

LETTER TO THE INDUSTRY

Date: September 3, 2014
To: All Developers, Builders, Engineers, Contractors and Couriers
Subject: Modifications to Payment Processes in Land Development

On October 6, 2014, Loudoun Water will change over to a new, modern software system that will improve the way we do business with our customers. While our customers can expect the same level of quality service through the transition, there are some details that need to be brought to your attention.

First, please note that the Engineering Department will no longer receive payments beginning on Monday, October 6, 2014. All payment processing, including review and permit fees, will be handled at our cashier service counter. Our cashier service counter is located in the lobby of the Loudoun Water Administrative Services Facility in Ashburn (see diagram enclosed).

Please be aware that any plans submitted or connections requested between Monday September 29th and Friday October 10th could experience some delay being processed in our new system. Additionally, no meter installation requests will be processed between October 1st and October 3rd unless payment has been received prior to September 30th.

If you anticipate submitting any plans, requesting connection permits, or scheduling meter installations between September 29th and October 10th, we encourage you to submit them before Friday, September 26, 2014 to avoid delays.

The Plan Submission process and the Connection Permit Request process will change beginning October 6th. Details are below:

Plan Submissions – New Process:

1. Deliver the plan submission package (construction plans, Utility Extension Requests (UERs), bond estimates, etc.) to the engineering service counter
2. An engineering administrator will log the plan submission into the system
3. The engineering administrator will print an invoice (estimate a few minutes processing time per plan submission)
4. Take the invoice and payment to the cashier service counter
5. Pay and obtain a receipt from the cashier
6. No submissions will be accepted after 4:00 PM
7. All review fee amounts will need to be correct, otherwise the plan submission package will not be accepted

Connection Permit Requests – New Process:

1. Go to our website, www.loudounwater.org, and submit a Connection Permit Request (all requests must be submitted through our website)
2. Engineering will process the request and provide the requestor a quote within three to five business days of the request, depending on the amount of connections requested
3. Once the requestor confirms the quote, the requestor may ask for an invoice
4. Engineering will prepare and email an invoice
5. Bring both the invoice and payment to the cashier service counter or mail in the invoice with the payment (payments will not be accepted without an invoice or for the wrong amount)
6. Receive a receipt from the cashier

We are excited to have our new system in place and look forward to providing you with exceptional customer service. We appreciate your attention to these changes and your patience as we make this important transition.

Should you have any questions, please contact us at 571-291-7700.

Sincerely,



Huy Tran, P.E., LEED AP_{BD+C}
Manager of Land Development Programs



