

**BEDFORD COUNTY PUBLIC SERVICE AUTHORITY**  
**OPERATING POLICY MANUAL**

Chapter: Customers  
Document Number: 2.61  
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Issue (Effective) Date: July 1, 2011  
Approval Date: June 21, 2011  
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: Customers are charged for their water and/or sewer usage based upon each gallon of their metered water usage.
- B. Septage Treatment Charge: 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: All active accounts are charged a base charge for each service (water, sewer, and irrigation) 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: 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.
    - 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

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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: 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.
    - 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: 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

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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. Wastewater Pretreatment Permit Fee: This fee will be charged for the issuance of new wastewater pretreatment permits in accordance with the Authority's Fats, Oils, and Grease policy and program. The permit shall be valid for a period of 3 years. The permit fee also applies to the renewal of expiring permits.
- E. Unauthorized Connection and Tampering Fee:
1. This fee will be charged, at the discretion of the Authority, where an Unauthorized Connection has been made as follows:
    - a. A customer has turned on a water meter 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.
  2. This fee will be charged, at the discretion of the Authority, where tampering has been found without prior written consent by the Authority:
    - a. The addition, removal, or modification of any water or sewer facilities owned by the Authority.
    - b. The modification of the grade in an easement owned or maintained by the Authority without prior written consent of the Authority.
    - c. The installation of prohibited items inside Authority easements such as structures, trees, or other prohibited items.
- F. Reconnect Fee: 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.
- G. Repeat Service Fee: 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.
- H. Meter Test Fee: 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.
- I. Returned Check Fee: 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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- J. **Small Grinder Pump Maintenance Fee:** In accordance with the Small Grinder Pump Agreement, customers that use a small grinder pump to connect to the Authority's sewer system have the option of contracting with the Authority to maintain their pumps. All users that accept the agreement will be responsible for paying this fee.
  
- K. **Project Fee:** As defined in the Authority's Neighborhood Line 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 a water line or low pressure sewer system extension. The fees are tiered, based on the length of property that fronts the water or low pressure sewer line. If the frontage is 100 feet or less the fees is a tier 1 fee, if the frontage is more than 100 feet but less than 200 feet the project fee would be a tier 2 fee, and if the frontage is 200 feet or more the fee would be a tier 3 fee. The length of the frontage will be determined by the recorded plat or deed for the property in question. If more than one side of the property adjoins the proposed pipeline, the greater of the sides will be used to determine the frontage. The fee for a gravity sewer line extension shall be determined at the time of neighborhood interest.

**Section 5. ENGINEERING SERVICE CHARGES**

- A. **Base Project Review Fee:** This fee is charged for the initial submittal of any design plans or site plans requiring the Authority's review and approval. This fee will be credited toward the plan review fee(s) after the initial comments are issued.
  
- B. **Plan Review Fee - Water:** This fee is charged for reviewing proposed water design plans. The fee is charged per foot, based on the horizontal length shown on the design plans, for waterlines 3-inches in diameter and greater. This fee is to cover the administrative expenses related to development projects.
  
- C. **Plan Review Fee - Sewer:** This fee is charged for reviewing proposed sewer design plans. The fee is charged per foot, based on the horizontal length shown on the design plans; service laterals are excluded. This fee is to cover the administrative expenses related to development projects.
  
- D. **Extended Plan Review:** 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 for Authority approval. This fee is to cover the administrative expenses related to development projects, above and beyond the regular plan review fee(s).
  
- E. **Inspection Fee - Water:** This fee is charged for inspecting the construction of the water related facilities of a project. The fee is charged per foot, based on the horizontal length shown on the design plans, for waterline 3-inches in diameter and greater.
  
- F. **Inspection Fee - Sewer:** This fee is charged for inspecting the construction of the sewer (gravity and pressure) related facilities of a project. The fee is charged per foot, based on the horizontal length shown on the design plans.

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- G. After Hours and Weekend Inspections: 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.
- H. Small Grinder Pump Station Review and Inspection: This fee is charged for the review of submittals for small grinder pumps and appurtenances, the inspection of the installation of the pump station and appurtenances, and/or the startup of the pump station when the user executes the agreement in accordance with the Authority's Small Grinder Pump Agreement policy.
- I. Large Pump Station Review and Inspection: This fee is charged for the review of design plans submitted for pump stations that must meet the requirements shown in the Wastewater Lift Station Requirements policy.
- J. Fire Flow Vault Review and Inspections: 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.
- K. Fire Flow Test: 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.
- B. This policy was modified with the following amendments:
  - 1. June 15, 2010, effective July 1, 2010:
    - a. Section 4.I was revised to change the name from Low Pressure Sewer System Agreement to Small Grinder Pump Agreement.
    - b. Section 5.A was added to include the Base Project Review Fee.
    - c. Section 5: The Review and Inspection Fees were split into separate Plan Review Fees and separate Inspection Fees for both water and sewer.
    - d. Section 5.D was revised to change the name from Re-Review Fees to Extended Plan Review.
    - e. Section 5.H was revised to change the name from E-One Review and Inspection to Small Grinder Pump Station Review and Inspection; it was also revised to refer to the Small Grinder Pump Agreement.
    - f. Section 5.I was added to include the Large Pump Station Review and Inspection.
  - 2. February 15, 2011, effective February 16, 2011:
    - a. Section 4.J was modified to include sewer lines and sewer systems.
  - 3. June 21, 2011, effective July 1, 2011:
    - a. Added Section 4.D for the wastewater permit fee.
    - b. Revised Section 4.E to account for a tampering fee.
    - c. Revised Section 4.K to allow for a tiered project fee.