

---

## NEW CUSTOMER REQUIREMENTS

### Section 1. PURPOSE

The purpose of this policy is to state the requirements that the Bedford Regional Water Authority (“Authority”) has for its customers and identify what service the customers can expect to receive from the Authority.

### Section 2. NEW CONNECTIONS

- A. When a customer will be connecting to the Authority’s water and/or sewer system, the following will be necessary before a service will be initiated:
  1. The customer must contact the Authority to complete application for service..
  2. All account fees, deposits, and applicable connection fees must be paid in full before water and/or service is initiated by the Authority.
  3. Water:
    - a. For a permanent water connection, either of the following must be constructed:
      - i. A frost proof yard hydrant for use as a temporary service. This must be connected to the customer’s side of the meter yoke’s “pig tail” before a meter will be installed.
      - ii. It is the customer’s responsibility to have a permanent line run to the structure with a connection to the meter yoke’s “pig tail” and the shut off valve that is located in or near the structure should be turned off.
    - b. For fill station customers, please refer to the requirements outlined in the Filling Station policy.
  4. Sewer:
    - a. For a gravity sewer connection, it is the customer’s responsibility to have the sewer lateral connected to the Authority’s cleanout before any service (water or sewer) is provided to the property.
    - b. For pressurized sewer connection, the small grinder pump must be inspected, then installed and working before permanent water service is installed. See Small Grinder Pump information packet for details pertaining to small grinder pumps.
    - c. For septage customers, please refer to the requirements outlined in the Septage policy.
- B. Customer must contact the Bedford County or Town Building Inspection Department to get all necessary permits and approvals.
- C. After the above has been completed, the Authority must be called at least one (1) full working business day prior to the installation of the water meter and/or the start of providing any service.
- D. The Authority recommends that all new water customers install a pressure reducing valve on their service lines, whether constructing a new structure or connecting an existing structure to the Authority’s system. While the pressure at time of construction may be acceptable, future conditions can change the water pressure at the water meter.
- E. State law requires that all customers place a locatable marking wire in the trench with the waterline and/or sewer line between the structure and the point of contact with the Authority’s

## NEW CUSTOMER REQUIREMENTS

point of connection and ownership. This locating wire will help in locating nonmetallic pipes installed underground through the use of radio detection equipment.

### **Section 3. WELL DISCONNECTIONS**

- A. In addition to the requirement outlined above, if an individual has a connection to a well system and wants to become a customer of the Authority, the following steps must be taken before service can be obtained:
1. Customer must pay all applicable fees to the Authority.
  2. Customer must then contact the Bedford County Building Inspection Division to get all necessary permits and approvals.
  3. All connections from the well must be physically disconnected from any lines that will be capable of having public water. This disconnection must be inspected by the Authority and County before the water meter will be installed.

### **Section 4. METER ACCESSIBILITY**

- A. The primary purpose of the accessibility for meter boxes is to ensure the Authority can safely and efficiently access the meters for maintenance, repair, and reading purposes.
1. Meter boxes must be located in a visible and unobstructed area, with clear pathways leading to the box.
  2. Meter boxes must be free of any debris, vegetation, mulch, animals, or other obstructions that may impede access.
  3. The customer is responsible for maintaining the accessibility of the meter box and may be subject to penalties if they fail to comply with the policy. Refer to the Tampering and Unauthorized use Section 2. Tampering A and B.

### **Section 5. REVISIONS**

- A. This policy was approved by the Authority's Board of Directors on March 26, 2013, effective July 1, 2013.
- B. This policy was modified as follows:
- a. Approved May 21, 2024, effective June 1, 2024
    - i. Clarified various sections of the policy and added Section 4 for Meter Accessibility.