

BEDFORD COUNTY PUBLIC SERVICE AUTHORITY
OPERATING POLICY MANUAL

Chapter: Customers
Document Number: 2.61
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Issue (Effective) Date: November 18, 2008
Approval Date: November 18, 2008
Approved By: Board of Directors

RATE INFORMATION

Section 1. PURPOSE

The purpose of this policy to explain how the Bedford County Public Service Authority (“Authority”) implements the adopted Rates policy and to provide explanation for each of the items contained in the Rates policy.

Section 2. EXISTING CUSTOMER FEES

- A. Commodity Charge:
 - 1. Customers are charged for their water and/or sewer usage based upon each gallon of their metered water usage.
- B. Septage Treatment Charge:
 - 1. The Authority provides treatment for the waste from septic tanks that have been pumped out by reputable sewage haulers at its Moneta Wastewater Treatment Plant. These haulers must have an account setup with the Authority and follow the current procedures that are documented in the Septage policy.
- C. Base Charge:
 - 1. All active accounts are charged a base charge for each service (water/sewer) provided. This charge is to cover the routine Administrative costs associated with servicing an account and is not related to the quantity of water or sewer service provided.

Section 3. NEW CUSTOMER SIGNUP FEES

- A. Deposit:
 - 1. Each new customer shall maintain a deposit for each service provided by the Authority and a signed deposit form on file. Deposits are maintained for as long as a customer uses water and/or sewer services provided by the Authority. Deposits are applied to the customers’ final outstanding bill. The amount of the deposit is based upon the size of the meter. If the meter is a compound assembly, the deposit is based on the largest size meter.
- B. Facility Fee:
 - 1. All new connections to the Authority’s water and/or sewer systems will require the payment of a Facility Fee before obtaining a building permit from Bedford County.
 - 2. The method used to calculate the Facility Fee is at the discretion of the Authority; the Facility Fee will be determined based on one or more of the following methods:
 - a. The size of the water meter serving the connection. In situations where a compound assembly is required:
 - i. The Facility Fee will normally be based on the largest meter of the assembly.
 - ii. Where the purpose of having the large portion of the compound meter is to provide fire protection to the facility, and regular usage will only flow through the small portion of the compound meter, then the Water Facility Fee may be based upon the largest meter size in the assembly and the Sewer Facility Fee may be based upon the smallest meter size of the assembly. The Authority, however, reserves the right to assess the Sewer Facility Fee based on the largest meter in the assembly.

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- b. Based upon an Equivalent Residential Connection (ERC):
 - i. One ERC is equal to an average daily consumption of 200 gallons of water.
 - ii. The normal demand will be used to determine the average daily consumption, provided that all necessary information is available to the Authority. Normal demand is defined as consumption for domestic use and excludes any consumptions specific to fire suppression needs.
 - iii. Total demand will be used for determining an appropriate meter and/or compound assembly size. Total demand is defined as (*normal demand*) + (*consumptions specific to fire suppression needs*).
 - iv. The minimum Facility Fee is one (1) ERC.

- C. Connection Fee:
 - 1. This fee is to make the physical connection to the Authority's system(s); it includes the installation of the water service line and/or sewer lateral to the customer's property line, the meter box or cleanout, and all related appurtenances to make service available for use by the customer.
 - a. Fixed cost:
 - i. The Connection Fees for small water meters and/or small sewer laterals are based on the meter size or lateral size, according to the current Rates policy. This fee includes all costs associated with making the connections on the same side of the road as the water main or sewer line, any road bore that is required to cross underneath a two-travel-lane road, and any water or sewer lines less than 100 feet in length.
 - b. Actual cost:
 - i. Any water meter larger than 1-inch, or any sewer lateral connection larger than 6-inches, or any connection that requires crossing a road wider than two-travel-lanes and/or lines longer than 100 feet will be billed at the current billing rates for labor and equipment, and the actual cost of the materials, supplies, and any contracted services used for the installation (not at a fixed cost).
 - c. No Connection Fees are charged if meter base assemblies are installed as part of a new development.
 - d. Meter base assemblies that are two-inches and smaller may be installed by the Authority. Larger installations may be designed and installed under the direct supervision of the Authority.

Section 4. OTHER CHARGES AND FEES

- A. Application Fee:
 - 1. All new accounts are charged an Application Fee at the time the account is opened. The fee is charged for each service (water/sewer) provided.

- B. Meter Fee:
 - 1. All new connections are charged a Meter Fee. This fee covers the costs of the water meter that is installed inside the meter box. All meters are to be provided by, or approved by, the Authority.
 - a. For meters 1-inch and less, the charge will be the current Meter Fee, according to the Rates policy.

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- b. For meters larger than 1-inch, the charge will be based on the actual cost of the meter and Application Fee, according to the current Rates policy, at the time the account is opened. The fee is charged for each service (water / sewer) provided.

- C. Late Payment Charges and Procedures:
 - 1. The Authority will assess a late charge on all accounts when the payment is not received within 30 days of the billing date noted. At the time the late payment charges are assessed, a notice is prepared and mailed; this notice warns that the water service will be discontinued if the outstanding balance is not paid by the specified date. This date is typically 15 days after the due date.

- D. Unauthorized Connection Fee:
 - 1. An Unauthorized Connection Fee will be charged, at the discretion of the Authority, where:
 - a. A customer has turned a water meter on to restore water service after the service was disconnected by the Authority for nonpayment.
 - b. A customer, or other entity, other than the Authority, has obtained water and/or sewer service prior to all applicable fees and/or charges being paid to obtain service and/or has installed a meter or other apparatus in a meter setting to gain access to public water/sewer.
 - c. A connection is in violation of the Cross Connections Regulations and/or policies.
 - d. A connection is in violation of the Pretreatment Regulations and/or policies.

- E. Reconnect Fee:
 - 1. If a customer has not paid the outstanding balance on an account by the cutoff date nor contacted the Authority to make arrangements to have the balance paid, the water service will be cut off. Before service is restored the outstanding balance due, all Late Payment Charges, and a Reconnection Fee must be received in the Authority's office located at 1723 Falling Creek Road in Bedford. Authority personnel will not collect unpaid funds from customers at the service location.

- F. Repeat Service Fee:
 - 1. A Repeat Service Fee is assessed when the Authority's staff must make additional trips to install a new meter and turn on the water service because the connections to the Authority meter base have not been made or have been improperly installed.

- G. Meter Test Fee:
 - 1. When a customer requests the Authority to test a meter and the meter accuracy is within $\pm 5\%$ accuracy, a Meter Test Fee will be charged.

- H. Returned Check Fee:
 - 1. There will be a charge assessed for each check returned, or credit card that is charged back, by the financial institution. If the financial institution should charge the Authority more than the current Returned Check Fee, according to the Rates policy, then the amount assessed will be the actual charge to the Authority by the financial institution.

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- I. Low-Pressure Sewer Maintenance Fee:
 - 1. New and existing customers connected to low-pressure sewer lines will be charged a Low-Pressure Sewer Maintenance Fee, bimonthly.

- J. Project Fee:
 - 1. As defined in the Authority's Neighborhood Waterline Extension policy, there will be a charge per lot assessed for each lot if the requisite terms and conditions of the policy are met for waterline extension. The fee for sewer line extension shall be determined at the time of neighborhood interest.

Section 5. ENGINEERING SERVICE CHARGES

- A. Water Review Fee:
 - 1. This fee is charged for reviewing proposed water design plans and inspecting the construction of the project. The fee is charged per foot, based on the horizontal length shown on the design plans, at the current rate for waterline 3-inches in diameter and greater. This fee is to cover the administrative expenses related to development projects.

- B. Sewer Review Fees:
 - 1. This fee is charged for reviewing proposed sewer design plans and inspecting the construction of the project. The fee is charged per foot, based on the horizontal length shown on the design plans, at the current rate for sewer line (service laterals are excluded). This fee is to cover the administrative expenses related to development projects.

- C. After Hours and Weekend Inspections:
 - 1. This fee is charged if project inspection is needed after the Authority's normal business working hours or on weekends. Agreement by the Authority is required prior to scheduling or approving any after hours inspection work.

- D. Re-Review Fees:
 - 1. If more than two (2) submittal reviews are necessary for a project, this fee is assessed on the third (3rd) submittal and for each subsequent submittal thereafter. This applies to preliminary plans, master plans, site plans, plats, design plans, shop drawing submittals, as-built drawings, or any other item submitted to the Authority that needs approval. This fee is to cover the administrative expenses related to development projects, above and beyond the regular water review and sewer review fees.

- E. E-One Review and Inspection:
 - 1. This fee is charged for the review of plans submitted for E-One Pumps and the inspection of the installation when a Customer User Agreement has been executed with the Authority.

- F. Fire Flow Vault Review and Inspections:
 - 1. This fee is charged for reviewing proposed construction plans for a Fire Flow Meter Vault and for the inspection related to the installation. This fee is to cover the administrative expenses related to development projects.

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G. Fire Flow Test:

1. When a Fire Flow Test is requested to obtain fire flow availability for a specific area or from a specific hydrant, this fee is charged. This fee includes all labor, part, materials, and the cost of the water used to perform the test.

Section 6. REVISIONS

- A. This policy was approved and adopted by the Authority's Board of Directors on November 18, 2008.