

## RATE INFORMATION

**Section 1. PURPOSE**

The purpose of this policy to explain how the Bedford Regional Water Authority (“Authority”) implements the adopted Rates policy and to provide explanation for each of the items contained in the Rates policy 2.00.

**Section 2. GENERAL**

- A. The rates adopted by the Authority will be in accordance with [§ 15.2-5136](#) of the Code of Virginia, as amended.
- B. Per the consolidation agreement that formed the Authority, it is intended that the rates will be equalized between all of the service areas by July 1, 2023 (“equalization period”).
- C. Rates may be adopted at any time during the year, upon the conclusion of the requisite advertisement period and upon the conclusion of a rate hearing. The rate changes may be implemented on any billing statement after the rate hearing, including usage that takes place prior to the date of the billing statement.

**Section 3. EXISTING CUSTOMER FEES**

- A. Volume Charge: Customers are charged for their water and/or sewer flow volume depending upon the classification of each user and based upon each gallon of their metered water flow. The classification definitions are as follows:
  1. Residential: when the primary use of the property is for the primary residence of the occupant. This designation applies to single family homes, apartments, townhomes, condominiums, and other properties with similar uses; it does not apply to businesses like motels, hotels, or other temporary housing facilities.
  2. Commercial: when the primary use of the property is for businesses and other non-residential use.
  3. Industrial: Commercial customers with the annual average monthly flow volume being greater than four hundred thousand (400,000) gallons per month.
- B. 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. The Base Charge applies to each meter that provides service to a customer, such that multiple meters will have multiple Base Charges. The Base Charge is prorated for partial month’s service; the proration is based on the number of days in which the account was active by the customer being billed.
  1. Standard Meters: the amount of the Base Charge is based on the size of the meter.
  2. Compound Meters: the amount of the Base Charge is based on the largest side of the compound meter.

### RATE INFORMATION

3. Fire Assembly Meters:
  - a. The amount of the Base Charge for both water and sewer will be based on the smaller side of the fire meter assembly when water does not regularly flow through the larger meter; and,
    - i. The Capital Recovery Fee for both water and sewer were paid based on the large side of the meter; or,
    - ii. A grandfathered unmetered fire line is upgraded to have a meter installed on the fire line for water service only.
  - b. The amount of the Base Charge for water will be on the larger side of the fire meter assembly and sewer will be smaller side of the fire meter assembly when water does not regularly flow through the larger meter; and,
    - i. The Capital Recovery Fee for both water and sewer were paid based on the small side of the meter; and,
    - ii. It is documented by an engineer to be physically impossible to collect more sewer than the rated capacity of the smaller side of the meter.
  - c. The amount of the Base Charge for both water and sewer will be based on the larger side of the fire meter assembly if:
    - i. It is physically possible to collect more sewer than the rated capacity of the smaller side of the meter; and,
    - ii. The Capital Recovery Fee for both water and sewer were paid based on the small side of the meter; or,
    - iii. No Capital Recovery Fee was paid; or,
    - iv. No record exists showing what Capital Recovery Fee was paid; or,
    - v. Water flows through the large side of the meter for purposes other than documented testing of the fire protection system.

### Section 4. CONNECTION CHARGES

- A. Deposit: Each new customer shall maintain a security deposit for each service provided by the Authority and a signed deposit form must be on file. Deposits are maintained as stated in the Deposits policy.
- B. Capital Recovery Fee: Capital Recovery Fees are charged by the Authority to help offset the capital costs incurred by the Authority to build and maintain capacity in the systems so that it is possible to serve the customer's actual or potential demand.
  1. New Connections: All new connections to the Authority's water and/or sewer systems will require the payment of a Capital Recovery Fee before obtaining a building permit from Bedford County or the Town of Bedford.
  2. Existing Connections:
    - a. Increased Demands: When existing customers have increased flow demands that require an existing meter be removed and replaced with a larger meter, or expanded with an additional meter, the Capital Recovery Fee will be charged based on the difference between the current Capital Recovery Fee for the existing meter and the current Capital Recovery Fee for the new meter being installed.
    - b. Unmetered fire lines: When an existing building is expanded, renovated, or repurposed and the building is currently served with an unmetered fire line, a new water meter will

#### RATE INFORMATION

- be required to be installed by the customer as part of the building changes; no Capital Recovery Fee will be charged for this new meter being installed.
3. Calculation: The method used to calculate the Capital Recovery Fee is at the discretion of the Authority; the Capital Recovery Fee will be determined based on one or more of the following methods:
    - a. The size of the water meter serving the connection. When a compound meter or fire meter is required:
      - i. The Capital Recovery Fee for water and sewer will normally be based on the largest side of meter of the assembly if it is anticipated that upon ultimate build-out of the development the water will regularly flow through the larger side of the meter.
      - ii. The Capital Recovery Fee for water and sewer will be based on the smaller side of the assembly when the purpose of the larger side of the compound meter is only to provide fire protection to the facility and regular usage will only flow through the small portion of the compound meter. A Fire Suppression Service Charge, as explained in this policy, will be charged to the account in this situation. If the Capital Recovery Fee is paid based on the small side of the meter, and then it is found later that the larger side of the meter is being used for anything other than the documented testing of the fire protection system, then the difference between the Capital Recovery Fee charge for the small meter and the large meter may be charged to the customer.
    - 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 Capital Recovery Fee is one (1) ERC.
  - C. Tap Fee: This fee is to make the physical connection to the Authority's system(s); it includes the installation of the water service line 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.
    1. The Tap Fees charged are based on the following:
      - a. Fixed cost: The fixed cost Tap Fees are for standard small water meters and/or small gravity sewer laterals, either of which are 100-feet in pipe length or less; they are based on the meter size for water connection and lateral size for gravity sewer connections according to the current Rates policy. The fixed cost fee includes all costs associated with making the connections, and will be charged to the customer for the following connections:
        - i. Water services for water meters sized 1-inch and smaller.
        - ii. Gravity Sewer services that are 6-inch and smaller on the same side of the road as the sewer main.
      - b. Actual cost: The actual cost incurred by the Authority for making a connection to the public system will be charged to the customer at the current billing rates for labor and

## RATE INFORMATION

equipment, and the actual cost of the materials, supplies, and any contracted services used for the installation (not at a fixed cost). The actual costs are charged in the following situations:

- i. Any water meter larger than 1-inch,
  - ii. Any gravity sewer lateral that is larger than 6-inches,
  - iii. Any gravity sewer lateral connection that requires a road bore,
  - iv. Any connection that involves connecting the service line to a water line or sewer line that is under a travel lane of a road, thus requiring paving repairs,
  - v. Any other situation that is not specifically listed under fixed cost as stated herein.
2. Tap Fees are not charged if the water meter base assemblies and/or sewer lateral connections are installed to the property line by the developer as part of a new development.
  3. Water meter base assemblies that are two-inches and smaller may be installed by the Authority. Larger installations may be designed and installed by the customer and their qualified contractor approved by and under the direct supervision of the Authority.

### Section 5. OTHER CHARGES AND FEES

- A. Credit Card Convenience Fee: This fee will be charged to customers by the third party vendor for each transaction that is paid by debit or credit card; however, this fee is not charged for customers with a recurring payment that is withdrawn from their checking account.
- B. Fire Suppression Service Charge: This fee is charged to customers that have the capability to directly receive large volumes of water from the Authority for fire suppression capability. No more than one Fire Suppression Service Charge will apply to any given account. The Charge is assessed as follows:
  1. Metered:
    - a. If the Base Charge is billed for a meter 4-inches or larger in the fire meter assembly, then no Fire Suppression Service Charge will be billed.
    - b. If the Base Charge is billed on the smaller meter in a fire meter assembly, then a Fire Suppression Service Charge will be billed to the account.
  2. Unmetered: When fire suppression service is provided through an unmetered fire line connection, a Fire Suppression Service Charge will be billed. This may apply to grandfathered connections that are no longer approved for new construction, such as detector checks or direct connections. The fee will be assessed in this situation as follows:
    - a. If the water connection providing the fire suppression capability only provides service to the same space that is served by the water meter, then the customer receiving the water bill will be charged the entire Fire Suppression Service Charge.
    - b. If the water connection providing the fire suppression capability provides service to multiple water customers, then the Fire Suppression Service Charge will be divided equally between each of the customers that have the fire suppression capability.
    - c. If a single customer has multiple water meters providing service to a single parcel, and the parcel has a single water connection for fire suppression, then a single Fire Suppression Service Charge will apply.
- C. 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.

## RATE INFORMATION

## D. 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 at the time the account is opened.

E. Late Payment Charges: The Authority will assess a Late Payment Charge on all accounts when the payment is not received within 30 days of the billing date noted. Late Payment Charges are assessed and reflected on the next billing statement. If payment is not received 30 days after the original due date, water service will be discontinued.

F. 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.

## G. 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.
  - 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.

## H. Processing Fee: This fee is charged in the following cases:

1. If a customer has not paid the outstanding balance on an account by the disconnect date, nor have they contacted the Authority to make arrangements to have the balance paid, the water service will be disconnected and this fee will be applied to the account. Before service is restored, all account charges must be received by the Authority; this includes the outstanding balance due, all Late Payment Charges, and the Processing Fee. Authority personnel will not collect unpaid funds from customers at the service location.

## RATE INFORMATION

2. If a meter is removed due to an account being inactive. Accounts may be determined inactive if any of the following conditions apply:
  - a. No usage on the meter for more than 12 consecutive months.
  - b. The structure being served by the meter having been demolished and/or removed.
  - c. The premise served by the meter having been condemned or determined inhabitable.
  
- I. 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 or for multiple trips to a customer's premise to re-read a water meter per the customer's request.
  
- J. 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.
  
- K. Insufficient Payment Fee: There will be a charge assessed for each check returned, credit card that is charged back, or other returned payment by the financial institution. If the financial institution should charge the Authority more than this Insufficient Payment Fee, according to the Rates policy, then the amount assessed will be the actual charge to the Authority by the financial institution.
  
- L. 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.
  
- M. 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 6. 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, and for site plans involving multifamily development or the development of three or more parcels within the Authority's service area.
  
- 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.

## RATE INFORMATION

- 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.
- 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. This charge may be waived for Fire Flow Meter Vaults that are installed on unmetered fire service water lines.
- 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 7. REVISIONS**

- A. This policy was approved and adopted by the Authority's Board of Directors on March 26, 2013, effective July 1, 2013.

## RATE INFORMATION

- B. The most recent changes to the policy are as follows:
1. Approved June 19, 2018, effective July 1, 2018:
    - a. Changes were made throughout the policy to reflect the change from Facility Fee to Capital Recovery Fee; from Commodity Charge to Volume Charge; from Connection Fee to Tap Fee.
    - b. Section 4.C. was modified to include long road crossing services as fixed cost Tap Fees.
    - c. Section 5. was modified for clarity, for changes to the fire suppression charges, and to reflect the monthly billing change.
  2. Approved September 18, 2018, effective September 19, 2018:
    - a. Changes were made to Section 3.B.3 to clarify how the Base Charges are calculated for fire flow meter assemblies.