for bedding the service line. Applicant shall provide forty-eight (48) hours notice to the Authority for making connection. Charges listed in rate schedule assume only one visit to make connection. Additional visits will be made at expense of applicant at \$30.00 per visit. The applicant shall provide all backfill, pavement repairs, and other work necessary to conform with state, county, and local regulations.
- (c). The Authority will make all water service connections to its mains with corporation cock or tapping sleeve and valve, as required, and extend the service line from the main to the property line including curb stop, curb box, and meter and, if meter is located at or near property line, meter box with cover. If and when the Authority authorizes the developer to make service connections, subject to the inspection and approval of the Authority, the developer shall use only materials and equipment specified and/or approved by the Authority and shall install said materials and equipment according to standards set forth by the Authority. No excavation shall be backfilled until connection has been inspected and approved by the Authority.
- (d). The Authority will determine the location, size, kind and quality of all materials used in making the water service connection.

- (e). The water service connection shall remain the property of the Authority and be under its sole control and jurisdiction and will be maintained by the Authority at its expense.
- (f). Special connections for fire service or for service of a temporary nature shall be installed, maintained, replaced, and removed at the expense of the customer, subject to supervision and approval by the Authority.

Rule No. 3 - Building Service Pipe

- (a). The Authority will specify the size, kind, and quality of the pipe which shall be installed by the applicant between the curb stop, if installed at the property line, and the location of the meter.
- (b). The applicant's service pipe and all connections and fixtures attached thereto shall be subject to the inspection and approval of the Authority before the water will be turned on.
- (c). The applicant's service pipe shall be installed at least three (3) feet below final grade and at least ten (10) feet in a horizontal direction from any gas pipe, sewer pipe, or other facilities, public or private, unless otherwise specifically authorized or approved by the Authority. Where a common trench is approved, the provisions of the BOCA Plumbing Code and Loudoun County Sewer Ordinance shall apply.
- (d). In back filling the trench, rock or ashes shall not be permitted within one (1) foot of the service pipe and clean soil shall be filled in to a depth of at least one (1) foot over service pipe.
- (e). The applicant shall install stop and waste cock of a type approved by the Authority on the service pipe immediately inside the foundation wall of the building served and so located as to be easily accessible to the occupants and to provide proper drainage for all of the pipe lines in the building and the meter if installed in the building.
- (f). No fixture shall be attached to and no branch shall be made in the service pipe between the meter and the water main.
- (g). Any repairs, maintenance, replacement, or relocation necessary on the customer's service pipe or fixtures in or upon the customer's premises shall be performed by the customer at his expense and risk.

Rule No. 4 - Cross-Connection and Back Siphonage

- (a). No pipe or fixture connected with the mains of the Authority shall be connected with pipes or fixtures supplied with water from any other source.

- (b). Piping systems supplying swimming pools or tanks shall be so arranged as to prevent water from re-entering the water distribution system by siphonage or any other means. An independent supply pipe shall be provided in such a way that its discharge end is at least two diameters above the highest possible water level in the swimming pool or tank. All such installations shall be approved by the Authority.
- (c). The plumbing on all premises supplied from the Authority's water system shall conform to all applicable codes of Loudoun County.

Rule No. 5 - Meters and Meter Installation

- (a). The Authority will determine the location, type and size of meter to be installed.
- (b). Meters will be furnished, installed and removed by the Authority and will remain its property. If and when the Authority authorizes developer to furnish and install meter, the developer shall furnish one of three brands and models specified by the Authority.
- (c). Where meters are installed within a building, the customer shall provide at his expense a readily accessible and protected location for the installation of the meter at such a point as will control the entire supply to the premises, which location shall be acceptable to the Authority as convenient for its service.
- (d). Unless otherwise determined by the Authority, each premises shall be supplied through a separate meter or, if necessary and at the option of the Authority, through a separate battery of meters. Where a battery of meters is installed, the registrations of such meters shall be combined for billing purposes and shall be subject to a service charge equal to the sum of the service charges for the meters comprising the battery setting. Where, however, a premises is supplied through more than one service, unless otherwise provided in contracts entered into therefor, the registration of the meter installed on each such service shall be billed separately, subject to the service charge for each meter.
- (e). Meters will be maintained by the Authority at its expense insofar as ordinary wear is concerned, but damage to any meter due to hot water, freezing, or other external causes arising out of, or caused by the customer's facilities, operations, negligence or carelessness shall be paid for by the customer, except, however, that the Authority will be responsible for damage to meters due to freezing in outside vaults.
- (f). The customer shall promptly notify the Authority of any defect in or damage to the meter or its connection.

Rule No. 6 - Meter Tests and Test Fees

- (a). All meters will be accurately tested before installation. Meters will also be periodically tested in accordance with the accepted practice. The Authority may at any time remove any meter for routine test, repairs, or replacement.
- (b). The Authority will, upon request of a customer and in his presence or in the presence of his authorized representative if he so desires, make without charge a test of the accuracy of the meter in use at his premises, provided that the meter has not been tested by the Authority within a period of one year previous to such request and that the customer agrees to abide by the results of such test in the adjustment of disputed charges. A written report of the results of the test will be furnished the customer.
- (c). Whenever a test of a meter reveals it to have an average error of more than two (2) per cent, the Authority will bill or refund to the customer, as the case may be, such percentage of the amount of bills, covering the consumption indicated by the meter for the previous six months, unless it can be shown from the records of either part that the error found has existed for a greater or lesser period, in which case the adjustment will cover the actual period.

Rule No. 7 - Customers' Deposits

- (a). The Authority will require from any residential or commercial applicant for continuing service, who is not the owner of the premises to be served, a cash deposit to secure the performance by the customer of the terms and conditions of the Authority under which water service is provided, which deposit shall equal the amount of the average bill for one quarterly billing period based upon the size of the meter as follows:

<u>Meter Size</u>	<u>Cost</u>
5/8"	\$ 60.00
3/4"	90.00
1"	150.00
1-1/2"	300.00
2"	480.00
3"	900.00
4"	1,500.00
6"	3,000.00

- (b). The deposit will earn interest at a rate which shall be equal to the average rate paid by local banks on regular passbook savings accounts as determined by an annual survey conducted by Authority staff.

- (c). The deposit will be refunded, with interest, after two years of satisfactory payment history or when service has been discontinued, whichever comes first, after deducting any charges due on account.

Rule No. 8 - Bills for Water Service

- (a). Customers are responsible for furnishing the Authority with their correct addresses. Failure to receive bills will not be considered an excuse for nonpayment nor permit an extension of the date when the account will be considered delinquent.
- (b). If bills are to be sent to an address other than the premises served, the Authority shall be notified in writing by the customer of any change of address.
- (c). If requested in writing by the owner-customer, the Authority will send bills to and receive payments from agents or tenant-customers. However, this accommodation will in no way relieve the owner-customers of the liability for all water charges, in accordance with the provisions of the Virginia Water and Sewer Authorities Act (Chapter 28, Title 15.1, Section 1239 et seq., Code of Virginia, 1950, as amended).
- (d). Payments shall be made at the office of the Authority or such other places as may be designated by the Authority.
- (e). The Authority reserves the right to correct any bills rendered in error.
- (f). Each customer, as defined in Rule No. 1 shall be billed separately for service.
- (g). If the meter should fail to register for any reason or if the meter reader should be unable to gain admittance to the premises at the time the meter is due to be read, an estimated bill will be submitted. Such bill will be based on an average of the consumption shown by three (3) previous consecutive like billing periods, or, in the case of a new customer, a reasonable estimate of consumption will be used.
- (h). Bills for metered water service will be rendered monthly or quarterly depending upon the class and quantity of service rendered.

Rule No. 9 - Terms of Payment

- (a). Bills for continuing water service shall be due and payable when rendered.
- (b). If a bill is not paid within thirty (30) days after the same shall become due and payable, and after notice properly given by the Authority to the customer of record, water service may be discontinued and the meter removed by the Authority, and the

deposit, if any, may be applied against such bill and any other arrears due by the customer.

- (c). There shall be a lien upon the real estate for the amount of any rates, fees, and other charges made by the Authority to the owner or lessee or tenant of such real estate for the services rendered by the Authority to such real estate from and after the time when such rates, fees, and other charges are due and payable and for the interest which may accrue thereon.
- (d). There shall be a twenty dollar (\$20.00) handling charge for all returned checks which have been submitted to the Authority for payment of any applicable charges.
- (e). A late payment charge of ten percent on accounts not paid within 30 days of their billing date shall be charged and collected by the Authority.

Rule No. 10 - Customer's Liability for Charges

- (a). A customer who has made application for or received water service at a premises shall be held liable for all water service furnished to such premises until such time as the customer has properly notified the Authority to discontinue the service for his account.

Rule No. 11 - Abatement and Refunds

- (a). There shall be no abatement of the water service charges in whole or in part by reason of an extended absence of the customer, unless service has been discontinued at his request. An extended absence is defined as any absence greater than 60 days. An account charge will be applied to have service terminated and restarted by reason of an extended absence of the customer. However, for undetected leaks or for water wasted by damaged service pipe or fixtures belonging to the customer in which consumption exceeds 130 percent of the average of the previous three (3) like periodic bills, a one-time bill adjustment may be made of one hundred percent (100%) of the amount of excess in a bill due to this cause, based on an average of the previous three (3) consecutive like periodic bills provided the customer (1) was unaware that the leak existed (2) submits a letter to the Authority requesting a bill adjustment, (3) promptly and properly repairs such leak, and (4) provides the Authority with proof of such repair. In the case of an underground leak, bill adjustments based on the above methodology may be made more than once.

Rule No. 12 - Discontinuance of Water Service

- (a). Service may be discontinued by the Authority after five (5) days' notice for any of the following reasons:
 - (1). For willful or indifferent wastes of water due to any cause.
 - (2). For failure to protect and maintain the service pipe or fixture on the property of the customer in a condition satisfactory to the Authority.
 - (3). For molesting or tampering by the customer, or others with the knowledge of the customer, with any meter, connection, service pipe, curb stop, seal, or any other appliance of the Authority controlling or regulating the customer's water supply.
 - (4). For failure to provide the Authority's employees free and reasonable access to the premises served, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the customer's water supply.
 - (5). For nonpayment of any account for water service, or for any fee or charge accruing under these Rates, Rules and Regulations.
 - (6). For violation of any rule or regulation of the Authority.
 - (7). For failure to correct cross connection violations as identified and mandated by the Virginia Department of Health's Waterworks Regulations and the Statewide Building Code (BOCA Basic Plumbing Code, P-1605, Protection of Potable Water Supply), as the same may be in effect from time to time.
- (b). Discontinuing the supply of water to a premises for any reason shall not prevent the Authority from pursuing any lawful remedy by action at law or otherwise for the collection of moneys from the customer.
- (c). When water service to a customer has been terminated for any of the above stated reasons, other than temporary vacancy of the premises, it will be renewed only after the conditions, circumstances, or practices which caused the water service to be discontinued are corrected to the satisfaction of the Authority and upon payment of all charges due and payable by the customer in accordance with these Rates, Rules and Regulations.

Rule No. 13 - Collection Charge

- (a). When it has been necessary to discontinue water service to any premise because of a violation of these Rules and Regulations or because of nonpayment of any bill, a charge of Thirty Dollars (\$30.00) will be made for turning on the water. This charge, together with any arrears that may be due the Authority for charges against the customer, shall be paid before the water will be turned on.
- (b). Restoration of service for nonpayment of bills will be made only during regular working hours, Monday through Friday, 8 a.m. to 5 p.m.
- (c). If at the time of such discontinuance of service for nonpayment of bill the customer does not have a deposit with the Authority, the Authority may require a deposit whether customer is property owner or not as a guarantee of payment of future bills, which deposit shall equal the amount of the estimated bill for one regular billing period and in no case be less than the service charge applicable to such service, before the water will be turned on. The deposit will be refunded, with interest, when service has been discontinued, after deducting any charges due on final settlement of the customer's account.
- (d). If, at the time the Authority's employee goes to the customer's premises for the purpose of discontinuing service, the customer requests continuance of service and agrees to pay to the Authority's employee all charges in arrears, then in addition to all due charges an additional collection charge of Thirty Dollars (\$30.00) shall be paid.

Rule No. 14 - Quantity Determinations for Availability Charges

- (a). No quantity determinations will be required for single family dwelling units. The lump sum charged shall be in accordance with paragraph (a) under Schedule C, but not greater than the maximum charge per residential connection and the fire demand charge.
- (b). The quantity of water used shall be assumed as equal to the quantity measured by the water meter or meters of the entire flow to the premises.
- (c). The maximum daily quantity shall mean the maximum 24-hour usage measured in gallons.

Rule No. 15 - Connections to Authority Mains

- (a). In some instances mains may be constructed in public streets, roads, or rights-of-way by the Authority to serve other areas. Property owners along the route of such mains may apply for service by paying in advance the (1). service connection charge, (2).

availability charge, (3). local facilities charge, and (4). account charge; and by providing free right-of-way for installation of water main if required.

- (b). The local facilities charge shall be based upon the area or front footage of benefited property to be served by the connection, whichever produces the greater charge. The area or footage shall be as shown on recorded plats of subdivided area. For areas not subdivided, the local facilities charge shall be based upon an area included between parallel lines 200 feet each direction from the water main measured at right angles to the center line of said water main.

Rule No. 16 - Extensions of Mains

- (a). When and to the extent that funds may be available therefor, the Authority will extend its distribution system to supply new customers who have applied for service, under the following terms and conditions:
 - (1). That the applicants for service make an advance payment to the Authority equal to the amount which is obtained by applying the local facilities charge to the area to be served by the proposed extension of mains, regardless of whether the applicants are or are not the owners of all such property.
 - (2). Not more than one hundred per cent (100%) of such amounts advanced as a loan to the Authority for payment of the local facilities charges applicable to the area to be served by the proposed extension of mains which is not owned by the applicants will be refunded to the applicants, from local facilities charges paid by the owners of such property when and if connections to the mains are made for such property. In no case, however, shall more than one hundred per cent (100%) of the total amount of the loan made on this account be refunded and no refund shall be made after a period of ten (10) years from date of such advance.
- (b). Under special agreements as provided in its Statement of Policy, the Authority may permit an extension of its distribution system to be installed by and at the expense of the applicants desiring to secure water service. In all such instances the installation shall include such public fire hydrants as the Authority, or any governmental agency having jurisdiction in such matters, may determine are required to provide adequate fire protection service. Such installations shall conform to plans and specifications approved by the Authority and shall be made under the supervision of the Authority.
- (c). The Authority reserves the right to determine the size of the pipe necessary in making such extension, but in no case shall pipe smaller than six (6) inches in diameter be laid.

- (d). Where the main or extension is to be installed on private property or in a private street, the owner thereof shall provide, free of cost to the Authority, an easement and a free, unobstructed and uninterrupted right-of-way for the installation, inspection, operation, maintenance, enlargement, replacement, alteration, and extension of the main.
- (e). The ownership of the extensions installed under this rule shall at all times be in the Authority, its successors and assigns.
- (f). Nothing contained in this rule shall limit or prevent the Authority from extending its distribution system whenever it may determine that circumstances so warrant.

Rule No. 17 - Public Fire Hydrants

- (a). When and to the extent that funds may be available therefor, the Authority may install, at its expense, public fire hydrants whenever and wherever, in its opinion, such hydrants may be required to provide adequate fire protection service. Upon the written request of and upon payment of applicable availability charges by any commercial, industrial, or governmental unit or other interested party, the Authority will install and connect additional public fire hydrants on public property.
- (b). After the installation of each hydrant, the Authority will assume the ownership, maintenance and operation thereof and will pay for any replacement or relocation which may become necessary.
- (c). The following provisions shall apply to all public fire hydrants:
 - (1). The use of public fire hydrants shall be restricted to the taking of water for the extinguishment of fires and water shall not be taken from any public fire hydrant for construction purposes, sprinkling streets, flushing sewers or gutters, or for any use unless specifically permitted by the Authority for the specific time and occasion.
 - (2). The Authority shall not be considered in any manner an insurer of persons or property, or to have undertaken to extinguish fires, or to protect any persons or property against loss or damage by fire or otherwise, and shall not be responsible to any person or persons for any loss, damage, or injury by reason of fire, water failure to supply water or pressure, or any other cause whatsoever.
 - (3). The Authority shall not be required to extend its mains for the purpose of supplying public fire hydrants which may be desired except under mutually acceptable arrangements to defray the installation cost of such extensions.

Rule No. 18 - Private Fire Protection

- (a). Systems connected directly to Authority mains for fire protection shall be constructed by and at the expense of the customer according to plans and specifications approved by the Authority and subject to inspection during and following construction.
- (b). Private fire protection systems and hydrants shall be used solely for the extinguishment of fire or, upon approval by the Authority, for fire drill or for testing of equipment.
- (c). No connections for water service for uses other than fire protection shall be made to any private fire protection system.
- (d). The addition of any hydrant, sprinkler heads, or other outlets shall be reported immediately to the Authority.
- (e). For violation of these provisions, the Authority may discontinue service, refunding any unearned portion of payment made in advance. The Authority reserves the right to require the customer to install approved detector check valve with bypass, including meter installed in such bypass, as a condition requisite to restoration of service.

Rule No. 19 - Pressure and Continuity of Supply

- (a). The Authority does not guarantee a sufficient or uniform pressure, or an uninterrupted supply of water, and customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured, such as for steam boilers, domestic hot water systems, gas engines, etc.
- (b). In high level sections where pressure is low, the customer shall if he desires a higher pressure than furnished at the mains of the Authority, install at his own expense a tank and/or booster pump of a type and installation approved by the Authority.
- (c). Where the pressure to a customer's premises is greater than he wishes, it shall be his responsibility to install the proper regulating device to reduce the pressure to the extent desired.
- (d). The Authority shall have the right to require the adjustment, modification, or removal of any quick opening or closing valve or other device installed in a premises, the operation of which results in an unreasonable fluctuation of pressure in the Authority's system.

Rule No. 20 - Interruptions in Water Supply

- (a). The Authority may at any time shut off the water in the mains in case of accident or for the purpose of making connections, alterations, repairs, changes, or for other reasons and may restrict the use of water to reserve a sufficient supply for public fire service or other emergencies whenever the public welfare may require it.
- (b). While it is the intention of the Authority to give notice in advance of any work which must be done that will necessitate any interruption of the supply, such notice shall be considered a courtesy and not a requirement on the part of the Authority. Property owners shall regulate their installations connected with the water supply system so that damage will not occur if water is shutoff without notice.
- (c). The Authority will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in service, but it cannot and does not guarantee that such will not occur.

Rule No. 21 - Special Contracts

- (a). The Authority may enter into contracts with any person, firm, or corporation, including municipalities, sanitary districts and other political subdivisions and public bodies, for the rendering of any unusual or extraordinary water service; provided, however, that the rates or charges to be paid thereunder shall not be less than an amount which is fair and equitable, taking into account the cost to the Authority of providing such service.

Rule No. 22 - General

- (a). There shall be no free service rendered by the Authority, and, if any local, state, or federal government, or any department, agency or instrumentality thereof, or any other public body shall desire service to be rendered by the Authority, it shall apply for and receive such service pursuant to the rules and regulations herein contained and shall pay for the same at the established rates, fees, and other charges.
- (b). The service pipes, meters, and fixtures on the customer's premises shall be accessible to the Authority for observation or inspection at reasonable hours.
- (c). No person shall turn the water on or off at any street valve, corporation cock, curb stop, or other street connection, or disconnect or remove any meter without the consent of the Authority. Penalties provided by law for any such unauthorized action will be rigidly enforced.

- (d). No air conditioning system shall be connected to the Authority's system which has a demand of over five (5) gallons per minute unless such system provides for the recirculation of water or conserves water by other equally effective means so that the only water required from the Authority's system will be make-up water due to loss through evaporation or spillage. An independent supply pipe shall be provided in such a way that its discharge end is at least two diameters above the highest possible water level in the make-up tank or basin.
- (e). Employees or agents of the Authority are expressly forbidden to demand or accept any compensation for any service rendered to its customers except as covered by its Rates, Rules and Regulations.
- (f). No employee or agent of the Authority shall have the right or authority to bind it by any promise, agreement, or representation contrary to the letter or intent of these Rules and Regulations.
- (g). Any complaint against the service or employees of the Authority should be made at the office of the Authority and preferably in writing.

Rule No. 23 - Water Leak

- (a). In the event of a water leak, the customer shall immediately notify the Authority. The Authority cannot be responsible for payment or reimbursement for any work that is done on private property.
- (b). It is the Authority's responsibility to maintain water mains to the property line. Maintenance of the building service pipe and other appurtenances on private property is the responsibility of the property owner.
- (c). As soon as the Authority is notified of a water leak, it will determine whether the leak is in the service connection or in the meter setting. If the leak is in either the service connection or in the meter setting, the Authority will repair the leak without cost to the customer.
- (d). If a leak is found not to be the responsibility of the Authority, the customer will be notified and he shall have the leak repaired by a registered plumber at his expense.

Rule No. 24 - Schedule of Designated Outdoor Water Use Days

In accordance with Section 1046.05 of the Water Supply Emergency Ordinance adopted by the County of Loudoun, Loudoun Water has established the following Schedule of Designated Outdoor Water Use Days that specifies days for outdoor water usage and/or activities.

Residential Customers – Odd home addresses – Wednesday and Saturday
Even home addresses – Thursday and Sunday
Non-Residential – Tuesday and Friday

Loudoun Water shall revise and update the Schedule of Designated Outdoor Water Use Days as required by water supply conditions.

SECTION III - AMENDMENT AND INTERPRETATION

The Authority reserves the right to revise and/or amend these Rates, Rules, and Regulations for Water Service, and to interpret the meaning of all statements made herein.

SECTION IV - EFFECTIVE DATE

The Schedule of Rates, Fees, and Other Charges and Rules and Regulations herein contained shall become effective May 13, 2010 and shall remain in effect thereafter until further revised.