

CUSTOMER SERVICE POLICY

A. DEFINITIONS

1. **Applicant:** Any individual, firm, partnership, corporation, authority, or other entity residing or owning land located within the service area applying for water and/or sewer service.
2. **Availability (Capital) Fee:** The portion of connection fees paid by new customers that pays capital costs or debt service. May be used, if necessary, to pay operation and maintenance expenses. Sometimes referred to as a “facility fee”.
3. **Board:** The five-member governing body of the Rockbridge County Public Service Authority, Rockbridge County, Virginia.
4. **Connection Fees:** A collective term meaning all fees required to establish a new service. The term shall include, but are not limited to: availability fee (capital fee), hookup fee, account charge, and an inspection charge, if applicable.
5. **Customer:** Any individual, firm, partnership, corporation, authority, or other entity that has applied for and is currently receiving water and/or sewer service.
6. **Hookup Fee:** That portion of connection fees that reimburses the PSA for costs associated with installing a new service.
7. **Major Repair:** Repair to an existing on-site sewage treatment or disposal system that would exceed the cost to connect to the PSA’s sewage system.
8. **Owner:** The person or legal entity whose name is on the property deed. "Owner" does not includes owner's agents.
9. **Owner's Agent:** The person or legal entity with contractual rights to enter into a contract for water and sewage services with the PSA for the property for which services are provided. Examples of Owner's Agents include, but are not limited to, real estate firms and property management firms.
10. **Point of Delivery:** The point of delivery of service to each customer shall be at the meter or, unless otherwise specified in the Water User’s Agreement.
11. **Point of Use:** For each customer of the Rockbridge County Public Service Authority System, the point of use shall mean the precise location at which water is used or consumed (a residence, building, dwelling, business, etc.) or similar location on the customer’s premises, where water is to be used by the customer.
12. **Private:** The term “private” shall mean any water or sewer facilities not owned by the Authority. Such systems may be owned and operated by public agencies or organizations.
13. **Service:** The term “service” shall mean the availability for use by the customers of water and sewer infrastructure adequate to meet the customer’s requirements. Water service shall be considered “available” when the Authority maintains the water supply at normal pressure at the point of delivery in readiness for the customer’s use, regardless of whether the customer makes use of it. Sewer service shall be considered “available” when the Authority maintains the sewers in readiness for the

customer's use at the point of delivery, regardless of whether the customer makes use of it.

14. **Service Area:** The geographic areas served by the Authority described generally as the County areas surrounding the City of Lexington; north along US Route 11 from Lexington to Raphine; the Villages of Raphine and Fairfield; US Route 60 East of Lexington; the Natural Bridge Station, Buck Hill and Arnold's Valley areas; US Route 60 West of the City of Buena Vista.
15. **Service Line:** The water and/or sewer line that extends from the point of delivery to the point of use for each customer of the Authority.
16. **Sewer Service Connection:** A sewer service connection consists of a sewer lateral serving a **single** point of use (one residence, dwelling, property, or premises, structure, business, etc.) A single customer may be supplied by more than one service connection if that customer has more than one point of use.
17. **Tenant:** Any non-owner who is not an Owner's Agent and who has the contractual right to enter into a water/sewer service agreement with the Authority for the specified service location.
18. **Water/Sewer User's Agreement:** The agreement or contract (application) between the customer and the Authority, according to which water service is supplied and accepted.
19. **Water Service Connection:** A water service connection consists of a water meter and other facilities for supplying water to a **single** point of use (one residence, dwelling, property, or premises, structure, business, etc.) A single customer may be supplied by more than one service connection if that customer has more than one point of use.