



Customer **HANDBOOK**

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The purpose of this Customer Handbook is to provide you, our customer, with a guide to commonly asked questions and needed services as well as to provide basic information that you will need to fulfill your responsibilities.

If you have specific questions or service concerns, please contact our Customer Service Department. Loudoun Water reserves the right to alter, suspend, revise or revoke this Customer Handbook at any time without notice.

Rates, fees and charges will be assessed in accordance with the rate schedules in effect at the time of billing. Customers seeking or receiving service are subject to all Rates, Rules and Regulations which Loudoun Water reserves the right to revise and/or amend to interpret the meaning of all statements. Please visit our website at www.loudounwater.org for the most current information.

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I. USER RATES, FEES AND CHARGES

Schedule of Rates

FIXED BASIC CHARGES, PER QUARTER									
	WATER			SEWER					
	2022	2023	Current	2022	2023	Current			
All Residential Customers	\$37.84	\$38.98	\$40.15	\$37.81	\$38.94	\$40.11			
Single Service Charge	\$3.50								
VOLUME CHARGES, PER 1,000 GALLONS, PER QUARTER									
	WATER								
	2022	2023	Current						
Tier 1 (0 - 25,000 gallons)	\$2.77	\$2.85	\$2.94						
Tier 2 (25,001 - 50,000 gallons)	\$7.69	\$7.92	\$8.16						
Tier 3 (> 50,000 gallons)	\$10.30	\$10.61	\$10.93						
	SEWER								
	2022	2023	Current						
Uniform Rate	\$5.43	\$5.59	\$5.76						
FLAT RATES, PER QUARTER									
Waterford	\$148.00								
St. Louis	\$82.18								
Aldie	\$123.50								
Willisville	\$82.18								
ADMINISTRATIVE FEES AND CHARGES									
Account Charge	\$30.00								
Tenant Advance Payment Fee	\$200.00								
Return Trip Fee	\$45.00								
Late Payment Charge	10%								
Collection Charge	\$45.00								
Turn On Charge	\$30.00								
After Hours Restoration Fee	\$45.00								
Leak or Pressure Check Fee	\$45.00								
Returned Check Fee	\$35.00								
Lien Processing Fee	\$20.00								
Meter Test Fee	\$50.00								
Overhead									
Labor	Average Hourly Rate plus Benefits								
Materials	115%								
Equipment	Varies by type								

Fixed Basic Charges

Water and sewer fixed basic charges are based on the size of the water meter serving the property. The fixed basic charge is billed each billing cycle and is designed to cover fixed operational costs associated with providing service to a customer such as customer service and general overhead.

Your water use is metered. All meters are read quarterly based on a 91 day cycle. The metered rates are divided into tiers. For customers with partial billing periods (i.e., less than 75 days for a quarterly bill or less than 25 days for a monthly bill), the consumption amount per tier and the basic charge will be prorated based on the number of days service is rendered during the billing cycle.

Customers receiving a single service will be charged a Single Service Charge in addition to their fixed and volume charges.



Volume Charges

WATER

Customers will be billed quarterly for water and sewer service based on metered water usage. Water usage is billed on a per 1,000 gallons basis under a tiered rate structure. The rate for Tier 1 water usage is set below the cost of water to encourage conservation. The usage threshold established for Tier 2 is intended to cover indoor water usage as well as reasonable discretionary use. Usage in Tier 3 exceeds the capacity purchased in the system and is therefore billed at a higher rate.

SEWER

Sewer usage is billed on a per 1,000 gallons basis under a uniform rate. Customers receiving sewer only service and obtaining water service from a source other than Loudoun Water must install a meter on their water supply to be read as a basis for their sewer volume charges.

SEASONAL SEWER ADJUSTMENT

During the summer months, water demand may be higher due to irrigation. This usage does not enter the sanitary sewer and, because sewer usage is billed based on water consumption, a limit or cap has been established for sewer charges. If a residential customer has an established winter quarter – any billing period based on meter readings obtained or estimated in February through April – the sewer volume charges will be limited to the lesser of (1) actual quarterly usage or (2) the customer's winter quarter average plus 3,000 gallons. If a customer has not established a winter quarter average, sewer volume charges will be limited to the lesser of (1) actual quarterly usage or (2) 25,000 gallons.



Flat Rates (unmetered sewer only customers)

WATERFORD, ST. LOUIS, ALDIE, WILLISVILLE

Unmetered, **sewer only** customers being served by treatment plants in Waterford, St. Louis, Aldie and Willisville will be assessed a flat rate on a quarterly basis. Commercial establishments in these communities will be assessed a flat rate based on their average daily flow in comparison to a residential account.

Administrative Charges

ACCOUNT CHARGE

All customers applying for service and each applicant for transfer of service will be assessed an Account Charge. The Account Charge is set to recover the administrative cost of establishing a new account and will appear on the customer's first bill.

TENANT ADVANCE PAYMENT FEE

Any customer who is not the owner of the property served will be assessed a Tenant Advance Payment Fee. The fee will be equivalent to 125% of the average bill for the corresponding meter size. The Tenant Advance Payment Fee will be applied to the final bill. See Schedule of Rates on page 4.

RETURN TRIP FEE

In order to complete a new service connection and/or install a meter, Loudoun Water staff must inspect and approve the connection. If the connection is not approved during the initial visit, the applicant for service will be charged the Return Trip Fee for each additional inspection visit.

LATE PAYMENT CHARGE

A Late Payment Charge of 10% will be charged and collected on all past due account balances, in accordance with Virginia Code Section 15.2-5136.

COLLECTION CHARGE

All past due accounts that have been identified for further collection efforts will be assessed a non-negotiable Collection Charge. In cases where service disconnection has occurred, the Collection Charge plus any arrears that may be due shall be paid before the water will be turned on.

TURN-ON CHARGE

If a customer has requested temporary discontinuance of service (there must be no outstanding balance on the account), Loudoun Water will collect a Turn-On Charge to reinstate service.

AFTER HOURS RESTORATION FEE

Restoration of service for nonpayment will occur during regular business hours only (8 a.m. to 5 p.m., Monday through Friday). Customers who pay after 5 p.m. and wish to have same-day service restoration will be assessed an After Hours Restoration Fee. See Schedule of Rates on page 4.

PRESSURE CHECK FEE

Pressure Check Fee will be assessed to customers requesting a pressure check. The checks will be done by appointment only during normal business hours.

RETURNED PAYMENT FEE

A Returned Payment Fee will be assessed for each returned payment.

LIEN PROCESSING FEE

Any unpaid account that is subject to lien placement will be assessed a Lien Processing Fee.

METER TEST FEE

A customer may request that their meter be tested for accuracy if it has not been tested within the last 12 months. A Meter Test Fee will be assessed to the customer and refunded to them in the event the meter is not registering usage properly. A written report of the results will be provided to the customer.

OVERHEAD CHARGES

Work performed or materials supplied by Loudoun Water will be billed to parties benefiting from the work. Overhead Charges include labor, materials and use of equipment.



II. CUSTOMER RULES AND REGULATIONS

Definitions

APPLICANT

Owner or his duly authorized representative, such as builder, developer, or plumber who applies for a service connection.

BUILDING DRAIN

Sewer pipe carrying human and domestic waste only from the building to the grinder pump chamber.

BUILDING SERVICE PIPE

Extension from the end of the water service connection to the inner face of the building wall. Where the meter is located inside the owner's building, building service pipe shall include all service piping between the water service connection and the meter.

BUILDING SEWER

Sewer pipe extension from the residence or building to the Public Sewer; gravity sewer pipe carrying human and other domestic sanitary waste.

BUILDING WATER PIPING

All water lines from the building service pipe to the points of ultimate use where water is exposed to the atmosphere.

CUSTOMER

Party who has applied for continuing service and will be responsible for paying periodic bills. Each customer shall be served by a separate service connection. "Owner-Customer" shall mean the customer who owns the premises to which service is provided. "Tenant-Customer" shall mean the customer who rents the premises to which service is provided. "Customer with Private Water Supply" shall mean the customer who obtains water from sources other than Loudoun Water's system but discharges sewage into Loudoun Water's wastewater system.

CUSTOMER FORCE MAIN

Portion of the pressure sewer pipeline connecting the Grinder Pump Chamber to the Public Force Main. The Customer Force Main includes the pipe and any associated valves and check valves along its length as well as the connection to the Public Force Main.

GRINDER PUMP

Pump that resides in the Grinder Pump Chamber that provides the energy to push sewage flow through the pressure sewer lines.

GRINDER PUMP CHAMBER (CHAMBER)

Buried structure that houses the grinder pump and collects sewer flow from the residence. The Building Drain and Customer Force Main are connected to the Chamber. Access to the Chamber must remain unimpeded at all times.

GRINDER PUMP SERVICE CONNECTION

Portion of a Grinder System typically residing on the customer's property consisting of the Grinder Pump, Grinder Pump Chamber, Pump Control Panel, Pump Power Cable and Customer Force Main.



GRINDER SYSTEM

Low pressure wastewater collection and conveyance system serving more than one residential customer, consisting of individual Grinder Pump Service Connections, valves, flush connections, sewer force mains and related appurtenances.

PREMISES

Each residential dwelling structure.

PRIVATE GRINDER PUMP

Individual connection that employs a grinder pump and force main to convey waste to Loudoun Water's gravity collection system. A Private Grinder Pump serves one connection and is not a part of a Grinder System. A Private Grinder Pump shall be maintained by the property owner.

PUBLIC FORCE MAIN

Portion of the pressure sewer pipeline conveying, or potentially conveying the wastewater flow for more than one residential customer. The Public Force Main typically resides within a Loudoun Water sewer easement or the public right of way. The Public Force Main also includes all associated valves, fittings, and flush connections required to operate and maintain the pipeline.

PUBLIC SEWER

Manhole or common sewer pipe serving more than one property. A Public Sewer is owned and operated by Loudoun Water and is located in an easement or right of way.

PUBLIC WATER MAIN

Water main in which all owners of abutting properties have equal rights and which is controlled by Loudoun Water.

PUMP CONTROL PANEL

Panel that houses the pump controls and usually the alarm system. The Pump Control Panel is generally mounted on the side of the home in close proximity to the Grinder Pump Chamber.

PUMP POWER CABLE

Cable connecting the Pump Control Panel and the Grinder Pump Chamber. This cable also transmits data between the Pump Control Panel and the Grinder Pump. A separate power disconnect switch is required to be installed on the power supply from the customer's power source to the Pump Control Panel, directly adjacent to the Pump Control Panel. The disconnect switch is owned and maintained by the customer.

SEWER SERVICE CONNECTION

The fitting through which the Building Sewer is joined to the Public Sewer and constitutes the point of service for Loudoun Water.

WATER SERVICE CONNECTION

Where meter is installed exterior to structure or building, the water service connection shall include corporation stop, service pipe from the public water main to meter, the meter box and vault. Where meter is installed inside the Customer's building, water service connection shall include corporation stop, service pipe extending to property line or easement line only, and meter.

General

NO FREE SERVICE

There shall be no free service rendered by Loudoun Water. Customers shall apply for and receive service pursuant to the Rules and Regulations herein contained and shall pay for the services at the established rates, fees and charges in effect at the time of billing.

LOUDOUN WATER EMPLOYEES

Loudoun Water employees in the field wear a Loudoun Water uniform and carry an ID badge. Employees never initiate an in-home visit without a scheduled appointment. Loudoun Water employees never conduct financial transactions or ask for personal information in the field.

Employees or agents of Loudoun Water are expressly forbidden to demand or accept any compensation for service rendered to its customers except as covered by the Rates, Rules and Regulations.

No employee or agent of Loudoun Water shall have the right or authority to bind it by any promise, agreement, or representation contrary to the letter or intent of the Rules and Regulations.

Any complaint against the service or employees of Loudoun Water should be made at the office of Loudoun Water and preferably in writing.

UNAUTHORIZED USE

The act of diverting or wasting public water, tampering with a metering device, damaging or intentionally destroying water or wastewater facilities is illegal (Virginia Code Sections 18.2-162 and 163). Additional criminal and civil penalties may apply.

INTERRUPTIONS IN WATER SUPPLY

Loudoun Water may at its own discretion at any time shut off the water in the mains in the case of accident or 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.

While it is the intention of Loudoun Water 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 Loudoun Water. Property owners shall regulate their installations connected with the water supply system so that damage will not occur if water is shutoff without notice.

Loudoun Water shall not be liable to the customer for failure or interruption of continuous service or pressure surges that occur in the system. Loudoun Water shall not be liable for any act or omission caused directly or indirectly by shutdowns for repairs or adjustments, breakdowns, accidents, labor issues, enemies of the United States, State, Federal or other governmental interference, acts of God or other causes beyond Loudoun Water's control. Loudoun Water 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.

PRESSURE AND CONTINUITY OF SERVICE

Loudoun Water 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 water supply must be assured, such as for steam boilers, evaporative cooling systems, domestic hot water systems, etc.

In areas of high elevation where pressure is low, if the customer desires a higher pressure than furnished at the mains of Loudoun Water, the customer may install at his own expense a privately owned and maintained tank and/or booster pump of a type and installation approved by Loudoun Water to improve water pressure.

Where the pressure to a customer's premise is greater than desired, it shall be the customer's responsibility to install the proper regulating device to reduce the pressure to the extent desired. The responsibility to operate, maintain and repair pressure regulating devices strictly lies with the customer.

Loudoun Water shall have the right to require the adjustment, modification or removal of any quick opening or closing valve or other device installed in a premise, the operation of which results in an unreasonable fluctuation of pressure in Loudoun Water's system.

**Establishing and Closing an Account****APPLYING FOR SERVICE**

An application for water and sewer service through an existing connection (meter) can be initiated by visiting Loudoun Water's website, by telephone or in person at Loudoun Water's administrative facility in Ashburn. The application must be submitted at least 24 hours before service is to be started Monday through Friday. No service will be initiated on the weekends or holidays. The application process will be expedited if you have the following information readily available:

- Exact service address for which the application is being made
- Full name of person applying for service
- Complete billing address
- Applicants last 4 digits of social security number (optional)
- Federal Tax ID if applicant is a business
- Requested date for service initiation
- Tenants or Property Managers – must provide property owner's name, mailing address and telephone number

Property owners must authorize their tenant or agent/manager to establish service. A completed Homeowner Authorization Form must be submitted to Loudoun Water prior to service initiation. Loudoun Water will send the homeowner an email confirmation once the form has been received with details of the tenants next steps. A listing agreement will be required for bank owned properties before service can be provided to the listing agent.

Tenants must pay an Advance Payment Fee in accordance with the current Schedule of Rates. The Advance Payment Fee will be held until the tenant's account is closed and applied to the final bill. The Advance Payment Fee may be waived by the Homeowner if the tenant receives rental assistance from local, state or federal agencies. The Homeowner must provide the appropriate documentation designating the waiver.

Loudoun Water will deactivate the tenant's account when notified by the tenant of their intent to vacate the property or if the homeowner calls to put service back in their name. Billing will revert back to the property owner. Service is NOT deactivated and the water will remain on. In the event the water has been turned off due to nonpayment, the water will remain off until Loudoun Water is notified by the homeowner that service is to be restored. Billing for basic charges will continue and the homeowner will be responsible for payment.

A non-refundable, one-time Account Charge will be assessed on the first bill.

Loudoun Water may require proof of ownership or additional documentation as needed in instances of disputes between parties claiming rights to a property before service is provided. A Tenant Advance Payment Fee may be required in accordance with the current Schedule of Rates.

CLOSING AN ACCOUNT

Accounts can be closed by visiting Loudoun Water's website, by phone, or in person at Loudoun Water's Administrative facility in Ashburn. It is recommended that customers initiate the disconnection at least 2 business days prior to the closing/settlement date.

A customer is liable for all services furnished at the property until such time as the customer has notified Loudoun Water to discontinue service.

TERMINATION OF SERVICE

Service may be discontinued by Loudoun Water after five (5) days notice by 1) cutting off the supply of water and removing the meter in cases where Loudoun Water supplies water service or 2) in cases where water is furnished by the owner or by other than Loudoun Water, Loudoun Water reserves the right to remove the meter used to measure the water supply to the wastewater facilities or seal the building drain or sewer, or remove the connection to the public sewer. Service may be discontinued for any of the following reasons:

- Willful or indifferent waste of water due to cause
- Failure to protect and maintain the service pipe or plumbing fixtures including the water meter and its protective devices, and drainage system on the customer's property, in a condition satisfactory to Loudoun Water
- Tampering by the customer, or others with knowledge of the customer, with any meter, connection, service pipe, curb stop, seal, drainage system, piping or any other appliance of Loudoun Water controlling or regulating the customer's water supply or sewage flow
- Failure to provide Loudoun Water'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 or sewage flow
- Nonpayment in accordance with billing and collection policies
- Violation of any rule or regulation of Loudoun Water
- Failure to immediately correct cross connection violations as identified by Loudoun Water

Discontinuing service for any reason shall not prevent Loudoun Water from pursuing any lawful remedy by action of law or otherwise for the collection of monies from the customer.

When service has been terminated for any of the above stated reasons, other than temporary vacancy of the premises, it will be restored only after the conditions, circumstances, or practices which caused the service to be discontinued are corrected to the satisfaction of Loudoun Water and upon payment of all charges or damages due and payable by the customer.

REFUSAL OF SERVICE

Loudoun Water reserves the right to refuse requests for service if any of the following conditions exist:

- Applicant has any outstanding or unpaid balances with Loudoun Water
- Applicant has a lien outstanding on any property
- Outstanding lien against the property at which applicant applies for service

Service will be denied until all outstanding balances or liens are paid in full by the applicant or a third party.

Loudoun Water reserves the right to refuse service to a property when it becomes aware of disputes in property ownership.

Loudoun Water reserves the right by unilateral act in its sole discretion to refuse service or to terminate service temporarily or to discontinue service in all instances when conditions exist that would constitute an emergency of public concern or when providing any service would constitute a threat to the safety, health or welfare of the public.

BILLING

A customer who has made application for or received service at a premise shall be held liable for all service furnished to such premises until such time as the customer has properly notified Loudoun Water to discontinue the service for their account.

Bills for service will be rendered monthly or quarterly depending on the class and quantity of service rendered, and are due and payable upon receipt. If a bill is not paid within thirty (30) days of the due date, a ten percent (10%) late fee will be charged on all past due account balances. If a bill remains unpaid, the account will enter the disconnection process (see Delinquent Accounts and Collection Process).

Customers are encouraged to enroll in Loudoun Water's online customer portal – **LW Connect**. Customers can view their account information, pay their bill electronically and elect to receive an email notification when their Loudoun Water bill is ready to be viewed.





Payments are credited to the customer's account when they are received by Loudoun Water, whether mailed or transmitted electronically. Loudoun Water is not responsible for delays in transit due to the Postal Service or any other third party bill payment service.

Any payment for charges or fees that is returned to Loudoun Water will be subject to a Returned Payment Fee.

If bills are sent to an address other than the premises served, Loudoun Water shall be notified by the customer of any change of address. Customers are responsible for furnishing Loudoun Water with their correct mailing address. 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.

If requested in writing by the owner-customer, Loudoun Water will send bills to and receive payments from agents or tenant-customers. This accommodation will in no way relieve the owner-customers of the liability for all charges, in accordance with provisions of the Virginia Water and Waste Authorities Act.

Loudoun Water reserves the right to correct any bills rendered in error.

If a 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 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.

PAYMENT OPTIONS

Loudoun Water offers the following payment options:

- LW Connect (www.loudounwater.org) – Loudoun Water's online customer portal offers the option for one-time credit/debit card payments. Customers can also register their account and pay with credit/debit cards, e-check, or automatic bank drafting.
- Check and money order payments can be mailed to or dropped off at Loudoun Water's Administrative Facility located at **44865 Loudoun Water Way** in Ashburn during regular business hours (8:00 a.m. to 4:30 p.m. and closed for lunch 12:00-1:00 p.m.). Cash payments are also accepted at this location. An after-hours dropbox is available at the Administrative Facility.
- Customers can call **1-866-539-1988** to make one-time payments by phone. We use Fiserv as a third-party vendor to accept one-time payments online. They accept Visa, American Express, MasterCard and Discover Card, or they will take a one-time transfer from a checking or saving account. There is no fee to use this service, however payment limits of \$1,000 per transaction will apply with three(3) payments within a thirty (30) day period of time. Please have your bill available, as you will need your account number.

DELINQUENT ACCOUNTS AND COLLECTIONS

Accounts with past due balances are subject to service disconnection after proper notice by Loudoun Water. All accounts that enter the collection process will be subject to a non-negotiable collection charge. The full past due balance must be paid before service restoration.

RESTORATION OF SERVICE

Service that was discontinued by turning off the water supply to the premises can be restored after the customer pays a collection charge plus any arrears that may be due Loudoun Water for charges against the customer.

Service that was discontinued by removal of the meter, or by sealing the building drain, or by removal of the connection to the public sewer can be restored by the customer paying the actual cost of restoring the service, including all labor, materials, and overhead plus 100% of said actual costs. This charge will be estimated by Loudoun Water upon application for service restoration and payment must be received before service will be restored. Any adjustments to actual costs will be made upon completion of restoration of service.

Restoration of service for nonpayment will occur during regular business hours only for customers who make payment by 5:00 p.m. on the day of turn-off. Customers paying after 5:00 p.m. and wish to have same-day service restoration are subject to an additional after-hours fee. All after hours requests will be handled at the discretion of Loudoun Water. It is the customer's responsibility to ensure payment has been received by Loudoun Water.

In order to prevent potential flooding when service is restored, it is the customer's responsibility to ensure that all faucets are in the off position and other fixtures are in proper working condition.

If a customer has not paid an Advance Payment Fee (typically assessed to a Tenant) at the time of discontinuance of service for non-payment, Loudoun Water may require an Advance Payment Fee before reinstating service.

If a customer has requested temporary discontinuance of service because of temporary vacancy, where water and sewer service are provided by Loudoun Water, and where all bills have been paid, Loudoun Water will collect a Turn-On Charge for the restoration of both services.

There will be no abatement of the 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.

ACCOUNTS CLOSED FOR NON-PAYMENT

If an account remains unpaid for more than five (5) days after service disconnection, the account is closed and an Advance Payment, if applicable, will be applied to the final bill. The entire bill must be paid in full before service will be restored.

LIEN PLACEMENT

Once an account is closed, a final bill is issued. A property is subject to lien once the due date of the final bill has passed. Active sewer only accounts are also subject to lien once the due date of the active bill has passed.

There shall be a lien upon the real estate for the amount of any rates, fees and other charges made by Loudoun Water to the owner or lessee or tenant of such real estate for the services rendered by Loudoun Water. A lien processing fee will be assessed.

Property Owner Responsibilities

PROPERTY ACCESS AND METERS

The customer shall allow Loudoun Water employees access to their property during all reasonable hours for any purpose related to the supply of water and sewer services. In the event of emergency, access shall be granted at any time.

Customers are responsible for ensuring access to meters and other necessary equipment at all times. Loudoun Water reserves the right to discontinue service if access to the meter or other necessary equipment is restricted. Loudoun Water also reserves the right to bill the customer for any costs associated with gaining access to necessary equipment such as, but not limited to, towing of vehicles or removal of landscaping.

Meters furnished, installed and/or removed will remain the property of Loudoun Water. Meters will be tested for accuracy before installation. Loudoun Water may at any time remove any meter for routine testing, repair or replacement. The customer may request that Loudoun Water test the accuracy of a meter provided the meter has not been tested within one year from the request. A fee will be assessed for the meter testing.

Meters will be maintained by Loudoun Water 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 that Loudoun Water will be responsible for damage to meters due to freezing in outside vaults.

The customer shall promptly notify Loudoun Water of any defect in or damage to the meter or its connection.

No person shall turn the water on or off at any street valve, corporation stop, curb stop, or other street connection, or disconnect or remove any meter without the consent of Loudoun Water. Penalties provided by law for any such unauthorized action will be rigidly enforced.

WATER SERVICE RESPONSIBILITY

Loudoun Water maintains all water mains and water service connections including the corporation stop, service pipe from the public water main to the meter, the meter box and the meter.

The customer is responsible for the water service line on the customer's side of the water service connection.

The customer is responsible for the cost of all metered water lost as a result of an underground leak, but may be eligible for a bill adjustment if conditions described elsewhere in this Customer Handbook are met.

SANITARY SEWER RESPONSIBILITY

Maintenance of the building sewer is the responsibility of the customer. Where the building sewer is located within the public right of way, Loudoun Water will have sole control and jurisdiction to correct defective conditions, materials and workmanship. Maintenance due to faulty materials or workmanship will be billed to the customer.

Any repairs, maintenance, replacement, or relocation necessary on the customer's building service pipe, building water piping, or fixtures in or upon the customer's premises shall be performed by the customer at his expense and risk.

In the event of a sewer stoppage, the customer shall immediately notify Loudoun Water. Loudoun Water will determine whether the stoppage is in the public sewer. If the stoppage is in the public sewer, Loudoun Water will clear the stoppage as quickly as possible. If the stoppage is not in the public sewer, but is within the building sewer, the customer will be notified. The customer will be directed to employ a licensed plumber to clear the stoppage. Loudoun Water will not be responsible for payment or reimbursement for any work done on the building sewer.

Loudoun Water does not accept any liability for damage due to a sewage backup. In the event the customer believes Loudoun Water is liable, the customer should call Loudoun Water's Department of General Services and request an investigation. Loudoun Water may file an insurance claim with its insurance company.

GRINDER PUMP RESPONSIBILITY

Loudoun Water shall be responsible to repair and replace all system components of the Grinder Pump Service Connection from the grinder pump chamber to the public force main, at Loudoun Water's expense, insofar as ordinary wear is concerned. Damage due to causes arising out of, or caused by the customer's facilities, operations, negligence or carelessness as further outlined below shall be paid by the customer. The customer shall promptly notify Loudoun Water or its representative of any defect or damage to the Grinder Pump Service Connection. Loudoun Water reserves the right to stop any discharge from a grinder pump service connection in order to prevent contamination from raw sewage.

Cost of equipment and installation of a new grinder pump service connection shall be borne by the customer and shall be turned over to Loudoun Water for future repair and replacement. Grinder pump service connections shall be installed in accordance with Loudoun Water specifications. No more than one dwelling or building may be connected to a single grinder pump service connection. See Loudoun Water's Engineering Design Manual (<http://www.loudounwater.org/engineering-design-manual>) for more information about grinder pump systems.

Installation of any structures over any component of the grinder pump service connection, including the customer force main from the grinder pump to the public force main, is prohibited. If a structure has been installed prior to June 2015, Loudoun Water will make every effort to keep the structure intact. If the structure must be removed or disturbed, the customer shall be responsible for the cost of reinstalling the structure in a way that does not obstruct access to any component of the grinder pump service connection. Loudoun Water will not be responsible for the cost of structures that were deemed to be obstructing access to the system. Customers must call Miss Utility (811) before they dig.

Customer shall be responsible for all damage relating to vehicular or lawn care traffic, unintentional landscaping damage, trees falling or any avoidable act that inflicts damage.

Customer is responsible to maintain the plumbing for the building drain between the home and the grinder pump chamber.

Customer is responsible to provide an adequate supply of electrical power from the house to the pump control panel and grinder pump. In the event of a power outage, the customer is responsible for taking measures to prevent the backup of wastewater on the property by limiting their water usage. Damages resulting from improper power supply or low voltage will be the responsibility of the customer.

Customer should never flush prohibited items including, but not limited to, rags, paper towels, diapers, chemicals, baby wipes, fats, oils, greases and bio hazardous materials.

Customer will be responsible if an excavation reveals problems caused by negligence toward the grinder pump service connection, including the customer force main to the public force main.

Customer is responsible to repair and replace the PVC conduit from the pump control panel to the grinder pump chamber.

Extraneous flows such as from a sump pump, roof or foundation drains and into the grinder pump chamber are prohibited.

RESIDENTIAL - CROSS CONNECTION CONTROL AND BACKFLOW PREVENTION PROGRAM

The Cross-Connection Control & Backflow Prevention Program is a regulated program designed and managed to protect Loudoun Water's Central System and Community Systems potable drinking water distribution systems from contamination and pollutants. This is accomplished by prohibiting and preventing backflow/back-siphonage and cross connections between all potable, non-potable water distribution system, and private well water systems.

The plumbing on all residential premises supplied from Loudoun Water's Central System and Community Systems potable drinking water distribution network distribution system shall include provisions for the control of cross connections, and backflow prevention in conformance with the Virginia Uniformed Statewide Building Code, and any current, applicable plumbing codes. Cross connections shall be controlled at all times following the requirements of applicable residential plumbing codes and the Virginia Department of Health Waterworks Regulations.

Residential Property owners are responsible for scheduling their annual testing for all backflow prevention assemblies by a certified backflow assembly tester. A backflow prevention assembly is required for all residential fire suppression systems, lawn sprinkler/irrigation systems and swimming pools with below grade pool inlet fill lines.

The certified backflow assembly tester must complete the test form available on the Loudoun Water website (<http://www.loudounwater.org/residential-customers/cross-connection-backflow>) and provide the completed test results to the property owner and Loudoun Water annually.

Backflow Assembly Test Reports can be sent via mail to Loudoun Water "Regulatory Programs" at 44771 Loudoun Water Way, Ashburn, VA 20147 or email to backflow@loudounwater.org and by fax at 703-729-9494.

If the property owner so chooses not to use their lawn sprinkler/irrigation system and abandon the system, the annual testing of the backflow prevention assembly not needed.

However, it is required that the backflow prevention assembly (RPZ) is removed from the potable water piping system and the water piping capped by a certified irrigation contractor or plumber disconnecting the lawn sprinkler/irrigation system. The residential property owner is required to submit these disconnect/Capped Reports/Invoice to Loudoun Water.

An irrigation contractor or plumber must re-install the lawn sprinkler/irrigation system if the property owner has a change of mind. Additionally, the backflow prevention assembly (RPZ) must be tested upon installation, reinstalling, relocation, or repair and not less than on an annual scheduled thereafter.



Other Important Information

RECOMMENDED WATERING SCHEDULE

Loudoun Water recommends the following Schedule of Designated Outdoor Water Use Days that specifies days for outdoor water usage and/or activities.

- Odd home addresses – **Wednesday and Saturday**
- Even home addresses – **Thursday and Sunday**
- Non-Residential – **Monday through Friday consistent usage is encouraged through the use of rotating zones to avoid peaks in usage on any given day**

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

FATS, OILS AND GREASES

Pouring fats, oils and greases (FOG) down the drain can lead to sewage backups and overflows into a home. Garbage disposals do not stop these by-products from entering plumbing or the sanitary sewer. To prevent damage related to FOG, customers should adhere to the following practices:

- Scrape and dry dishes with a paper towel before washing
- Pour cooled oils and greases into a covered container and mix with an absorbent material like paper towels, kitty litter or coffee grounds before disposing in the trash
- Minimize garbage disposal use
- Place a basket or strainer over your drain to catch food items and then throw them in the trash

WATER LEAKS AND ADJUSTMENTS

In the event of a water leak, the customer should immediately notify Loudoun Water. Loudoun Water cannot be responsible for payment or reimbursement for any work done on private facilities.

It is Loudoun Water's responsibility to maintain the public water main and water service connection. Maintenance of the building service pipe and building water piping is the responsibility of the property owner.

As soon as Loudoun Water is notified of a water leak, it will determine whether the leak is in the public water main or water service connection. If the leak is in either the public water main or water service connection, Loudoun Water will repair without cost to the customer.

If the leak is found not to be the responsibility of Loudoun Water, the customer will be notified to make arrangements for repair by a registered plumber, at the customer's expense.

Loudoun Water will perform meter or pressure checks by appointment only during normal business hours. A fee will be assessed for the appointment. Loudoun Water staff can help identify a leak but repairs must be performed by the customer or a plumber, at the customer's expense.

LEAK ADJUSTMENTS

As a courtesy, Loudoun Water offers a billing adjustment for unusually high water consumption due to leaks that have been repaired in a timely manner once identified. The customer must submit a letter to the Customer Relations Department requesting a bill adjustment. The letter must include a description of the leak, proof of repair, and other required information.

In the case of underground leaks between the meter and the main service cutoff, as well as inside leaks, a courtesy adjustment of 100% water overage and 100% sewer overage based on the normal use for the same customer and same property address. The adjustment period will not exceed two quarters and includes the billing period in which the leak is repaired as well as the previous quarter, if applicable.

A one-time adjustment per customer, per account will be made for an inside leak or irrigation system leak (not both). If the customer is notified by Loudoun Water of a leak, the customer has 30 days to make repairs to be eligible for an adjustment. Hose bibs, water left running and irrigation usage do not qualify for a leak adjustment. Loudoun Water reserves the right to impose a penalty up to and including termination of service if repairs are not made within 30 days.



FROZEN PIPES & METERS

When the weather turns colder, water expands as it freezes and this can put tremendous stress on whatever is containing it, including metal or plastic pipes. Usually pipes that freeze are exposed to severe cold weather, like outdoor hose bibs, water supply pipes in unheated interior areas like basements, garages, or kitchen cabinets. To keep meters from freezing during extreme cold snaps, it is important to have a constant flow of water going through the meter.

During significant cold snaps, follow these tips:

- To prevent your pipes from freezing, allow a faucet to drip cold water slowly. The faucet you choose should be the one that is the greatest distance from your main water shut off valve. This is especially important if your property has experienced frozen meters in the past.
- Open the cabinets beneath any place with a water supply, such as the kitchen and bathroom sinks. This will allow warm air to circulate. (Remove any toxic substances first if there are small children or pets in the home.)
- If your pipes freeze, never thaw a pipe with an open flame. Use warm water to soak towels, then wrap the towels around the frozen pipes.

If you suspect a frozen pipe or meter, you can contact Loudoun Water one of several ways:

- Call 571-291-7880 during regular business hours.
- Call our after hours emergency number at 571-291-7878.

If you recently had your meter thawed by a Loudoun Water staff member, please take care to prevent your meter from refreezing by following the above tips.



HOW TO CONTACT US

loudounwater.org

  @loudounwater

ADMINISTRATIVE OFFICES

Loudoun Water
44865 Loudoun Water Way
Ashburn, VA 20147

Open Monday through Friday 8:00 a.m. to 4:30 p.m. and closed for lunch 12:00-1:00 p.m.

TELEPHONE / FAX

Main Office: 571-291-7700
Customer Service: 571-291-7880
After Hours Emergencies: 571-291-7878

MAILING ADDRESS

Loudoun Water
44865 Loudoun Water Way
PO Box 4000
Ashburn, VA 20147

EMAIL

customerservice@loudounwater.org

PAYMENT OPTIONS

MAIL

44865 Loudoun Water Way
PO Box 4000
Ashburn, VA 20147

STOP BY

44865 Loudoun Water Way
Ashburn, VA

Between 8:00 a.m. to 4:30 p.m.
and closed for lunch 12:00-1:00 p.m.

ONLINE

Visit www.loudounwater.org
and pay using LW Connect

CALL

1-866-539-1988