

MEMORANDUM TO THE INDUSTRY

TO: All Builders, Developers, Engineers, Site Contractors, and Distributors
Engaging in the Installation of Loudoun Water's Systems

FROM: Huy Tran, P.E., LEED AP_(BD+C), Program Manager, Developer Relations

DATE: November 3, 2025

SUBJECT: Notification of Loudoun Water Board Meeting Technology Transition,
Reclaimed Water Policy Updates, Payment Options Reminder, and Upcoming
Rate Changes Reminder

Loudoun Water Board Meeting Technology Transition

Loudoun Water is pleased to announce that we are transitioning from BoardDocs to Diligent Community Board as our new board meeting management platform. This move reflects our commitment to enhancing transparency, user experience, and operational efficiency in our board governance processes.

While BoardDocs has served us well, this technology is being sunset. Diligent Community Board offers several benefits that align more closely with our evolving needs: modern, user-friendly interface, flexible agenda building and publishing features, advanced access control to support public and private document management, better integration with governance best practices and long-term digital strategy.

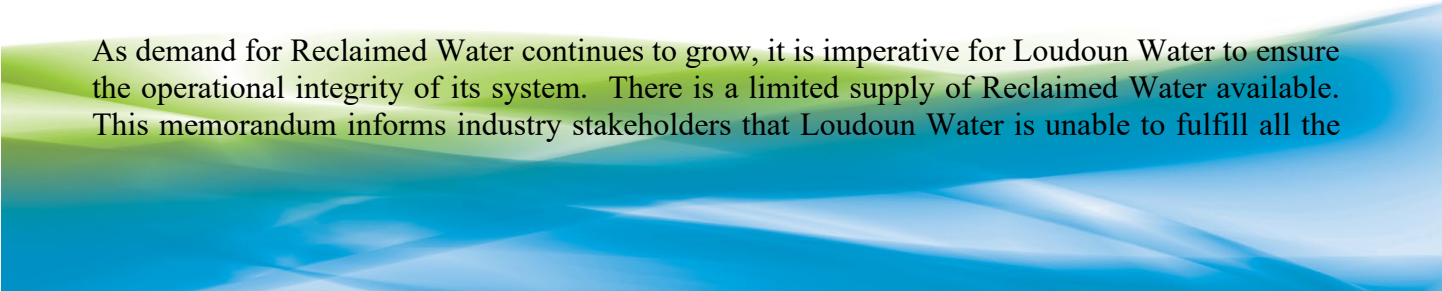
All Board Meeting materials and documents will be managed through Diligent Community beginning August 27, 2025.

Reclaimed Water Policy Updates

This memorandum is to inform development industry stakeholders that in the October 9th Board meeting, Loudoun Water adopted revisions related to Reclaimed Water in both its Statement of Policy and its Rates, Rules, and Regulations. The revised [documents](#) can be accessed through Diligent Community Board: <https://loudounwater.community.highbond.com/Portal/Default.aspx>

Loudoun Water is committed to sustainable management and beneficial use of Loudoun County's water resources. To support this mission, Loudoun Water operates a Reclaimed Water System that delivers Reclaimed Water for approved non-potable uses.

As demand for Reclaimed Water continues to grow, it is imperative for Loudoun Water to ensure the operational integrity of its system. There is a limited supply of Reclaimed Water available. This memorandum informs industry stakeholders that Loudoun Water is unable to fulfill all the



current requests in the Land Development process for new or expanded Reclaimed Water connections. Loudoun Water is ***temporarily*** pausing any reservation of capacity for new or expanded connections in the Reclaimed Water system. ***However, there is sufficient potable water supply in the system and Loudoun Water is able to provide all customers with potable water service.***

Loudoun Water's approval of design plans, issuance of a construction permit, or allowance of the installation of Reclaimed Water infrastructure does not guarantee Reclaimed Water service. Any expenditure on infrastructure shall be at developer's sole risk and expense.

Loudoun Water plans to issue further information detailing its approach to managing the Reclaimed Water System and further connections, including information about discretion over new connections, capacity allocation, and operational priorities in the coming months that will detail its capacity allocation approach moving forward. When appropriate, Loudoun Water will resume allocating available capacity in the Reclaimed Water system.

Loudoun Water will evaluate each project on a case-by-case basis to determine where the project(s) is in the process and the best course of action. If there are any questions, please reach out to Huy Tran (htran@loudounwater.org) to discuss your project.

Reminder: Payment Options

This is a reminder to the development industry that Loudoun Water accepts multiple methods of payment for payment of all Land Development associated fees and charges, i.e. plan review, inspections, CCTV, record drawing, connection, hydrant flow tests, utility disconnect permits, and availability fees, etc. Below are the available payment options, in order of recommendation:

1. Online (ACH Payment)
 2. Check
 3. Credit Card
- The online (ACH payment or funds transfer) is a one-time transfer from a checking or savings account. There is no fee to use this service. In order to use this method of payment, you will need the account number and customer number listed on the invoice.
 - Check payments can be sent by mail or delivered in person (during lobby hours or a drop box is available during lunch or after hours). Please include a copy of the invoice along with the check.
 - Credit card payments are limited to \$1,000.00 per transaction and can only be made up to a maximum of three (3) payments within a thirty (30) day time period. Credit cards accepted are Visa, MasterCard, American Express, and Discover.

Additional information regarding online payments can be found on Loudoun Water's website at: <https://www.loudounwater.org/development-invoice-payment-options>

Reminder: Rates, Charges, and Fees valid through the end of the year and will increase next year

Reminder that effective January 1, Loudoun Water's updated rates, charges and fees for the new year will go into effect. All fees and charges currently quoted in Loudoun Water approval letters will be valid only up to December 31st and all invoices must be paid prior to the end of the year.

Sign up to receive emails like these from Loudoun Water for news and updates relating to the development industry here: (<https://www.loudounwater.org/developers-new-construction/technical-memos-industry>).