



TOWN OF APPOMATTOX
WATER AND SEWER POLICY
TO INCLUDE
USER CHARGES
CONNECTION AND AVAILABILITY FEE
ADMINISTRATIVE POLICY

TOWN OF APPOMATTOX - WATER AND SEWER POLICY
 USER CHARGES CONNECTION AND AVAILABILITY FEES
 ADMINISTRATIVE POLICY

<u>ACTION</u>	<u>DESCRIPTION</u>	<u>DATE</u>
	Policy Adoption	December 29, 1988
(1)	Amended Water & Sewer Availability Fee Schedule Revised Water Availability Fee from \$600.00 to \$500.00 and Sewer Availability Fee from \$1,000.00 to \$500.00. Revised (decreased) schedule for all other types of service for both Water and Sewer Availability Fees	March 13, 1989
(2)	Revised Deposits - Section "F" to permit discretion in amount of deposit; also amended penalty policy outlined in Billing Policy Section G.	December 29, 1989
(3)	Revised Water & Sewer Rates, Connection Fees, Availability Fees, Deposits and Billing Policy	January 1, 2001
(4)	Amended Policy and added Water Conservation Plan	July 8, 2002
(5)	Revised Water and Sewer Rates, Connection Fees, Availability Fees	July 1, 2004
(6)	Revised Water and Sewer Rates	July 1, 2005
(7)	Revised Water and Sewer Rates, Out of Town Factor	July 1, 2006
(8)	Revised Water and Sewer Rates, Out of Town Factor, Billing Policy	November 13, 2006
(9)	Revised Water and Sewer Rates (with an effective date of July 1, 2008)	April 29, 2008
(10)	Elimination the out of town factor of 1.5 for Water and Sewer Monthly Billing Rates, Connection and Availability fees.	July 1, 2010

(11)	Revised Water and Sewer Rates	July 1, 2012
(12)	Revision to the Connection Charges to add A Companion Water Meter for Irrigation Service	July 9, 2012
(13)	Omit D – Account Charge, Revise E – Deposits Increasing to \$300, amend F – Billing Policy to Correspond with the Accounts Receivable Policy, Amend G – Unauthorized Connections/Cross-Connections citing the Town Code Section	July 9, 2012
(14)	Revised Availability & Connection Costs	July 1, 2013
(15)	Addition of “L” – Policy for Relief from Excessive Sewer Bill due to Undetectable Water Line Leak or Break.	October 16, 2013
(16)	Addition of “M” - Sewer Only Policy	March 9, 2015
(17)	Revised Water and Sewer Rates	July 1, 2019
(18)	Increase in out-of-town water rates effective January 2022 and thereafter with a multiplier factor of 1.5.	January 2022
(19)	Revised Connection Charges to add a Companion Water Meter for Irrigation Service	November 9, 2021
(20)	Revised the cost of a Companion Water Meter for Irrigation Service	August 8, 2022
(21)	Revised “L” – Filling of Swimming Pools, etc.	March 1, 2023
(22)	Revised Water and Sewer Rates	July 1, 2023

A. User Rates - Billing Period: Monthly

Rates effective July 1, 2023

a) Water Rates:

	0 – 2000 gallons	Charge per 1000 gallons over 2000
July 1, 2023	\$12.26	\$6.80
July 1, 2024	\$12.62	\$7.00
July 1, 2025	\$13.00	\$7.21
July 1, 2026	\$13.39	\$7.43
July 1, 2027	\$13.80	\$7.65

b) Sewer Rates:

	0 – 2000 gallons	Charge per 1000 gallons over 2000
July 1, 2023	\$33.40	\$18.85
July 1, 2024	\$33.40	\$18.85
July 1, 2025	\$34.40	\$19.42
July 1, 2026	\$34.40	\$19.42
July 1, 2027	\$34.40	\$19.42

c) Out of Town water rates:

	0 – 2000 gallons	Charge per 1000 gallons over 2000
July 1, 2023	\$18.39	\$10.20
July 1, 2024	\$18.94	\$10.50
July 1, 2025	\$19.51	\$10.82
July 1, 2026	\$20.09	\$11.14
July 1, 2027	\$20.69	\$11.48

Notes:

1. Billing Period – Monthly
2. Equivalent Residential Connections (ERC) computed on the basis of 4400 gallons of water purchased per month equal to one (1) ERC. Equivalent Residential Connections (ECR) computed on an annual basis and applied during the budget or fiscal period. Unless there is a measured 15% change (increase or decrease) in water purchased.

B. Connection Fees: Connection fees are defined as a charge designed to cover the cost of making the connection.

IN-TOWN & OUT-OF-TOWN

Water

- Standard ¾” water connection with water main located on same side of the road as the residents \$1,500.00.
- 1” Water Connection - \$2,000.00
- Multi-Family/Unit - \$1,200.00
- For connection larger than ¾”, and require installing service line across any primary or secondary roads, cost of connection shall be at cost of materials and labor.

Sewer

- Standard 4” residential connection with sewer main located on the same side of the as the residents \$2,200.00.
- 6” Sewer Connection - \$2,600.00
- For connection larger than the standard, and or installing service line across any primary or secondary roads, cost of connection shall be at cost of materials and labor.

Residential Companion Water Meter for Irrigation Service - \$700.00

Utilities - Residential Companion Meter for Irrigation Service

Town of Appomattox Utilities Department offers a residential companion meter to residents who have paid connection fees for a primary residential meter and would like a second meter to measure outside water use separately. No wastewater charges are applied to the residential companion meter, since outside water does not enter the sewer system. The residential companion meter for irrigation is available at a cost of \$700 for standard ¾ inch meter. It is not available for commercial use or entrances to subdivisions and their common areas.

~~How can I get a residential companion meter for an irrigation system?~~

~~To receive a residential companion meter, obtain a county plumbing permit specifically for a residential companion meter for irrigation service. The plumbing permit must include the installation of the backflow device for a residential companion meter. Plumbing permits can be obtained at the Appomattox County Department of Building Inspection, 153-A Morton Lane, Appomattox, Virginia.~~

~~Once the plumbing permit is obtained, contact the Town of Appomattox Utilities Department for a water connection application, located at 210 Linden Street, Appomattox, Virginia. The Utilities Department can be reached at 434-352-8268.~~

When and where will it be installed?

Town of Appomattox Utilities Department usually can install the residential companion irrigation meter within 14 calendar days after receiving an application, ~~plumbing permit~~, and a connection fee of \$700. Town of Appomattox Utilities Department will choose the exact location of the residential companion meter that is installed near the domestic meter.

What inspections are required after the work is complete?

After the residential companion meter is installed, it is the customer's responsibility to connect the irrigation piping to the companion meter. The customer may install his or her own irrigation system or contract the work to a plumber or irrigation contractor. The installation of all irrigation lines must meet the town's plumbing requirements at all times. All irrigation systems must include the installation of a backflow preventer between the residential companion meter and the irrigation system. When all work is completed, the customer must contact Appomattox County Building Inspections at 434-352-2637 for a final inspection of the installation and the backflow preventer. The backflow preventer must be tested within 30 days of the final inspection and annually thereafter by a "backflow prevention device technician" as certified by the Virginia Department of Professional and Occupational Regulations. The Town of Appomattox does not perform testing on these private backflow-prevention devices, set testing rates, or collect any revenue from these tests.

Why do I need a backflow preventer if I use a companion meter with an irrigation system, and how do I file the test results?

Backflow preventers play an important role in protecting drinking-water supplies, and the testing is required by the Virginia Department of Health. Test results must be returned to Town of Appomattox Utilities Department, P.O. Box 705, Appomattox, VA 24522. The Backflow Prevention Assembly Test Report can be found online at www.townofappomattox.com under Cross-Connection Control and Backflow Prevention Program. Call 434-352-8268 for more information.

How will I be billed?

After the residential companion meter is installed, the irrigation information, including meter number, billing period and usage, will be included as a separate utility account. The account will be for water-only and will not include a sewer portion.

C. Water and Sewer Facilities - Availability Fees

The purpose of the availability fees is to defray the continuing cost of providing water treatment, transmission mains, pumping stations, storage facilities, sewage treatment, sewer collection, and other capital items.

The charge for availability fee for water and sewer service shall be made for each new service in accord with the following schedule.

	<u>WATER</u>	<u>SEWER</u>
1. Single Family Dwelling		
3/4" Water & 4" Sewer	\$2500.00	\$3000.00
1" Water & 6" Sewer	\$3500.00	\$5000.00
2. Multi-Family, per family unit (Duplexes, condominiums, town- houses, apartments & mobile homes)	\$1200.00	\$1900.00
*Per family unit is considered separately		
3. Motel (per unit or room) (excluding on-site laundry)	\$300.00	\$500.00
4. Restaurants (per seat)	\$100.00	\$200.00
5. Laundromats (per machine)	\$900.00	\$1200.00
6. Nursing Homes (per bed)	\$400.00	\$500.00
7. Homes for the aged (per bed)	\$300.00	\$400.00
8. Hospitals (per bed)	\$600.00	\$900.00
9. Doctor's Office (per patient bed)	\$400.00	\$500.00
10. Theaters, drive in type (per car)	\$40.00	\$50.00
11. Theaters, auditorium type (per seat)	\$40.00	\$50.00
12. Picnic areas (per person & park capacity)	\$40.00	\$50.00
13. Camps, resorts, overnight (per site)	\$40.00	\$50.00
14. Luxury camps with flush toilets (per camp site)	\$200.00	\$300.00

15. Any proposed use not covered above or in cases where a higher factor, hardship or

community waiver is recommended by Staff, the Town Council shall make the final decision based upon written application with supporting data.

Availability charges for any water or sewage use not classified above shall be based on an equivalent residential use (ERU) determination by the Town Manager. Each ERU determined shall be assessed a charge of \$1200.00 per ERU for water and/or \$1900.00 respectively. The ERU determination shall be based on the building or premise water use for existing users, and on projected use or discharges for new users. Projected use or discharges shall be estimated utilizing design analysis and/or records of similar uses. All projected ERU determinations discharge to determine the accuracy of the ERU determination. If the ERU determination was high, the Town will refund the availability fee overpayment. Should any building use change placing a greater demand on the water or sewer system, additional availability fees may be assessed by the Manager based on the additional demand, with full credit given for availability fees already paid.

D. Deposits

All new accounts for rental property will be required to place a \$300 security deposit along with their application for utility service. ~~If property is rental property, the owner will be required to sign the acknowledgement that accompanies the application for the new account.~~ New account holders with local, state, or federal rental assistance will be exempted from the security deposit with proof of such assistance.

E. Billing Policy - All bills are due and payable upon receipt. Bills are due on the 20th of each month. If a balance goes unpaid after the 20th of the month a 10% penalty will be added to the bill. A second notice is mailed immediately after the penalty is applied/assessed. The cut-off date is after the fifth (5th) day of the month following the due date of the original bill. A \$25 disconnect fee will be charged for any customer cut-off for non-payment and a \$25 reconnect fee will be charged to restore service. When restoration of service is then requested, the past due bill, penalty and reconnection charge (availability charge) will be due before service is restored.

G. Unauthorized Connections/Cross-Connections - The connection for any other water supply to the Town's system is strictly prohibited. See Cross-Connection Control Policy - §190-46.1 – 46.11 Division 2 Cross Connection Control; Backflow Prevention (Amended May 4, 2011) of the Code of the Town of Appomattox.

Cross-Connections of a private or an auxiliary water system to the Town's public water system is restricted according to the WATERWORKS REGULATIONS FOR PUBLIC DRINKING WATER SUPPLY as adopted by the Commonwealth of Virginia Department of Public Health.

H. Use of Service ~~The new service applicant is expected to begin use of water within thirty (30) days from the date of which such service is made available. Therefore, billing will commence at the end of this thirty day period in accordance with prescribed rates, terms and conditions.~~

I. Out-of-Town Customers – For all out-of-town water customers, the monthly rate shall be multiplied by a factor of 1.5. There shall be no difference in monthly sewer fees, connection or availability for customers or connections for in-town or out-of-town customers.

- J. The Town of Appomattox reserves the right to review each request or service and evaluate both the requested service requirements and available system well and storage capacity. Appropriate management of available system resources will be exercised by the Town Council with respect to new connections.
- K. The Town of Appomattox reserves the right to institute any and all measures deemed necessary in the event of a natural disaster, emergency, drought or other conditions which impacts on the water system. All measures considered will be as reasonable as possible. Generally residential customer service, although it may be curtailed, will be given highest service priority.
- L. **POLICY FOR RELIEF FROM EXCESSIVE SEWER BILL- DUE TO UNDETECTABLE WATER LINE LEAK OR BREAK**

An adjustment may be made to an excessive sewer bill due to an undetectable water line break or leak on the customer's side of meter, which the customer could not reasonably detect until notified of a high consumptive bill is received. The determination of reasonable shall rest with the Town Manager or their designee. An adjustment can be made to the sewer bill. The adjustment may be made to one (1) or no more than two (2) consecutive billing cycles if the leak or break is repaired within 15 days after notification or receipt of the monthly bill indicating excessive water consumption. The property owner shall be responsible for notifying the Town of Appomattox, in writing, that the leak has been repaired. An adjustment for water loss cannot be applied to the water bill without the approval of the Town Council; however, the Town Manager or his designee may make an adjustment to water in the event that the water loss was due to an Act of God. The Town of Appomattox reserves the right to verify the repairs prior to issuing a water bill adjustment. The water bill will be adjusted based on the following:

SEWER

(1) The sewer commodity charge will be assessed based on the water consumption from a previous similar billing cycle. If no similar billing cycle is available, the Town Manager or their designee will determine the water consumption amount based on accepted industry averages for the type of sewer customer in question.

FILLING OF SWIMMING POOLS, PORTABLE TANKS, ETC.

Water customers desiring their water meters to be read before and after the filling of their swimming pool, portable tank, etc. in order to avoid the sewer commodity charge for that water consumption shall notify the Town of Appomattox Utility Department a minimum of two days prior to the filling a swimming pool, portable tank, etc. The Town of Appomattox will certify the amount of water used and the customer will not be charged a sewer commodity charge on the amount of water used to fill the swimming pool, portable tank, etc. Effective March 1, 2023, customers are allowed three (3) pool fillings per calendar year.

- M. **SEWER ONLY POLICY**

Purpose

The purpose of this policy is to establish guidelines for disconnecting customer's sewer service for non-payment.

General

All Town of Appomattox customers that are connected to the town sewer system without being connected to the town water system will be charged a minimum fee according to the town's current sewer rates. Property owners must maintain sewer only accounts in their names. Failure to pay the sewer rate, will lead to sewer connections being plugged and reported to the Appomattox County Health Department

A connection fee of \$25.00 and disconnection fee of \$25.00 will be charged to the property owner's account.

Payment Plans

Any request for a payment plan must be approved by Town Council or authorized personnel.

Availability fees to be determined on the basis of equivalent residential connections and the equivalent residential availability charge.

8/8/2023 3:00 PM H20POLICY - COMPLETE ORIGINAL

Town of Appomattox Water Conservation Plan

Adopted July 8, 2002

I. Purpose – During the continued existence of climatic, hydrological and other extraordinary conditions, the protection of the health, safety and welfare of the residents of the Town of Appomattox may require that certain uses of water, not essential to the public health, safety and welfare, be reduced, restricted or curtailed. As the shortage of potable water becomes increasingly more critical, conservation measures to reduce consumption or curtail essential water use may be necessary. The Plan is intended to ensure that a dwindling water supply is conserved and managed prudently to meet the Town's needs of water supply availability. The Plan only applies to water from the Town's water system and does not include such water as trucked in water, or rainwater.

II. Background

A. The Town has seven primary sources of Supply with projected safe yields as follows:

1. Well # 1	50,000	gallons per day;
2. Well # 5	48,000	gallons per day;
3. Well # 9	25,000	gallons per day;
4. Well # 15	60,000	gallons per day;
5. Well # 25	20,400	gallons per day;
6. Well # 41	84,000	gallons per day;
7. Well # 42	32,400	gallons per day;
Total	319,800	gallon per day

(Note that the Total Gallons Per day are Base on a 12 hour of run time)

B. Safe Yield is defined as the maximum dependable draft that can be made continuously on a source of water supply (groundwater) during a period of years during which the probable driest period or period of greatest deficiency in water supply is likely to occur. Dependability is relative and is a function of storage provided and drought probability

C. Current annual withdrawal rates are as follows:

1. Well # 1	30,000	gallons per day;
2. Well # 5	40,000	gallons per day;
3. Well # 9	20,000	gallons per day;

- 4. Well # 15 50,000 gallons per day;
 - 5. Well # 25 17,000 gallons per day;
 - 6. Well # 41 70,000 gallons per day;
 - 7. Well # 42 27,000 gallons per day;
- Total 254,000 gallon per day

(Note that the Total Gallons Per day are Base on a 10 hour of run time)

D. Reservoir storage statistics:

- 1. 1,000,000 gallon ground storage tank.
- 2. 100,000 gallon elevated storage tank.

The total water storage is 1,100,000 gallons with a 4.3 day water supply based on the current water usage.

III. Plan

Imposition of conditions of water allocation, conservation, restriction, and penalties are set forth in Exhibit B attached hereto and are made a part of this plan and will be implemented as set forth herein.

Condition 1 Normal Operations with up to 75 percent of time flow is equaled or exceeded. No restriction imposed.

Condition 2 Drought Watch with up to 75 to 90 percent of time flow is equaled or exceeded. Voluntary restrictions imposed.

Condition 3 Drought Warning with up to 90 to 95 percent of time flow is equaled or exceeded. Partial Mandatory restrictions imposed.

Condition 4 Drought Emergency with up to 95 percent of time flow is equaled or exceeded. Mandatory restrictions imposed.

- IV. The conservation, restrictions, allocations, and penalties provided for in the plan may be imposed on any water users or customers, who are defined as the person or entity whose name the water account is listed, or in appropriate circumstances, the person or entity in control of the property in question.

- V. Penalties for violations of the water restrictions set forth in the Plan may include one or more or any combination of the following:
1. Any charges as set forth in the plan or other ordinances or resolutions of the Town.
 2. Citation or warning of a violation of the plan or rules or regulations issued pursuant to the plan.
 3. Citation and assessment of a civil penalty against a water user for a violation of the plan or any rules or regulations pursuant to the plan when Condition 4 restriction is in effect in the amount of One Hundred Dollars (\$100.00) per day for residential users and Five Hundred Dollars (\$500.00) per day for commercial/industrial users, with each day of a violation constituting a separate violation.
 4. Immediate cutting off or termination of water service for multiple (more than one) violations of the Water Conservation Plan or any rules or regulations issued pursuant to the Plan and/or failure to pay any civil penalty assessed for violation thereof. Furthermore, water service will not be restored until all water bills, penalties, and the then current turn on fee are paid.
 5. Such other penalties or remedies as the Town Manager or Town Council may deem necessary to administer the Plan, including but not limited to injunctive relief or other appropriate legal proceedings.

EXHIBIT B
To Water Conservation Plan Dated July 1, 2002

Water Conservation Measures
Conditions, Allocations, Restrictions, and Penalties

Condition 1: Normal Conditions exits whenever wells run an average of 8 to 10 hours per day.

Condition 2: Drought Watch exits whenever wells run in excess of 12 hours per day with up to 75 to 90 percent of time flow is equaled or exceeded.

Voluntary Conservation Restriction Imposed: Citizens are asked to not use water outdoors. Limited supplies of water are available, and the Town will call upon all water users to employ prudent restraint of water usage and to conserve voluntarily water by whatever methods are available.

Condition 3: Drought Warning exits whenever wells run in excess of 14 hours per day with up to 90 to 95 percent or time flow is equaled or exceeded.

Partial Mandatory Restrictions Imposed: Very limited supplies of water available, and the Town requires curtailment of non-essential (defined as not related to health, safety, fire suppression, other public emergencies, or water necessary to sustain business operations) outdoor water use including, but not limited to the following:

1. The watering of shrubbery, trees, lawns, grass, plants, or any other vegetation, except indoor plantings.
2. The washing of automobiles, trucks, trailers, boats, or any other any other type of mobile equipment except in commercial facilities operating with high pressure low consumption equipment or operation with a water recycling system. The Town Manager may curtail the hours of operation of commercial enterprises offering such services or washing their own equipment.
3. The washing of streets, driveways, parking lots, office buildings, exteriors of homes or apartments, or other outdoor surfaces except for commercial/industrial operations using high pressure low consumption equipment.

Condition 4: Drought Emergency exists whenever wells run in excess of 15 hour per day with up to 95 percent of time flow is equaled or exceeded.

Mandatory Restrictions Imposed : Critical limited supplies of water are available, and the Town requires mandatory water reductions for all customers and that certain actions occur as follows:

A.

1. Ceasing all outdoor water uses except for those user related to health, safety, fire suppression, other public emergencies, or water necessary to sustain business operations.
2. Ceasing operation of any ornamental fountain or other structure making a similar use of water.
3. Ceasing the filling or refilling of swimming pools, wading pools, and hot tubs.
4. Ceasing the use of water from fire hydrants for any purpose other than fire suppression or other public emergency.
5. Elimination of the serving of drinking water in restaurants, cafeterias or any other food establishment unless requested by the patron.

B.

1. Imposition of civil penalties against a water user for violation of water conservation rules or regulations or of the plan as set forth as Section V. of the plan.
2. Water Conservation Officers will continue to patrol the Town to warn citizens against the use of prohibited practices and may issue citations or warnings for such violations.

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