	Water and Sewer Service Policies	<i>EFFECTIVE DATE:</i> January 23, 2018
	<i>POLICY TITLE:</i> Community Notification & Outreach for Development and Service Authority Projects Creating Impacts to Existing Communities	<i>STARTING SECTION:</i> 47000
		<i>OWNER:</i> DIRECTOR OF ENGINEERING & PLANNING

Division IV Chapter 7

Article 1. Community Notification & Outreach for Development and Service Authority Projects Creating Impacts to Existing Communities

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§47100. Purpose.


It is essential to the Service Authority that its customers and the residents of Prince William County (“community”) are notified of construction projects that may create disruptions, inconvenience and impacts to their quality of life. This policy is intended to guide Service Authority employees in their decision-making process during plan review of developer projects and Service Authority Capital Improvement Program projects to assess potential community impacts. Service Authority employees, acting in their authorized roles and responsibilities, may be required to escalate decisions pertaining to community impacts created by potential construction projects to their Director, Deputy General Manager, or General Manager for further evaluation and mitigation. The Service Authority Priorities below represent the Service Authority’s shared values and are intended to guide employees as they make decisions and evaluate projects for potential impacts to surrounding communities.

§47105. Reserved.

§47110. Definitions.

Community – any Service Authority customer (commercial, residential, industrial, institutional, etc.), or resident of Prince William County adjacent to proposed construction activities initiated by a Developer or the Service Authority.

Developer – Property owner or designated agent responsible for developing property.

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Development Projects – Projects initiated by the Development Industry that require off-site improvements to water and/or sewer infrastructure.

Service Authority - The Prince William County Service Authority and its Board of Directors.

Service Authority Projects – Projects initiated through the Capital Improvements Program.


Authorized Employee(s) – An employee of the Service Authority, acting in their regular or assigned role, who is authorized by policy, written or verbal instructions, to act in a specified capacity and make decisions.

§47115. Decision-making Authority.

- A. The Service Authority’s Authorized Employee is designated by one or more of the following:
 1. By the Service Authority’s regular chain of command;
 2. By direction of the Service Authority’s General Manager.

§47120. Service Authority Priorities.

- A. The Service Authority Priorities are divided into two categories: absolute priorities and balancing priorities.
 1. The Service Authority’s absolute priority is the preservation of the life, safety, health and quality of life of its customers, the general public and Service Authority employees.
- B. Balancing priorities are:
 1. Minimizing disruptions, interruptions, and impacts to a community’s quality of life: noise, traffic interruptions, service interruptions, etc.
 2. Protection of the environment immediately adjacent to construction areas;
 3. Continuity of service to customers where construction activities will cause a loss of service;
 4. Continuity of service to communities where construction activities will not cause a loss of service, but may cause inconvenience, disruptions or interruptions to normal daily activities; and
 5. Compliance with regulatory or other legal requirements.


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Authorized Employees shall evaluate each Developer and Service Authority project for potential community impacts and disruptions, negative impact to the Service Authority’s public reputation and the overall mission and vision of the Board of Directors. Authorized Employees should apply the balancing priorities above to arrive at the best overall recommendation as to whether or not impacts to existing communities will result from proposed construction activities. There may be unusual circumstances where an Authorized Employee is unsure of the potential impacts to surrounding communities. In such cases, the Authorized Employee shall consult with their Director, the Deputy General Manager or the General Manager prior to making a recommendation. For those projects creating a disruption, inconvenience, or impact to a surrounding community, the Authorized Employee shall follow the requirements listed in section 47125 below.

§47125. Requirements for Projects Creating Impacts to Existing Communities.

Projects creating community impacts are divided into two categories: Development Projects and Service Authority Projects.

1. Development Projects that result in offsite improvements which create impacts, disruptions or an inconvenience within existing communities will be subject to the following requirements upon concurrence of the General Manager:
 - a. The Developer submits a written Request to the County Planning Office for a Public Facilities Review (PFR) determination.
 - b. If a determination by Prince William County indicates a PFR is required, then the Developer will implement a community engagement and outreach effort, prior to the Planning Commission Public Hearing, to review the project with the impacted community and explain the time line, extent of disruptions and inconvenience and the Developer’s mitigation plan. The Developer coordinates the community outreach program to include the impacted community, the offices of the Magisterial District Supervisor’s Office and the Service Authority.
 - c. If a determination by Prince William County indicates a PFR is not required, then the Service Authority will require, prior to plan approval, a community engagement and outreach effort by the Developer to review the project with the impacted community and explain the time line, extent of disruptions and inconvenience and the Developer’s mitigation plan. The Developer coordinates the community outreach program to include the impacted community, the offices of the Magisterial District Supervisor’s Office and the Service Authority.

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2. Service Authority Projects that create impacts, disruptions or an inconvenience within existing communities will be subject to the following requirements upon concurrence of the General Manager:
 - a. Projects that require a County PFR determination will follow the Service Authority public notification and outreach process, which includes scheduling Town Hall meetings prior to the Planning Commission Public Hearing.
 - b. Projects that do not require a County PFR determination, a recommendation will be presented to the General Manager or Designee to follow the Service Authority public notification and outreach process that includes scheduling Town Hall meetings

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APPROVED BY GENERAL MANAGER