

MEMORANDUM TO THE INDUSTRY

TO: All Developers, Builders, Engineers, and Contractors
FROM: Huy Tran, P.E. – Manager of Land Development Programs
DATE: March 23, 2020
SUBJECT: Utility Extension Request and Construction Plan Submittal Process

Due to recent events related to COVID-19 and the resulting closure of our administration building to the public in our effort to limit in-person interactions as much as possible, Loudoun Water will utilize our available technology and online resources in order to continue to serve the development industry.

Effective immediately, Loudoun Water's Land Development Department will accept all Utility Extension Requests (UERs) and construction plan submissions electronically through our website: <https://www.loudounwater.org/electronic-uer-plan-submittal-process>

Payment for all Land Development related activities (i.e. plan review fees, inspection fees, CCTV fees, record drawing fees, etc.) can be submitted several ways:

1. Paid online: <https://www.paybill.com/LoudounWater>

2. Via check and mailed to:

Loudoun Water
ATTN: Land Development Department
44865 Loudoun Water Way
Ashburn, VA 20147

3. Via check and dropped off at the drop box at Loudoun Water's administration building (44865 Loudoun Water Way, Ashburn, VA 20147).



The following are step-by-step guidelines for how our new process will work:

1. A requester (engineer/developer/owner) completes Utility Extension Request (UER) online: <https://www.loudounwater.org/content/electronic-plan-submission>
2. After submission of the form, a confirmation email is automatically sent to the developer/owner and engineer. *NOTE: If no confirmation email is received within a few minutes, please send an email to: plansubmission@loudounwater.org.*
3. Loudoun Water receives the online UER request form and attachments via the website.
4. Loudoun Water will review the submitted information for completeness. If all the information is acceptable, we will process the UER request.
5. Once processed, Land Development will email the developer/owner an invoice along with instructions on how to pay through Loudoun Water’s online bill pay system.
6. To pay the invoice electronically go to: <https://www.paybill.com/LoudounWater>

You will need to have and enter the following information located on the invoice:

Account number – (from bottom of invoice)

Customer number – (from bottom of invoice)

Detach this portion and return with your payment. Please make payment before the due date to avoid the 10% late penalty. Please make checks payable to Loudoun Water.

Invoice 90080001	Amount due by 4/1/2020	Amount \$9,008.00
Customer Number [REDACTED]	Contract Account [REDACTED]	Amount Enclosed \$ _____

a. Bill pay website will show the account and amount due.

Make A One-Time Payment

- 1 Add Account Information
- 2 Add Payment Information
- 3 Authorize Payment
- 4 Confirmation

Account Information





To make changes, click on the "Edit Account Information" button. Do not use your browser Back button.



Account Number	[REDACTED]	
Customer Number	[REDACTED]	
Name	[REDACTED] Investment P	Edit Account Information
Bill Due Amount	\$0.00	


b. Enter Bank information

Enter Payment Information

* Indicates required field

Payment Method * Credit Card     There is no fee to use this service

Debit Card  

Bank Account 

Type of Account *

Bank Account Type *

Bank Routing Number *
What's This?

Bank Account Number *
What's This?

Confirm Account Number *

Name On Account *

Payment Amount *
Enter dollars and cents

E-Mail Address
To receive confirmation e-mail

Re-type E-Mail Address

Mobile Phone Number
To receive a confirmation text message

Next, review your information and give approval for this payment. Click "No Thanks" to stop this payment process and exit. To change your account click the "Edit Account Information" button above, do not use your browser Back button.

c. Website will ask to confirm the payment amount.

d. Website will validate and provide confirmation information back from the invoice.

7. Loudoun Water's system processes all payments received before 3:00 PM (EST) overnight. Any payments received after 3:00 PM (EST) are processed overnight the following day.
8. Once payment has been received and cleared Loudoun Water's system, the review process will begin.

Hardcopy submissions can still be submitted and accepted, however due to the current events we are strongly encouraging the development industry to utilize the above online process for the submission of all construction plan submissions moving forward.

Please continue to utilize our online form in order to submit all your engineering questions at: <https://www.loudounwater.org/content/engineering-inquiry-form>

Please let us if you have concerns and if you have any questions, please do not hesitate to contact me at htran@loudounwater.org.