
RATE INFORMATION**Section 1. PURPOSE**

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

Section 2. GENERAL

- A. The rates adopted by Bedford Water will be in accordance with [§ 15.2-5136](#) of the Code of Virginia, as amended.
- B. Per the consolidation agreement that formed Bedford Water, it is intended that the rates will be equalized between all of the service areas by July 1, 2023 (“equalization period”).
- A. 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 & Commercial: This rate is used for all customers using less than four hundred thousand (400,000) gallons per month. This designation applies to, but is not limited to, single family homes, apartments, townhomes, condominiums, businesses, motels, hotels, or other temporary housing facilities.
 - 2. Industrial: Non-Residential customers with the annual average monthly flow volume per parcel being greater than four hundred thousand (400,000) gallons per month are billed at this rate.
 - 3. Bulk fill: When water is sold to customers through water filling stations, where waterlines are not adjacent to or nearby the customer’s property, this rate applies. Additional information is available in Policy 2.71 - Filling Station
- 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 and overhead costs associated with providing water and/or sewer service and is not related to the volume of water or sewer service provided. The Base Charge applies to each meter that provides service to a customer; multiple meters will have multiple Base Charges. When service is initiated for a new account, or when service is terminated, 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.

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3. Large Compound Meter Assembly (“LCMA”): The methodology for Base Charges for Large Compound Meter Assemblies can be found in Section 5 of this policy.
4. Fire Flow Meters (“FFM”): the amount of the water Base Charge is based on the size of the meter. No sewer base charge will be charged for FFMs due to the fact that none of the water that flows through the FFM should be able to make it to Bedford Water’s public sewer system.

Section 4. CONNECTION CHARGES

- A. Deposit: Each new customer shall maintain a security deposit for each service provided by Bedford Water and a signed deposit form must be on file. Deposits are maintained as stated in the Deposits policy.
- B. Capital Recovery Fees: Capital Recovery Fees are charged by Bedford Water to help offset the capital costs and debt service incurred by Bedford Water to build and maintain capacity in the entire water and/or sewer systems such that it is possible to serve the customer’s actual and/or potential future demands. Capital Recovery Fees are charged based on the size of the water meter.
 1. New Connections: All new connections to Bedford Water’s water and/or sewer systems will require the payment of Capital Recovery Fees before obtaining a building permit from Bedford County or the Town of Bedford.
 2. Upgrade of Existing Connections: 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 size and the current Capital Recovery Fee for the new meter size that is being installed.
 3. Large Compound Meter Assemblies: The methodology for Capital Recovery Fees for Large Compound Meter Assemblies can be found in Section 5 of this policy.
 4. Fire Flow Connections: When fire suppression is needed, and solid-state ultrasonic meters are able to provide the flow needed to meet the fire flow demands, the following methodology will be used:
 - a. A dedicated Fire Flow Meter (FFM) must be used for the fire flow demand.
 - i. The FFM should not have any domestic demand flow through it, and the meter should be used for the sole purpose of providing fire suppression flow.
 - ii. The FFM may be regularly used no more than once per year, and this use is only to test the fire suppression system.
 - iii. No capital recovery fee will be charged for this dedicated FFM.
 - b. A standard meter must be installed separately from the fire flow meter to provide all other water flow to the customer.
 - i. All water flows, other than fire related flows that pass through the FFM, must pass through the standard meter.
 - ii. The minimum size for the standard meter serving a facility with an FFM shall be 1 inch in size.
 - iii. The capital recovery fee(s) will be based on the size of the standard meter.

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- C. Tap Fee: This fee is to make the physical connection to Bedford Water’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.
2. 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. New water services for water meters sized 1-inch and smaller; or,
 - ii. Relocation of an existing meter setting requested by customer. The relocation may be due to an unrepairable leak, a change of grade, or any other request made by the customer to move the meter to a different location; or,
 - iii. New gravity sewer services that are 6-inch and smaller on the same side of the road as the sewer main.
 - iv. Installations of sewer clean-outs on existing sewer services at the request of the customer.
 - b. Actual cost: The actual cost incurred by Bedford Water for making a connection to the public system will be charged to the customer 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). The actual costs are charged in the following situations:
 - i. Any water meter larger than 1-inch; or,
 - ii. Any gravity sewer lateral that is larger than 6-inches; or,
 - iii. Any gravity sewer lateral connection that requires crossing a road; or,
 - iv. Any connection that involves connecting the service line to a water line or sewer line that is under a paved road, thus requiring paving repairs; or,
 - v. Any other situation that is not specifically listed under fixed cost as stated herein.
 3. 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.
 4. Water meter base assemblies that are two-inches and smaller may be installed by Bedford Water. Larger installations may be designed and installed by the customer and their qualified contractor as approved by Bedford Water and under the direct supervision of Bedford Water.

Section 5. LARGE COMPOUND METER ASSEMBLIES (“LCMA”)

- A. Base Charge: The Base Charges for LCMA will be charged as follows:
1. Routine use of Large Side of LCMA:
 - a. Large Base Water and Large Base Sewer: The amount of the Base Charge for both water and sewer will be based on the larger side of the LCMA if water flows through the large side of the meter for any purposes other than fire suppression events or Authority approved testing of the fire protection system.
 2. Infrequent use of Large Side of LCMA:
 - a. Large Base Water, Small Base Sewer: The amount of the Base Charge for water will be on the larger side of the LCMA and sewer will be smaller side of the LCMA when:

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- i. water only flows through the large side of the LCMA during fire suppression events or Bedford Water approved testing of the fire protection system; and,
 - ii. A Fire Suppression Service Charge is NOT billed to the account.
 - b. Small Base Water, Small Base Sewer: The amount of the Base Charge for both water and sewer will be based on the smaller side of the LCMA when:
 - i. the Capital Recovery Fee for water was paid based on the large side of the LCMA; and,
 - ii. water only flows through the large side of the LCMA during fire suppression events or Bedford Water approved testing of the fire protection system; and,
 - iii. a Fire Suppression Service Charge is billed to the account.
 - c. Small Base Water: The amount of the Base Charge for water will be based on the smaller side of the LCMA when:
 - i. No sewer service can be provided from water that flows through the LCMA; and,
 - ii. A grandfathered unmetered straight-pipe fire line or detector check meter is upgraded to have a LCMA installed on the fire line for fire suppression only; and,
 - iii. water only flows through the large side of the LCMA during fire suppression events or Bedford Water approved testing of the fire protection system; and,
 - iv. a Fire Suppression Service Charge is billed to the account.
- B. Capital Recovery Fees:
 1. New service: A new LCMA will be required to be installed and paid for by the customer when a building permit is issued for the construction of a new building requiring fire suppression. The Capital Recovery Fees for the new LCMA will be determined as follows:
 - a. Large Water, Large Sewer: The Capital Recovery Fee for water and sewer will be based on the largest meter side of the LMCA if the calculations provided to Bedford Water indicate that build-out of the development will cause water to routinely flow through the larger side of the meter.
 - b. Small Water, Small Sewer: The Capital Recovery Fee for water and sewer will be based on the smaller meter side of the LMCA when the purpose of the larger side of the LCMA is only to provide fire protection to the facility and regular usage will only flow through the small portion of the meter assembly. 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 meter side of the LCMA, and then it is found later that the larger meter side of the LCMA 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.
 2. Existing fire lines: A new LCMA will be required to be installed and paid for by the customer when a building permit is issued for the expansion and/or renovation an existing building. The Capital Recovery Fees for the new LCMA will be determined as follows:
 - a. Unmetered: When the existing building was previously served with an unmetered straight-pipe fire line, no Capital Recovery Fee will be charged for this new meter being installed.
 - b. Upgrade of Existing Connections:
 - i. Under-metered: When the existing building was previously served with a double check, detector check, or other type of under-metered fire line and the new LCMA will serve both domestic usage and fire protection, the Capital Recovery Fee will be

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- charged based on the difference between the current Capital Recovery Fee for the existing domestic meter size and the current Capital Recovery Fee for the small meter side of the new LCMA that is being installed.
- ii. Increased Demand: 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 small side of the existing fire flow meter and the current Capital Recovery Fee for the small side of the new fire assembly meter size that is being installed.
- C. Sunset of Base Charges: Bedford Water has determined that it takes approximately twenty-five (25) years to collect the same amount of payments from the Base Charges based on the large meter side of the Large Compound Meter Assembly (“LCMA”) as would have been collected up-front by charging the Capital Recovery Fee on the large meter side of the LCMA. When the Capital Recovery Fee is charged on the smaller side of the meter and base charge(s) for the LCMA is/are charged on the larger side of the meter assembly, the base charge may be reduced to being charged on the smaller side of the meter as follows:
1. Routine use of Large Side of LCMA: Customer accounts having routine usage on the large meter for at least two billing periods per year will not be eligible for this sunset provision.
 2. Infrequent use of Large Side of LCMA: The base charge may be modified to be based on the small side of the meter:
 - a. After three hundred (300) months of Bedford Water collecting the base charges based on the rate for the large meter side of the LCMA; and,
 - b. After the customer notifies Bedford Water that a reduction of the base charge is requested;
 - i. Bedford Water will not contact the customer to notify of the eligibility coming due on this sunset provision.
 - ii. The customer must provide Bedford Water with proof that the base charge has been paid at the larger meter size rate for the period stated above.
 - c. The change in the future base charges will be made only after the conditions above have been met. The change in the base charge will not be retroactive; the Base Charge change will only be made for future billing statements.

Section 6. 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, and checking.
- B. Fire Suppression Service Charge: This fee is charged to customers that have the capability to directly receive large volumes of water from Bedford Water 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.

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- 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. Single Customer: If the water connection providing the fire suppression service to the same space that is served by one or more domestic service water meter(s) that are all billed to the same customer, then the customer will be charged a single 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 benefit from the fire suppression service.
- 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.
- 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, Bedford Water.
 - 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: Bedford Water 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. Septage Treatment: Bedford Water may provide treatment for the waste from septic tanks that have been pumped out by reputable sewage haulers; this treatment will be provided at the Septage Treatment Rate. Septage haulers must have an account setup with Bedford Water and follow the current procedures that are documented in the Septage policy.
- G. Leachate Treatment: Bedford Water may provide treatment for the leachate waste transferred to Bedford Water from landfill operations; the transfer can take place from direct piping or from truck hauled waste, and it will be billed at the Leachate Treatment rate. An account will be setup by Bedford Water, and billing will take place as stated in this policy.
- H. Wastewater Pretreatment Permit Fee: This fee will be charged for the issuance of new wastewater pretreatment permits in accordance with Bedford Water'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.

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- I. Unauthorized Connection and Tampering Fee:
1. This fee will be charged, at the discretion of Bedford Water, 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 Bedford Water.
 - b. A customer, or any entity other than Bedford Water, has obtained access to water and/or sewer service prior to all applicable fees and/or charges being paid and without written authorization from Bedford Water.
 - 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 Bedford Water, where tampering has been found as follows:
 - a. The addition, removal, or modification of any water or sewer facilities owned by Bedford Water without prior written consent by Bedford Water.
 - b. The modification of the grade in an easement owned or maintained by Bedford Water without prior written consent of Bedford Water.
 - c. The installation of prohibited items inside Authority easements such as structures, trees, or other prohibited items without prior written consent of Bedford Water.
 3. This fee will be charged in a tiered manner, with the fee increasing with each subsequent occurrence taking place in Bedford Water's service area. The occurrence is not based per parcel or location, but rather for the numbers of times that the occurrence happens system-wide. If there are no occurrences assessed within a five year period, the fee will start at a first occurrence. This fee is charged as follows:
 - a. First Occurrence: The first time that Bedford Water assesses the Unauthorized Connection and/or Tampering, within a five (5) year period of time, the first tier of this fee will be charged.
 - b. Second Occurrence: The second time that Bedford Water assesses the Unauthorized Connection and/or Tampering, the second tier will be charged.
 - c. Third and Subsequent Occurrence(s): For the third and subsequent occurrences that Bedford Water assesses the Unauthorized Connection and/or Tampering, the third tier will be charged. After five (5) years of not having any of these fees assessed, the tier will drop back down to the first occurrence tier.
- J. 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 Bedford Water 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 Bedford Water; 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.
 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.

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- K. Repeat Service Fee: A Repeat Service Fee is assessed when Bedford Water's staff must make additional trips to install a new meter and turn on the water service because the connections to Bedford Water 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.
- L. Meter Test Fee: When a customer requests Bedford Water to test a meter and the meter accuracy is within $\pm 5\%$ accuracy, a Meter Test Fee will be charged.
- M. 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 Bedford Water more than this Insufficient Payment Fee, according to the Rates policy, then the amount assessed will be the actual charge to Bedford Water by the financial institution.
- N. Small Grinder Pump Maintenance Fee: In accordance with the Small Grinder Pump Agreement, customers that use a small grinder pump to connect to Bedford Water's sewer system have the option of contracting with Bedford Water to maintain their pumps. All users that accept the agreement will be responsible for paying this fee.
- O. Project Fee: As defined in Bedford Water'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 7. ENGINEERING SERVICE CHARGES

- A. Base Project Review Fee: This fee is charged for the initial submittal of any design plans or site plans requiring Bedford Water's review and approval, for site plans involving multifamily development or the development of three or more parcels within Bedford Water's service area, and for initial project phasing plans received after construction has begun.
- 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.

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- D. **Extended Plan Review:** If more than three (3) submittal reviews are necessary for a project, this fee is assessed on the fourth (4th) 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 Bedford Water's normal business working hours or on weekends. Agreement by Bedford Water 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 Bedford Water's Small Grinder Pump Agreement policy.
- I. **Small Grinder Pump Station Reinstatement Fee:** This fee is charged for the inspection of existing small grinder pump stations to verify applicability for Small Grinder Pump Maintenance per Bedford Water's Small Grinder Pump Agreement policy.
- J. **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.
- K. **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.
- L. **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.
- M. **Project Phasing Fee:** This fee is charged for the administrative costs associated with separating a project into phases for acceptance after the project is in construction, and will be assessed per additional phase created. This fee will not be assessed for projects when phasing is established prior to plan approval.

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- N. Cross Connection Control Program (CCCP) Fee: This fee is charged for the processing and administrative costs when a certified tester fails to upload their backflow test results directly with the third-party vendor and instead mails or submits them directly to Bedford Water for manual entry. Bedford Water must pay the upload fee to the vendor, while also using staff time to manually enter the data in the system. This fee is intended to recover the administrative costs and encourage testers to submit results through the required platform.

Section 8. REVISIONS

- A. This policy was originally approved and adopted by Bedford Water's Board of Directors on March 26, 2013, effective July 1, 2013.
- B. Changes to the policy were made 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.
 3. Approved May 18, 2021, effective June 1, 2021:
 - a. Section 4.C.2 was added to include tap fees for relocating a meter service.
 - b. Section 3.A.4 was added for bulk filling.
 4. Approved October 18, 2022, effective October 19, 2022:
 - a. Information related to Fire Meter Assemblies was clarified and moved to create a new Section 5.
 5. Approved May 16, 2023, effective June 1, 2023:
 - a. Fire Meter Assemblies renamed as Large Compound Meter Assemblies throughout.
 - b. Section 4.C.1 was revised to include cleanouts on existing lines.
 - c. Section 5.C was added to provide a sunset of base charges on large compound meter assemblies.
 - d. Section 6.G.3 was added for tiered fee structure of Unauthorized Connection and Tampering Fees.
 - e. Section 7 was modified to include Small Grinder Pump Reinstatement Fee.
 6. Approved May 21, 2024, effective June 1, 2024:
 - a. Section 3 and Section 4 were modified to provide the governance for the use of solid state ultrasonic meters for fire flow meters.
 - b. Section 6 was modified to include septage treatment and leachate treatment.
 7. Approved May 20, 2025, effective June 1, 2025:
 - a. Section 7.M was added to provide information on the Project Phasing Fee.
 8. Approved May 19, 2026, effective June 1, 2026:
 - a. Section 7.D. was modified to revise the criteria related to extended plan reviews

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- b. Section 7.N. was added to provide information on the Cross Connection Control Program (CCCP) Administrative Fee.