

## **C. APPLICATION FOR WATER/SEWER SERVICE**

### **1. New Services**

*This policy applies neither to properties governed by Section H of this policy nor to new construction in subdivisions subject to the Reserved Capacity Policy.*

For the purpose of this policy, “Connection Fees” means all fees in force at the time application for service is made, except as discussed below, and includes, but is not limited to, Availability Fee, Hookup Fee, Account Charge, Inspection Fee, bi-monthly account charges (if applicable) and any other fees related to new services.

Applications for new service shall be taken at the Authority’s office, and must be accompanied by applicable Connection Fees (See Capital Fee Schedules). Connection must be made and in use within 30 days from date the fees are accepted by the Authority.

Customers may pay fees either as a lump sum or in installments, prior to connection and use of the System.

All applications must be accompanied by a copy of a deed, contract, rental agreement, lease agreement or other documentation demonstrating that the applicant has the legal right to enter into a contract for water and sewage services with the Authority.

**Lump Sum.** Customers may pay by lump sum the connection fees in force at the time application for service is made. If physical connection is not made and in use within 30 days, the customer will be required to commence and continue payment of a bi-monthly fixed charge to reserve capacity. This charge will be the same fixed charged billed to active customers and will be billed bi-monthly to the customer until connection is made. The obligation to pay the bimonthly fixed charge must be satisfied in full before a water meter will be set or a sewer tap made (as applicable) for that lot/building. In a case where the bimonthly fixed charge has not been paid as and when due to maintain a reservation of capacity, no connection to the utility system shall be made until receipt of payment of all delinquent fixed charges and applicable penalties and interest imposed pursuant to Authority policy, if any, and the then-current Availability and Hookup Fees, less the credit available for any partial payment. Connection shall be further subject to verification by the Authority of current capacity.

The obligation to pay the appropriate Hookup Fee and all other relevant fees must be satisfied in full before a water meter will be set or a sewer tap made (as applicable) for that lot/structure. The Connection Fees due shall be the fees in force at the time connection to the system is made. In a case where the Connection Fee payments have not been paid as and when due to reserve and maintain a reservation of capacity, no connection to the utility system shall be made until receipt of all then-current Availability and Hookup Fees, less the credit available for any partial payment. Connection shall be further subject to verification by the Authority of current capacity.

An approved building permit must accompany all applications for new service, unless the building is existing and subject to Section H of these regulations, or if a building permit is not required by Rockbridge County.

Before installing a service connection and providing water available for use, the Authority may require the applicant to pipe his home and be ready to accept service.

Customers shall arrange for a licensed plumber or contractor to make connection between the service line and the meter. *At least two business days in advance, customer shall contact the Authority's maintenance facility to arrange for inspection of the sewer lateral connection to the Authority's system.* The Authority will not be responsible for any leaks or failure of the service connection.

**Installments.** Customers with existing homes may pay capital (Availability) fees in installments, over a period of up to 60 months, as encouragement to connect. Owners of newly constructed homes are not eligible.

In an effort to encourage economic growth, the PSA will offer new and existing businesses the option to pay in installments.

Only property owners are eligible. The applicant will be charged interest, based on the prime rate at the time of application, plus 3%, compounded monthly. The PSA will file a statutory lien against the property for the total amount of the capital fees being paid over time plus interest.

## **2. Existing Services**

Applications for accounts at existing services shall be taken at the Authority's office and shall be charged an account charge and a deposit, if applicable (see below). Deposits are maintained in a special non-interest-bearing account to ensure payment of bills.

All applications must be accompanied by a copy of a deed, contract, rental agreement, lease agreement or other documentation demonstrating that the applicant has the legal right to enter into a contract for water and sewage services with the Authority.

Customers must ensure all fixtures are turned off at the time of service initiation. If Authority staff make a service call to turn on a meter and 20-30 gallons of water pass through the meter, and if no one is home to notify, the water will be turned off again and a \$20.00 turn-on trip charge will be added to return.

**Deposits.** A deposit shall be required from every applicant who is not the owner of record for the property. Owner's Agents will be required to pay a deposit. A deposit may be required from an applicant who is the owner of record, if the Authority determines it is in the Authority's best interest, to limit risk. The deposit is \$75.00 for water and \$75.00 for sewer, to be assessed on residential customers who are tenants. Deposits for business tenants shall be the greater of \$75 for each service or an estimated bi-monthly bill for each of water and sewer, as applicable. This deposit shall be refunded after six (6) bills consecutive have been issued and paid in full if a satisfactory credit rating is maintained, or will be applied toward a final bill when service is terminated. The deposit for Water Haulers who hold a Contractual Agreement with the Authority shall be \$500.00, which is the equivalent of an average 2-month billing.