

Customer Handbook



April 1, 2017



Dear Customer,

This Customer Handbook was designed as a reference to help you understand our rates and fees, policies and procedures for managing your account and your responsibilities as an account holder. In addition, it provides rates and policies for all new connections to the Service Authority's systems (Developers). Our website, www.pwcsa.org, is also an excellent resource for educational information about wise water use, water quality reports, Service Authority news, as well as additional information relating to the items discussed in this Customer Handbook.

From time to time, our policies and fees may change; however, we will continue to make every effort to keep you informed through updates on our website.

We want you to know that we are doing our best to serve you, the community and the environment every day. After three decades of service, we remain dedicated to providing you the best value of service.

Sincerely,

Dean E. Dickey
General Manager

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I. User Rates and Fees



Rates shall be charged in accordance with the rate schedules in effect at the time of billing. Customers seeking or receiving service are subject to all Rates, Rules and Regulations which are subject to change. Please visit our website at www.pwcsa.org for the most current information.

Detailed rate descriptions are included in the paragraphs following tables I through III.

Table I: Monthly Fixed Service Charges						
A. Meter Size	Water			Sewer		
Effective Date	1/1/2015	1/1/2016	1/1/2017	1/1/2015	1/1/2016	1/1/2017
5/8 x 3/4"	\$4.65	\$5.05	\$5.45	\$8.20	\$8.90	\$9.60
1"	\$13.95	\$17.70	\$21.80	\$24.60	\$31.15	\$38.40
1 1/2"	\$26.25	\$31.80	\$38.15	\$46.35	\$56.05	\$67.20
2"	\$44.20	\$54.30	\$65.40	\$77.90	\$95.65	\$115.20
3"	\$74.40	\$80.80	\$87.20	\$131.20	\$142.40	\$153.60
4"	\$116.25	\$126.25	\$136.25	\$205.00	\$222.50	\$240.00
6"	\$232.50	\$252.50	\$272.50	\$410.00	\$445.00	\$480.00
8"	\$372.00	\$404.00	\$436.00	\$656.00	\$712.00	\$768.00
10"	\$534.75	\$580.75	\$626.75	N/A	N/A	N/A

Table II: Volume Charges per 1,000 Gallons			
Effective Date	1/1/2015	1/1/2016	1/1/2017
Residential			
B. Base Water	\$3.35	\$3.35	\$3.35
B. Base Sewer	\$6.55	\$6.55	\$6.55
C. Peak Use I	\$3.60	\$3.60	\$3.60
C. Peak Use II	\$3.60	\$3.60	\$3.60
Commercial			
B. Base Water	\$3.70	\$3.70	\$3.70
B. Base Sewer	\$7.15	\$7.15	\$7.15
D. High Demand I	\$2.00	\$2.00	\$2.00
D. High Demand II	\$2.30	\$2.60	\$2.90
Q. Hydrant Water	\$6.95	\$6.95	\$6.95

I. User Rates and Fees

Table III: Administrative Fees

Effective Date		1/1/2015	1/1/2016	1/1/2017
E.	Application Fee	\$35.00	\$35.00	\$35.00
F.	Tenant Advance Payment Fee	\$250.00	\$250.00	\$250.00
G.	Return Trip Fee	\$35.00	\$35.00	\$35.00
H.	Late Payment Charge	10%	10%	10%
I.	Delinquency Fee	\$35.00	\$35.00	\$35.00
J.	After Hours - Service Restoration Fee	\$90.00	\$90.00	\$90.00
K.	Returned Payment Fee	\$25.00	\$25.00	\$25.00
L.	Lien Processing Fee	\$10.00	\$10.00	\$10.00
M.	Grinder Pump Maintenance Fee	\$27.00	\$27.00	\$27.00
N.	Refuse Collection Charge	\$13.00	\$13.00	\$13.00
O.	Meter Test Fee	\$50.00	\$50.00	\$50.00
P.	Unauthorized Use Charge	\$250.00	\$250.00	\$250.00
Q.	Hydrant/Development Meter Program Fees			
	Permit Fee	\$25.00	\$25.00	\$25.00
	3/4" Hydrant Meter Deposit	\$400.00	\$400.00	\$400.00
	3" Hydrant Meter Deposit	\$1,720.00	\$1,720.00	\$1,720.00
	Penalty for Failure to Report Consumption	\$100.00	\$100.00	\$100.00

Table III: Administrative Fees (Cont.)

Effective Date		1/1/2015	1/1/2016	1/1/2017
R.	Pump and Haul Fees			
	Application Fee	\$875.00	\$875.00	\$875.00
	Non-Residential Deposit	\$7,500.00	\$7,500.00	\$7,500.00
	Monthly Charge 10,000 Gallons	\$72.85	\$72.85	\$72.85
	Monthly Charge 20,000 Gallons	\$104.30	\$104.30	\$104.30
	Monthly Charge 30,000 Gallons	\$135.75	\$135.75	\$135.75
	Monthly Charge 40,000 Gallons	\$167.20	\$167.20	\$167.20
	Monthly Charge 50,000 Gallons	\$198.65	\$198.65	\$198.65
	Violation Fee per Occurrence	\$350.00	\$350.00	\$350.00
	Violation Fee per Day	\$100.00	\$100.00	\$100.00
	Effective Date	1/1/2017	7/1/2017	7/1/2018
S.	Septage Hauling Fees			
	Annual Permit Fee per Vehicle	\$150.00	\$150.00	\$150.00
	Dump Fee per Load	\$40.00	-	-
	Dump Fee per 1,000 Gallons	-	\$17.00	\$26.00
	Effective Date	1/1/2015	1/1/2016	1/1/2017
T.	Industrial Pretreatment Fees			
	Permit and Other Applicable Fees	Variable	Variable	Variable
	Monthly Regulatory Fee	\$100.00	\$100.00	\$100.00
	Violation Fee per Occurrence	\$365.00	\$365.00	\$365.00
	Violation Fee per Day	\$100.00	\$100.00	\$100.00

I. User Rates and Fees

The following rate descriptions correspond with the User Rates and Fees tables.

A. Service Charges

Water and sewer service charges are based on the size of the water meter serving the property. These fixed charges are billed monthly and are designed to recover fixed operational costs such as meter reading, customer service operations and general and administrative overhead. In the case of unmetered flat rate sewer, the Service Charge is assessed based on the meter size that would be needed to provide service to the property.



B. Volume Charges

Customers are charged for water and sewer consumption based on metered water usage. This charge covers the cost of purchased water and wastewater treatment, as well as the cost of operation and maintenance

for the Service Authority's lines, pumping stations and water storage tanks. In the case of unmetered flat rate sewer for residential accounts, the Volume Charge is assessed based on 7,000 gallons per month per Equivalent Residential Unit (ERU) which is the established average use of a single family residence.

A water meter is set at each service location to measure the amount of water consumption. Both water and sewer services are billed based on the water meter readings. There is a charge per 1,000 gallons of metered water and sewer services used. Meter readings are taken monthly by Service Authority employees. If the Service Authority is unable to read the meter due to inclement weather or other reasons, then the Service Authority will estimate your bill. Estimates are based on previous consumption history such as, same month of the previous year, the previous month or average account type usage and days in the billing period. Estimated consumption will typically be higher or lower than actual consumption. This means that when the next reading is taken, customers can expect a somewhat higher or lower bill due to a reconciliation of total consumption used from the last actual reading to the present reading (typically a 60-day period).

C. Residential Peak Water Use Charges and Seasonal Sewer Adjustment

1. Peak Use Charge - Water

Peak Water Use Charges are set to recover the cost of capacity during peak demand periods. Only those customers whose water usage patterns reach peak capacity demands on the water system, as defined below, are subject to the Peak Use Charges. Peak Use Charges are billed at a rate per 1,000 gallons and are added to the metered water volume charge. Residential Peak Use Charges are in effect for consumption used from May 1st through October 31st.

Based on weather conditions, the General Manager may extend the period during which Peak Use Charges are applied.

I. User Rates and Fees

Residential accounts are subject to Peak Use I and II Charges as follows:

Peak Use I Charges apply to monthly water consumption exceeding the greater of:

- 7,000 gallons;
- 2,000 gallons above the preceding Winter Average Consumption; or
- 1.3 times the preceding Winter Average Consumption.

Peak Use II Charges apply to monthly water consumption exceeding the greater of:

- 21,000 gallons; or
- 3.0 times the preceding Winter Average Consumption.

Multi-family accounts are subject to Peak Use Charges year round based on the Equivalent Residential Units (ERU) purchased. Multi-family accounts with sub-meters are subject to both Peak Use I and Peak Use II Charges. Multi-family accounts without a sub-meter are only subject to Peak Use II Charges.

2. Seasonal Sewer Adjustment

Increased water demands during the summer months may be a result of irrigation. As this water does not typically enter the sanitary sewer system, and as sewer consumption is based on water consumption, the Service Authority caps residential sewer consumption from May 1st through October 31st. During this period, monthly sewer consumption charges are assessed on the lower of actual metered consumption or the Winter Average Consumption plus 2,000 gallons. For all new residential customers that have not established a Winter Average Consumption, sewer volume charges will be capped at the lesser of actual consumption or 9,000 gallons. The Seasonal Sewer Adjustment does not apply to customers with a sub-meter. Based on weather conditions, the General Manager may extend the period during which the Seasonal Sewer Adjustment is applied.



3. Winter Average Consumption

Winter Average Consumption serves as the basis for calculating the Residential Peak Water Use Charge and Seasonal Sewer Adjustment. Winter Average Consumption is based on the average of actual metered consumption during the January-March billing periods of each year. In the event of an estimated bill during this time frame, December and/or April consumption may be used to determine Winter Average Consumption.

Residential customers with no previous consumption history at the given location are assigned a Winter Average Consumption of 7,000 gallons per month. Residential customers moving into the area who had metered water consumption with another water utility over the past year may provide documentation of their previous winter consumption and request use of this data to determine their Winter Average Consumption.

I. User Rates and Fees

D. Commercial High Demand Charges

High Demand Charges are set to recover the cost of capacity for water usage exceeding the thresholds in the table below (effective 1/1/2013). High Demand Charges are billed at a rate per 1,000 gallons, are added to the metered water volume charge and are in effect throughout the year. Commercial customers with water-only or sub-metered service are subject to both the High Demand I and High Demand II Charges. Commercial customers with both water and sewer service are only subject to the High Demand II Charge.

Table IV: Commercial High Demand Thresholds

Meter Size	Typical Factor (ERU) **	Monthly Thresholds*	
		High Demand I	High Demand II
5/8 x 3/4"	1	10,000	23,000
5/8 x 3/4"	2	20,000	45,000
1"	4	40,000	90,000
1 1/2"	7	70,000	158,000
2"	12	120,000	270,000
Other **	Varies	Varies	Varies

* The threshold for High Demand I is 10,000 per Equivalent Residential Unit (ERU). The threshold for High Demand II is equal to 3.0 x the number of ERUs x 7,500 gallons (rounded). The thresholds are stated on the customer's monthly bill. Please contact the Billing Department at 703-335-7950 with any questions.

** ERUs are assigned at Certification and are based on the customer's meter size, unless additional ERUs were purchased.

E. Application Fee

All new accounts are charged an Application Fee at the time the account

is opened. Existing customers transferring service to another location shall be charged an Application Fee for each transfer to recover the administrative costs associated with establishing a new account. The Application Fee appears on the first month's bill.

F. Tenant Advance Payment Fee (Deposit)

Tenants must pay an Advance Payment that is included on the tenant's first bill. The Advance Payment approximates three months of service and will be held and applied to a customer's final bill. Any credit balance remaining on the account will be refunded to the customer.

G. Return Trip Fee

In order to connect water service, the customer's plumbing must be in working condition and all faucets/spigots must be turned off. In the event that the water meter indicates that water is turned on and the customer is not at the premises, the Service Authority will not connect the water service. A maximum of two attempts will be made to connect water service. If the Service Authority cannot connect service after the second trip, a Return Trip Fee will be assessed and must be paid before a subsequent trip will be authorized.

H. Late Payment Charge

Late Payment Charges of 10% are assessed in accordance with VA Code Section 15.2-5136 if the payment is not received by the due date.

I. Delinquency Fee

A Delinquency Fee shall be assessed on all past due accounts which have been identified for further delinquent action, to include, but not limited to, mail notification, door tag notification, telephone call or service disconnect.

I. User Rates and Fees

See Section III. I., Delinquent Accounts and Collection Policies for more information. If service is disconnected, the cost of service restoration Monday through Friday from 8:00 a.m. to 8:00 p.m. is covered under the Delinquency Fee.

J. After Hours - Service Restoration Fee

Requests for same day service restoration will be accepted:

- Monday through Friday 8:00 a.m. to 8:00 p.m.
- Saturday, Sunday and holidays 8:00 a.m. to 4:00 p.m.

Requests made after the designated times above will be performed the following calendar day. Requests performed on Saturdays, Sundays or holidays are subject to the After Hours - Service Restoration Fee.

K. Returned Payment Fee

A fee will be assessed for each returned payment. The amount of the returned payment, plus the fee, must be paid by certified check, cash, money order, Master Card, Visa or Discover credit cards only.

L. Lien Processing Fee

Any unpaid closed account that is subject to lien placement will be assessed a Lien Processing Fee.

M. Grinder Pump Maintenance Fee

Properties with Service Authority grinder pump maintenance contracts are subject to a monthly Grinder Pump Maintenance Fee.

N. Refuse Collection Charge

Residential customers in the Yorkshire Service Area receive refuse collection

service from the Service Authority through an independent contractor. The monthly Refuse Collection Charge is based on the cost to provide such service.

One trash tote and a recycling bin are provided free of charge to each residence. The refuse receptacles are to remain at the property when vacated for the next customer's use. In the event a receptacle is lost, stolen or damaged, the customer should contact the refuse contractor to request and be billed directly for any replacement receptacle(s). For any billing questions regarding refuse service, please contact the Service Authority's Customer Service Department at 703-335-7950.

O. Meter Test Fee

A Meter Test Fee will be assessed to the customer's account each time a meter is tested for accuracy, at the customer's request, and the meter is found to be registering accurately. According to the American Water Works Association, a meter is considered to be accurate if it measures between 98.5% - 101.5% at three different flow rates. If a water meter is found to be over registering, the meter will be replaced and the customer's account adjusted. If a water meter is under registering, a replacement



I. User Rates and Fees

meter will be installed and the customer's account will not be adjusted. Customers requesting meter tests are encouraged to be present when the meter is tested. For more information please contact the Service Authority's Customer Service Department at 703-335-7950.

P. Unauthorized Use Charge

The act of diverting or wasting public water, tampering with a metering device, damaging or intentionally destroying water or wastewater facilities is illegal (Virginia Code Sections 18.2-162 and -163). Additional criminal and civil penalties may apply.

The following activities will be subject to an Unauthorized Use Charge:

- Opening a fire hydrant without a Service Authority metering device, excluding Service Authority and firefighting personnel.
- Tampering with the meter assigned to the property.
- Installing any type of device not approved by the Service Authority.
- Tampering with, damaging or accessing water or wastewater facilities without Service Authority approval.



Q. Hydrant/Development Meter Program Fees

All customers, except for the Fire Department, must obtain a hydrant meter permit prior to accessing water from a hydrant and must follow the rules and regulations of the program. For more information on the Hydrant Meter Program please see Section III. E., Hydrant and Development Meter Accounts.

R. Pump and Haul Fees

The Service Authority is the Pump and Haul permit holder in Prince William County for commercial facilities that are located where no sewer collection system is available. Pump and Haul customers must first receive approval from the Prince William County Board of Supervisors and then apply for a permit with the Service Authority's Environmental Services and Water Reclamation Division. Pump and Haul customers are responsible for all costs incurred by the Service Authority not covered herein should they arise. Non-payment of any rates or fees shall result in permit revocation. For more information on Pump and Haul see Section III. O., Environmental Services and Compliance or contact the Environmental Services and Water Reclamation Division at 703-331-4162.

S. Septage Hauling Fees

All septage haulers using the H.L. Mooney Advanced Water Reclamation Septage Receiving Station must have a current permit issued by the Service Authority for the discharge of septage and are subject to the Septage Receiving Station Rules and Regulations. For more information on Septage Hauling contact the Environmental Services and Water Reclamation Division at 703-331-4162.

T. Industrial Pretreatment Fees

Significant industrial users discharging non-domestic sewer are required to obtain a Pretreatment Permit from the Service Authority and are subject to Industrial Pretreatment Fees. Non-payment of any rates or fees shall result in permit revocation. For more information on Industrial Pretreatment see Section III. O., Environmental Services and Compliance or contact the Environmental Services and Water Reclamation Division at 703-331-4162.

II. Rates and Fees for New Connections (Developer Fees)



Rates shall be charged in accordance with the rate schedules in effect at the time of billing.

Customers seeking or receiving service are subject to all Rates, Rules and Regulations which are subject to change. Please visit our website at www.pwcsa.org for the most current information. Customers should contact the Service Authority’s Engineering & Planning Division at 703-335-7930 for assistance.

Detailed rate descriptions are included in the paragraphs following tables V through VII.

[Rates, Rules and Regulations](#)

Table V: New Connection (Developer) Rates and Fees			
Effective Date	1/1/2015	1/1/2016	1/1/2017
A. Plan Review Fees			
Per Linear Foot (LF) - Water	\$0.65	\$0.65	\$0.65
Per Linear Foot - Sewer	\$0.65	\$0.65	\$0.65
Base Charge - New Plan	\$500.00	\$500.00	\$500.00
Base Charge - Plan Revision	\$150.00	\$150.00	\$150.00
B. Utility Permit Fees			
Inspection Fees Per LF - Water ⁽¹⁾	\$3.50	\$3.50	\$3.50
Inspection Fees Per LF - Sewer ⁽¹⁾	\$5.45	\$5.45	\$5.45
⁽¹⁾ Minimum charge of 100 LF per service.			
CCTV Inspection per LF	\$2.40	\$2.40	\$2.40
CCTV Return Trip	\$600.00	\$600.00	\$600.00
As-Built Fee per LF - Water	\$1.20	\$1.20	\$1.20
As-Built Fee per LF - Sewer	\$1.80	\$1.80	\$1.80
As-Built Minimum Charge per Project	\$1,000.00	\$1,000.00	\$1,000.00
C. Certification Fees			
Application Fee	\$35.00	\$35.00	\$35.00
Final Inspection (per Service)	\$50.00	\$50.00	\$50.00
Availability, Meter and Meter Installation Fees	See Table VI and VII		
Local Facility Charges (per ERU)			
Linton Hall-Saybrooke - Water*	\$375.00	\$375.00	\$375.00
Powell's Creek - Sewer*	\$470.00	\$470.00	\$475.00
Little Bull Run - Sewer	\$880.00	\$880.00	\$880.00
Cabin Run - Sewer	\$3,500.00	\$3,500.00	\$3,500.00
* LFC fees are subject to annual adjustment based on the Consumer Price Index.			
D. Other Fees			
Other Review Fee	\$50.00	\$50.00	\$50.00
Other Inspection Fee	\$50.00	\$50.00	\$50.00
Stabilization Waiver Fee	\$490.00	\$490.00	\$490.00
Re-Inspection/Return Trip	\$100.00	\$100.00	\$100.00
Second Re-Inspection	\$200.00	\$200.00	\$200.00
Third and Any Subsequent Re-Inspection	\$300.00	\$300.00	\$300.00

II. Rates and Fees for New Connections (Developer Fees)

Table VI: Availability Fees							
Effective Date		1/1/2015		1/1/2016		1/1/2017	
Meter Size	ERUs	Water	Sewer	Water	Sewer	Water	Sewer
5/8 x 3/4"	1	\$4,600.00	\$10,800.00	\$4,600.00	\$10,800.00	\$4,600.00	\$10,800.00
1"	4	\$18,400.00	\$43,200.00	\$18,400.00	\$43,200.00	\$18,400.00	\$43,200.00
1 1/2"	7	\$32,200.00	\$75,600.00	\$32,200.00	\$75,600.00	\$32,200.00	\$75,600.00
2"	12	\$55,200.00	\$129,600.00	\$55,200.00	\$129,600.00	\$55,200.00	\$129,600.00
3" and Greater	Varies	Availability Fees/ERU's shall be calculated on an individual basis for meter sizes 3" and greater, and in cases where high demand on the water system may be anticipated.					
Residential Certifications are charged 1 ERU per single family home or townhome.							
Multi-family Residential Certifications are charged 80% of the Availability Fee for 1 ERU, per dwelling unit.							
Student Housing Availability Fees/ERUs shall be based on the specific estimated peak monthly usage.							

Table VII: Meter and Meter Installation Fees			
Effective Date	1/1/2015		
Meter Size	Sub-Meter Service Fee	Meter Fee	Meter Installation Fee
5/8 x 3/4"	\$460.00	\$275.00	\$50.00
1"	\$1,840.00	\$350.00	\$100.00
1 1/2"	\$3,220.00	\$675.00	\$150.00
2"	\$5,520.00	\$675.00	\$150.00
3" and Greater	Meter and Installation Fees vary based on size of meter.		

The following fee descriptions are in accordance with the New Connection (Developer) Rates and Fees tables.

A. Plan Review Fees

Plan Review Fees cover all submittals that may be necessary to address review comments and are due prior to the issuance of a Utility Permit. There is a base fee and per linear foot charge based upon the amount of water and sewer main submitted.

Property Owners/Developers seeking water and/or sewer service for a location in which no prior service has been established and for which new construction is planned shall submit a development or public improvement plan to Prince William County which will be routed to the Service Authority for review and approval. Plans for properties located in the Town of Haymarket, Town of Occoquan and Dumfries must be submitted directly to the Service Authority. The water and sewer facilities will be reviewed in accordance with and for compliance with the Service Authority's Utility Standards Manual (USM). Property Owners/Developers seeking water and/or sewer service for a location which has an existing service and/or an existing building or home shall work with the Service Authority's Engineering & Planning Division to sketch the desired service.

II. Rates and Fees for New Connections (Developer Fees)

B. Utility Permit Fees

A Utility Permit may be requested from the Service Authority once the project plan has been approved by Prince William County or applicable jurisdiction. The Utility Permit authorizes ground work for utility installation to begin and initiates the Service Authority's inspection process. The Utility Permit includes a letter from the Service Authority to the Virginia Department of Transportation (VDOT) which states that the Service Authority will take over and maintain Service Authority approved infrastructure in that portion of the VDOT right of way identified in the project plans. All Plan Review and Utility Permit Fees must be paid prior to the issuance of a Utility Permit.

1. Inspection Fees

Inspection Fees are charged per linear foot and cover the cost of the water and sewer main inspections from the start of construction through beneficial use and bond release. There is a minimum charge equal to the cost for 100 linear feet per service.

A separate request for a bond release inspection must be made to the Engineering & Planning Division once final pavement is installed. The Service Authority will not recommend final bond release of a project until all charges and fees have been paid.

2. CCTV Inspection Fees

Closed Circuit TV Inspection (CCTV) Fees cover the cost to inspect the main sewer line by CCTV camera. This fee includes one CCTV inspection. Additional CCTV inspections are subject to additional fees.

3. As-Built Fees

As-Built Fees cover the cost of preparing As-Built drawings for the Service Authority's records after the utility installation is complete. The As-Built Fee is calculated based on the linear footage of water and/or sewer main installed. There is a minimum charge per project.

C. Certification Fees

Certification is the written authorization executed by the Service Authority's Engineering & Planning Division to establish service and physically connect a new location to the Service Authority's water and/or sewer system. All Plan Review and Utility Permit Fees must be paid prior to applying for Certification. Certification Fees shall be paid in full and in accordance with the fee schedule in effect at the time of payment. No connection to the Service Authority's system will be made without proof of Certification. Certification is required prior to the issuance of a Service Authority Water Meter.

1. Application Fee

All new accounts are charged an Application Fee at the time the account is opened. The Application Fee covers the administrative costs associated with establishing a new account.

2. Availability Fees

(a). Water and Sewer Availability Fees are charged when applying for Certification to cover the cost of the customer's pro-rata share of water and/or wastewater treatment capacity as well as water transmission mains, sewer interceptors, storage tanks, reservoirs, pumping stations, infiltration and inflow and Engineering Administration. Availability Fees shall not be used to pay for operations, maintenance, repairs or capital improvements to benefit existing customers.

II. Rates and Fees for New Connections (Developer Fees)

- (b). Availability Fees are sold in Equivalent Residential Units (ERU) at the time of certification. ERUs are determined for each customer class as follows:
- (i). Residential: One ERU shall be assigned to each single family home or townhouse.
 - (ii). Multi-family Residential: ERUs for apartments, condominiums, or like use, shall be based on 80% of 1 ERU, per dwelling unit.
 - (iii). Student Housing: ERUs shall be based on the specific estimated peak monthly usage.
 - (iv). Commercial: ERUs for meter sizes ¾” through 2” shall be based on a fixed schedule as indicated in the Service Authority’s adopted schedule of Rates and Fees. Commercial ERUs for meter sizes 3” and greater shall be calculated on an individual basis based on the specific customer’s peak monthly usage.
- (c). Connection to the Service Authority’s system requires payment of an Availability Fee. The Service Authority shall not waive Availability Fees.
- (d). Availability Fees are non-refundable and non-transferable. Certifications are fixed to the property certified and cannot be transferred to other properties. Should that capacity cease to be needed at the connection initially served, the capacity can be applied in support of any other connection that is located on the same parcel of land. Where a parcel of land with assigned capacity is to be subdivided, or its boundaries adjusted, capacity may be applied to support service on the resultant property or properties.
- (e). The payment of an Availability Fee allocates an amount of capacity in the Service Authority’s system.
- (i). One ERU of water is allocated 10,000 gallons maximum usage per month based on the following:

Water	Peaking Factor	Gallons per Day	Gallons per Month
Annual Average Daily Use ¹	1	250	7,500
Maximum Monthly Use ²	1.3	-	10,000
Maximum Daily Use ³	1.6	400	-

¹ - Annual Average Daily use per residential unit of 250 gallons per day (GPD) is based on accepted industry standard. The average gallons per month are calculated by multiplying 250 gallons per day times 30 days.

² - The Maximum Monthly use per residential unit is calculated by multiplying the annual average monthly use of 7,500 gallons times a 1.3 maximum monthly peaking factor, which is based on the Service Authority's historical peaking experience. This is rounded to 10,000 gallons per month.

³ - The Maximum Daily use per residential unit of 400 gallons is calculated by multiplying the annual average daily use of 250 gallons times a 1.6 maximum daily peaking factor, which is based on the Service Authority's historical peaking experience.

- (ii). Although the Service Authority is subject to water capacity limits from its wholesale water providers based on maximum day, Availability Fees are based on maximum monthly demands as the Service Authority measures a customer’s water usage on a monthly basis.
 - (iii). The estimated maximum daily usage for each additional unit of sewer capacity is 330 gallons based on the Service Authority’s historical peaking experience.
- (f). The required meter size is approved during the Plan Review process and is based on the customer’s maximum instantaneous flow rate as supported by the customer’s submitted plans. Should actual consumption exceed the meter’s rated capacity, the Property Owner/ Developer shall be required to upgrade the meter to the appropriate meter type and size and pay any associated meter charges and

II. Rates and Fees for New Connections (Developer Fees)

Supplemental Availability Fees. The Service Authority shall review a customer's estimated instantaneous flow based upon fixture unit computations to verify the rated capacity of the requested meter size is adequate. In certain circumstances, such as establishing the ERU basis for 3" and larger commercial meters, the Service Authority may also consider (1) typical consumption for like facilities or customers; (2) comparable consumption data for like facilities or customers; (3) type of use, principal use, or timing of use; (4) other engineering or hydraulic information when instantaneous demands cannot be predicted by the fixture units, such as water used in processing or manufacturing applications; or 5) other factors applicable to the specific customer when trying to establish appropriate meter size or ERUs.

- (g). Commercial customers shall pay High Demand Charges for water consumption above their allotted ERUs as defined by the Service Authority's adopted User Rates.
- (h). Additional capacity may be requested by the customer or required by the Service Authority. Supplemental Availability Fees are calculated in ERUs and are based on either the change in meter size or the amount of capacity to be added (ERUs used during the peak month, less ERUs previously purchased) based on the current rates in effect at the date of the bill. Customers identified as exceeding the applicable usage limits and who consistently place high demands or a capacity burden on the Service Authority's system may be required to pay Supplemental Availability Fees. At any time, the Service Authority reserves the right to seek Supplemental Availability Fees when water or sewer demand exceeds the amount of capacity purchased, regardless of a change in ownership.
- (i). Availability Fees do not include Service Connections and System Extensions/Upgrades. See Section II. E., for more information.

3. Local Facilities Charge

In some cases, new service locations are subject to additional fees established by the Service Authority's Board of Directors called Local Facilities Charges (LFC). LFCs are designed to recoup the proportionate cost of designated infrastructure projects from new service locations within a specific service area that benefits from the project. If a property is subject to the LFC, the fees must be paid in accordance with the terms stated in the resolution adopted by the Board of Directors. Financial responsibility is incurred at the time of issuance of a Utility Permit or Certification.

4. Meter and Meter Installation Fees

Customers connecting to the system are subject to the appropriate Meter Fee and Meter Installation Fee based on the size of the meter and associated labor for installation. The required meter size is approved during the Plan Review process. Water meters are procured and installed by the Service Authority. The Service Authority will install the meter in the meter crock or vault that is provided by the customer. The Service Authority may at its own discretion at any time remove any meter for routine testing, repairs, or replacement.

Water meters are the property of the Service Authority and may be right sized at the discretion of the Service Authority to meet the customer's use. Customers shall be charged the differential cost for a larger meter size and are subject to applicable Supplemental Availability Fees.

Meter installations can be scheduled by the Utility Services Department at 703-335-7930.

5. Sub-Meter Service Fee

This fee covers the costs necessary for plan review, field service, and customer service administration. The Sub-Meter Service Fee is based on the size of the sub-meter required for the project. See Section III. D., Specialty Accounts, for additional information.

II. Rates and Fees for New Connections (Developer Fees)

6. Final Inspection Fees

A Final Inspection is requested when seeking building occupancy from Prince William County or other applicable jurisdiction for a specific building or lot. The inspection can be conducted when all site construction and landscaping (sod/seed/straw) has been completed as per the approved plans. The meter crock/vault and sewer lateral will be inspected to check that there are no leaks, breaks or foreign material in the crock or lines and that all requirements have been met. If the project passes inspection, the Service Authority will provide a copy of the inspection report, which is used as verification to Prince William County that the inspection has been completed and is approved. Inspection Fees cover one trip. Re-inspection Fees shall be assessed on any necessary re-inspections as determined by the Service Authority.

In certain situations a voluntary Stabilization Waiver Fee may also apply. See below for more information on Stabilization Waivers.

D. Other Fees

1. Other Review Fees

Other Review Fees cover the cost of preliminary plan reviews, plat reviews or other miscellaneous reviews.

2. Other Inspection Fees

Other Inspection Fees cover the cost of demolition inspections, replacement inspections or other miscellaneous inspections.

3. Stabilization Waiver Fee

A Stabilization Waiver may be requested by an Owner/Developer that desires final inspection approval for occupancy prior to final stabilization (sod/seed/straw). The Stabilization Waiver Fee covers the administration of monitoring and performing additional inspections, as necessary, up to the

point of final stabilization and/or bond release. For more information on Stabilization Waivers please contact the Engineering and Planning Division at 703-335-7930.

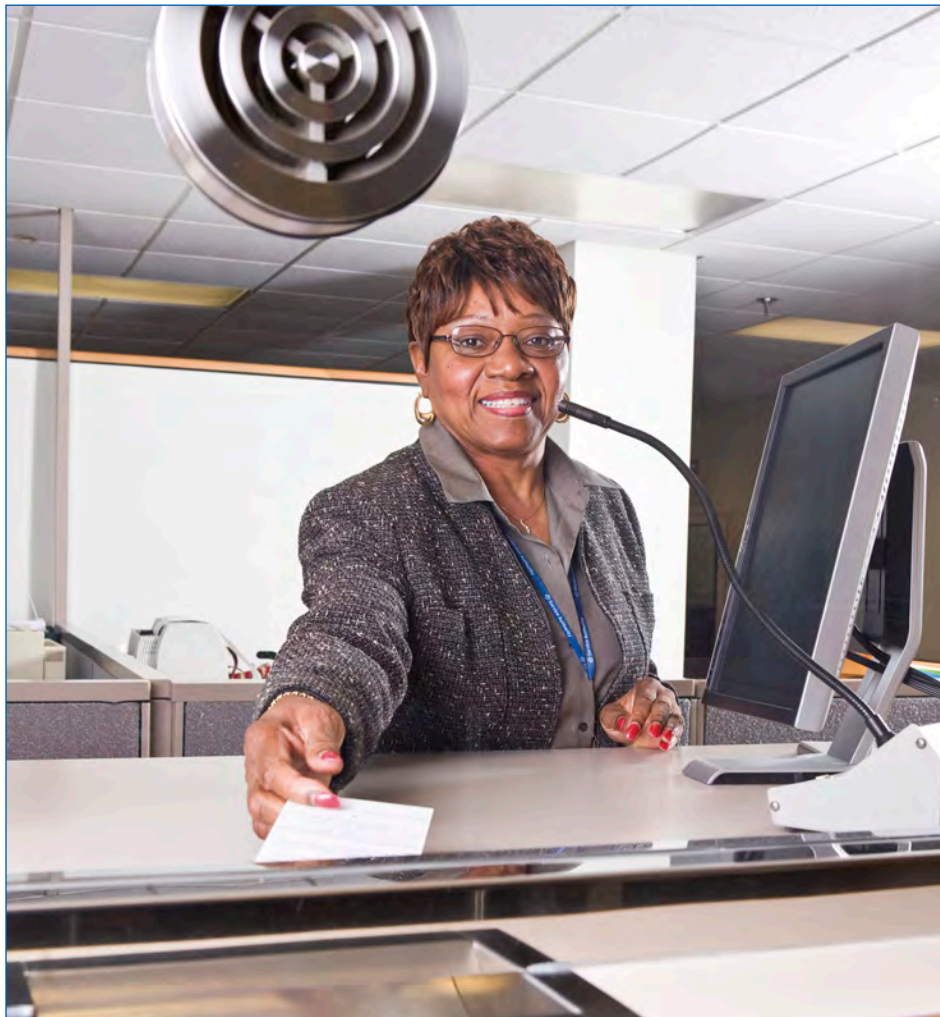
4. Re-Inspection or Return Trip Fees

Re-Inspection or Return Trip Fees are charged when a final inspection or request for meter set fails. Re-Inspection Fees must be paid in advance of the inspector returning to the site to re-inspect.

E. Service Connections and System Extensions/Upgrades

It is the responsibility of the Property Owner/Developer to make all improvements, both on-site and off-site, to the water and sanitary sewer systems necessary to develop a property. Such costs are the obligation of the Property Owner/Developer seeking new service and are not covered by any of the fees in this document. All extensions and upgrades must be made in accordance with the Service Authority's Utility Standards Manual (USM) and Service Connection Policy. For more information on Service Connections and System Extensions/Upgrades please see Section III. B., New Connections to the Service Authority's System or contact the Engineering and Planning Division.

III. Customer Rules and Regulations



A. General

1. No Free Service

There shall be no free service rendered by the Service Authority. Customers shall apply for and receive service pursuant to the Rules and Regulations herein contained and shall pay for such services at the established rates, fees and other charges in effect at the time of billing.

2. Service Authority Employees

- (a). No employee or agent of the Service Authority shall have the right or authority to bind the Service Authority by any promise, agreement or representation contrary to the letter or intent of these Rules and Regulations.
- (b). Service Authority employees in the field always wear a Service Authority uniform and carry an ID badge. The majority of Service Authority business in the field is conducted outside of homes. Service Authority employees never initiate an in-home visit without a scheduled appointment. Service Authority employees never conduct financial transactions or ask for personal information.
- (c). Employees or agents of the Service Authority are expressly forbidden to request or accept any compensation for any service rendered to its customers except as covered by its Rates, Rules and Regulations.

3. Unauthorized Use

The act of diverting or wasting public water, tampering with a metering device, damaging or intentionally destroying water or wastewater facilities is illegal (Virginia Code Sections 18.2-162 and-163). Additional criminal and civil penalties may apply.

III. Customer Rules and Regulations

The following activities are considered Unauthorized Use and will be subject to an Unauthorized Use Charge:

Opening a fire hydrant without a Service Authority metering device, excluding Service Authority and firefighting personnel.

- Tampering with the meter assigned to the property.
- Installing any type of device not approved by the Service Authority.
- Tampering with, damaging or accessing water or wastewater facilities without Service Authority approval.

4. Interruptions in Water Supply

(a). The Service Authority may at its own discretion at any time shut off the water in the mains in case of accident or for the purpose of making connections, alterations, repairs, changes, or for other reasons, and may restrict the use of water to reserve a sufficient supply for public fire service or other emergencies whenever the public welfare may require it.

(b). While it is the intention of the Service Authority to give notice in advance of any work which must be done that will necessitate any interruption of the supply, such notice shall be considered a courtesy and not a requirement on the part of the Service Authority.

Property Owners shall regulate their installations connected with the water supply system so that damage will not occur if water is shut off without notice.

(c). The Service Authority shall not be liable to the customer for failure or interruption of continuous service or pressure surges that occur in the water system. The Service Authority shall not be liable for any act or omission caused directly or indirectly by shutdowns for repairs or adjustments, breakdowns, accidents, labor issues, enemies of the United States, State, Federal, or other governmental interference, acts of God or other causes beyond the Service Authority's control. The

Service Authority will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in service, but it cannot and does not guarantee that such will not occur.

5. Pressure and Continuity of Supply

- (a). The Service Authority does not guarantee sufficient or uniform pressure, or an uninterrupted supply of water, and customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured, such as for steam boilers, evaporative cooling systems, domestic hot water systems, etc.
- (b). In areas of high elevation where pressure is low, if the customer desires a higher pressure than furnished at the mains of the Service Authority, the customer may install at the customer's own expense a privately owned and maintained tank and/or booster pump system to improve water pressure.
- (c). Where the pressure to a customer's premises is greater than desired, it shall be the customer's responsibility to install the proper regulating device to reduce the pressure to the extent desired. The responsibility to operate, maintain and repair pressure regulating devices strictly lies with the customer.
- (d). The Service Authority shall have the right to require the adjustment, modification, or removal of any quick opening or closing valve or other device installed in a premise, the operation of which results in an unreasonable fluctuation of pressure in the Service Authority's system.

III. Customer Rules and Regulations



B. New Connections to the Service Authority's System

1. Connecting Service

- (a). All new service connections require application and authorization prior to connection through the Service Authority's Engineering & Planning Division. All applicable New Connection (Developer) Rates and Fees apply.
 - (i). Property Owners/Developers requesting service to a premises not already having direct access to an existing public sewer main or water main must submit an application to the Service Authority to extend and/or upgrade the water distribution system or sewer system. Such costs are the obligation of the Property Owner/Developer seeking new service.

- (ii). When an existing water service or sanitary sewer lateral will be reused as part of a new development, the Service Authority shall inspect the existing service line or lateral to ensure that they are serviceable and meet current Service Authority material specifications. Any defects or out-of-date materials shall be repaired or replaced, at the Property Owners/Developers expense, to the satisfaction of the Service Authority before the existing water service or sewer lateral is placed back into service.
- (b). All service connections or infrastructure that will be part of the Service Authority's water and sewer system must comply with the Service Authority's Utility Standards Manual (USM) and Service Connection Policy. The USM represents the policies and standards required to design and construct extensions to water mains, sanitary sewers and minor sewage pumping stations to be owned and operated by the Service Authority. The current USM and Service Connection Policy can be found on the Service Authority's website at www.pwcsa.org.
- (c). A separate service connection will be required for each property lot.

2. Requesting a Service Connection

- (a). Water and sewer capacity is allocated on a first-come, first-served basis as long as capacity is available and such requests are in accordance with the Prince William County Comprehensive Plan (SEW-POLICY 1 and WA-POLICY 1). A property must be zoned and planned by Prince William County with a land use designation that permits public water and sanitary sewer. The Property Owner/Developer, where service has not previously been established, must submit to the Service Authority an approved subdivision and/or site plan as well as an approved address listing from Prince William County and/or other appropriate jurisdiction. The Service Authority's Engineering & Planning Division shall review the plans.

III. Customer Rules and Regulations

- (b). It is the responsibility of the Property Owner/Developer to make all improvements, both on-site and off-site, to the water and sanitary sewer systems necessary to develop a property. This includes obtaining a Utility Permit from the Service Authority to construct such facilities. Engineering review is necessary to determine the improvements required to provide adequate domestic water, fire protection and sanitary sewer services in accordance with Prince William County standards, Service Authority standards, and other governing ordinances.
- (c). The Service Authority requires issuance of a Certification of Water and/or Sewer Capacity (Certification) for each lot in which no prior service has been established. The Property Owner/Developer must complete an Application for Connection. If the Application for Connection is approved, the Property Owner/Developer must make an appointment with the Engineering & Planning Division to verify and pay in full the appropriate Water and/or Sewer Availability Fees. Availability Fees shall be paid prior to issuance of a Certification. Service Authority Certification and payment of all fees is required prior to scheduling a meter set.
- (d). Once a Certification is issued, an account for the property is established. Billing will not occur until the construction meter is installed.

3. Construction Meter Account

- (a). All public water users within the service area of the Service Authority shall be metered and charged according to the adopted rate schedule regardless of the nature of the business. The Service Authority will provide, at the currently applicable Meter and Meter Installation Fee, all water meters installed in its service area. "Jumpers" (unmetered temporary connections) are not permitted.
- (b). The Property Owner/Developer shall be responsible for initiating a temporary construction meter account by contacting the Service

Authority's Engineering & Planning Division at 703-335-7930 to schedule a construction meter installation. The Property Owner/Developer shall be responsible for the payment of water and sewer bills associated with a temporary construction account. Monthly billing for actual consumption and service charges will begin upon the installation of the water meter. The Property Owner/Developer shall be responsible for any costs associated with damaged, lost or stolen meters.

- (c). Once initiated, temporary construction water service must continue until the property passes final Service Authority inspection, at which time it is considered a permanent meter installation/service.

4. Construction Meter Installation

- (a). Property Owners/Developers must schedule a meter installation with the Service Authority's Utility Services Department.
- (b). The Service Authority will install all water meters providing the meter assembly is acceptable. The meter assembly must be in accordance with the current Service Authority Utility Standards Manual.
- (c). If the meter assembly is unacceptable, the Service Authority will not install the meter and a Return Trip/Re-Inspection Fee will be assessed. The Property Owner/Developer must pay the Return Trip/Re-Inspection Fee and correct any deficiencies with the meter assembly prior to requesting another meter installation.

5. Final Inspection/Stabilization Waiver Inspection

- (a). It is the responsibility of the Property Owner/Developer to schedule the final inspection with the Service Authority.
- (b). Prior to the issuance of an occupancy permit by Prince William County or other applicable jurisdiction, the Service Authority must perform a Final Inspection of the water meter assembly and sewer lateral to ensure that materials and installation are in accordance with the details listed in the current Service Authority Utility Standards Manual.
- (c). If the meter assembly or sewer lateral is unacceptable, the Service

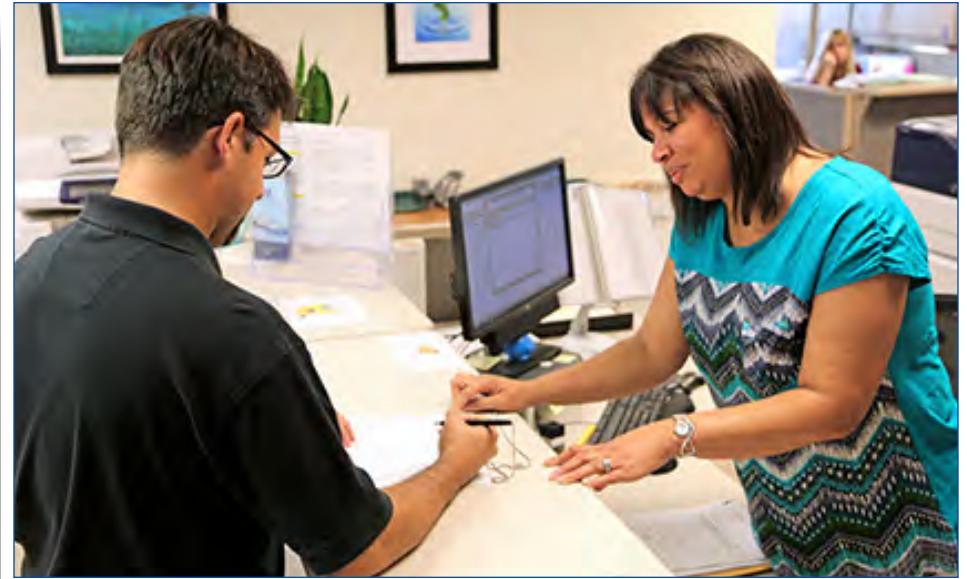
III. Customer Rules and Regulations

Authority will leave an orange sticker on site listing the deficiencies. All deficiencies must be corrected before scheduling a re-inspection. Inspection Fees cover one trip. Re-inspection Fees shall be assessed on re-inspections as determined by the Service Authority.

- (d). Service Authority employees must have access to the meter at all times. Please be aware of this requirement when re-paving driveways and making landscaping/grading decisions.

6. Scheduling Installations and Inspections

- (a). Water meter installation and inspection requests can be made by fax to 703-335-8933 or by phone to the Water Meter Service Line at 703-335-8980. This is a 24-hour voicemail line. Please provide your name, company and phone number, as well as the subdivision, phase, section and lot number of the property where the inspection and meter are requested.
- (b). The Service Authority conducts a limited number of installations and inspections each day. Requests will be honored on a first come, first served basis. The Service Authority will make every effort to perform all installations and inspections within three working days of the initial request. To the extent possible, requests received prior to 2:00 p.m. will be scheduled for the next business day. Calls received after 2:00 p.m. will be scheduled for two business days after receipt of call. The Service Authority will make every effort to perform the installations and inspections as scheduled; however, extenuating circumstances, such as inclement weather, scheduled holidays, emergencies or unusually heavy workloads may cause delays. The Service Authority strongly recommends planning ahead to avoid delays.
- (c). Re-inspections will be scheduled at least two business days after the date of a rejection. Rejections will result in additional fees for re-inspection as well as potential delays in future inspections.



C. Establishing and Closing an Account

1. Applying for Service

- (a). An application for water and sewer service through an existing connection can be initiated by visiting the Service Authority’s website, by telephone, or in person at the Service Authority’s headquarters in the Prince William County Complex. Please submit your application at least one to two business days prior to the requested date for service initiation. Property Owner information is checked against Prince William County’s land record database. If there is a discrepancy, a copy of the HUD 1 Settlement Statement may be required prior to initiating service. When applying for service, the application process will be expedited by having the following information readily available:
 - The exact service address for which the application is being made;
 - The full name of the person applying for service;

III. Customer Rules and Regulations

- The complete billing address;
 - The applicant's social security number or valid driver's license number;
 - The Federal Tax ID Number if the applicant is a business;
 - The applicant's home, mobile and work telephone numbers;
 - The requested date for service initiation; and
 - For customers renting or managing the property, the Code of Virginia (Sections 15.2-5139 and 15.2-2119) require that the Property Owners name, mailing address and telephone number (or that of the Property Owners agent) be provided at the time of application.
- (b). Property Owners must authorize their tenant or agent/manager to establish service. A completed Owner Authorization Form must be submitted to the Service Authority by the Property Owner within 15 calendar days from the date a tenant or agent/manager establishes an account with the Service Authority to ensure continuation of the tenant's or managing agent's service. The Service Authority will send the Property Owner a confirmation letter once service is initiated.
- (c). Tenants must pay an Advance Payment Fee (Deposit) in accordance with the current fee schedule that will be included on the first bill. The Advance Payment will be held until the tenant's account is closed and applied to the final bill. The Advance Payment Fee can be waived by the Property Owner if the tenant receives rental assistance from local, state or federal agencies. The Property Owner must provide a completed Owner Authorization Form designating the Advance Payment waiver to the Service Authority.
- (d). In order to connect water service, the customer's plumbing must be in working condition and all faucets/spigots must be turned off. In the event that the water meter indicates that water is turned on and the customer is not at the premises, the Service Authority will not connect the water service. A maximum of two attempts will be made to connect water service. If the Service Authority cannot connect service after the

second trip, a Return Trip Fee will be assessed and must be paid before a subsequent trip will be authorized.

- (e). A non-refundable Application Fee is charged in accordance with the current fee schedule that will be included on the first bill.
- (f). The Service Authority may require proof of ownership or additional documentation as needed in instances of disputes between parties claiming rights to a property before service is provided. An Advance Payment (Deposit) may be required in accordance with the current fee schedule.

2. Transferring Accounts

- (a). Active and current accounts may be transferred from the current occupant to a new occupant or from one location to another within the Service Authority's service area by visiting the Service Authority's website, by telephone, or in person at the Service Authority's headquarters in the Prince William County Complex. A non-refundable Application Fee is charged.
- (b). If service is transferred from one location to another within the Service Authority's service area, any outstanding balances from the previous location must be paid prior to transferring to the new location unless another arrangement is made with the Customer Service Department.
- (c). Ownership changes for underdeveloped properties where Certification Fees have already been paid must be requested through the Utility Services Department at 703-335-7930. This transfer ensures a more timely and efficient inspections process.

3. Closing an Account

- (a). Accounts may be closed by telephoning Customer Service between the hours of 8:00 a.m. - 5:00 p.m., Monday through Friday or requested by visiting the Service Authority's website at www.pwcsa.org. It is recommended that customers call at least one to two business days prior to the date service is to be terminated. Access to the meter is necessary for turning off water service.

III. Customer Rules and Regulations

(b). A customer who has submitted an application for or received service at a premises shall be held liable for all service furnished to such premises until such time as the customer has properly notified the Service Authority to discontinue service.

4. Termination of Service

(a). Service may be immediately discontinued by the Service Authority for any of the following reasons:

- Failure to protect and maintain the service pipe or plumbing fixtures, including the water meter and its protective devices, and drainage system on the property of the customer in a condition satisfactory to the Service Authority.
- Tampering by the customer or others with the knowledge of the customer, with any meter, connection, service pipe, curb stop, seal, drainage system, piping or any other appliance of the Service Authority controlling or regulating the customer's water supply or sewage flow.
- Failure to provide the Service Authority's employees free, prompt and reasonable access to the premises served, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the customer's water supply or sewage flow.
- Non-payment in accordance with billing and collection policies.
- Violation of any rule or regulation of the Service Authority.
- Failure to immediately correct cross connection violations as identified by the Service Authority.
- Willful or indifferent wastes of water due to any cause.

(b). Discontinuing service for any reason shall not prevent the Service Authority from pursuing any lawful remedy by action of law or otherwise for the collection of monies from the customer.

(c). When service to a customer has been terminated for any of the above

stated reasons, other than temporary vacancy of the premises, it will be renewed only after the conditions, circumstances, or practices which caused the service to be discontinued are corrected to the satisfaction of the Service Authority and upon payment of all fees, charges or other damages or debt due and payable by the customer.

5. Refusal of Service

(a). The Service Authority reserves the right to refuse requests for service if any of the following conditions exist:

- If the applicant has any outstanding or unpaid balances with the Service Authority.
- If the applicant has a lien outstanding on any property.
- If an account/property has been out of service for more than one year, service cannot be initiated until additional Availability Fees, if applicable, have been paid.

(b). Service will be denied until all outstanding balances or liens are paid in full by the applicant or a third party.

(c). The Service Authority reserves the right to refuse service to a property when it becomes aware of disputes in property ownership.

(d). The Service Authority reserves the right by unilateral act in its sole discretion to refuse service or to terminate service temporarily or to discontinue service in all instances when conditions exist that would constitute an emergency of public concern or when providing any service would constitute a threat to the safety, health, or welfare of the public.

6. Restoration of Service

(a). Discontinued service is defined as a period of time in which there has been no consumption or payment activity on an account, typically due to a request to discontinue service from the account holder or service termination by the Service Authority.

III. Customer Rules and Regulations

- (b). Service may be reinstated if none of the conditions under Refusal of Service exist.
- (c). Requests for same day service restoration will be accepted Monday through Friday from 8:00 a.m. to 8:00 p.m. and Saturday, Sunday and holidays from 8:00 a.m. to 4:00 p.m. Requests made after the designated times will be performed the following calendar day. Requests performed on Saturdays, Sundays or holidays are subject to an After-Hours Fee. It is the customer's responsibility to ensure payment has been received by the Service Authority.
- (d). If a customer has not paid an Advance Payment Fee (Deposit) at the time of such discontinuance of service for non-payment of a bill, the Service Authority may require an Advance Payment Fee (Deposit) before reinstating service.

D. Specialty Accounts

1. Water-Only Accounts

- (a). Customers may request a single service water account should sewer services be provided by another local service provider or if the customer continues use of an existing septic system.
- (b). Customers also have the option of opening a separate Water-Only Account for water consumption which does not enter the sewer system, such as irrigation, pools or water cooling tower purposes. Customers are responsible to install the necessary piping, plumbing, etc. The Water-Only Account must be physically separated from all other water connections on the property and wells must be permanently disconnected. The customer shall pay the Service Authority a separate Availability Fee for the Water-Only Account.

2. Sub-Meter Accounts

- (a). All customers with both water and sewer service have the option of using a water sub-meter for the purpose of eliminating sewer charges

on water consumption that does not enter the sewer system.

- (b). Customers with water sub-meters are subject to water commodity charges based on consumption measured by the main meter. Sub-meter accounts are subject to Peak and High Demand Charges. Consumption on the water sub-meter is subtracted from consumption on the main water meter to determine the total billable sewer consumption. The Seasonal Sewer Adjustment shall not apply to customers with a water sub-meter. Monthly Service Charges apply.
- (c). Sub-meters must be purchased from the Service Authority. Customers are responsible to follow the Service Authority's Sub-Meter Policy and should contact Utility Services at 703-335-7930 for more information.

3. Sewer-Only Accounts

- (a). Customers may request a single service metered sewer account should water services be provided by another local service provider, the property is on a well or there is a need to separately meter sewer flows.
- (b). The Service Authority reserves the right to install metering devices on any private or publicly owned sewage collection system or facilities connected to sewer and/or water facilities owned by the Service Authority. The Service Authority may elect to compute the sewer charges based on actual metered sewage flows at the established User Rates and Fees.
- (c). For new Sewer-Only Accounts, the Service Authority will require installation of a water meter on the well, or water source, at an approved location for the purpose of computing the sewer charges. This applies to both residential and commercial accounts. The Property Owner will be required to pay for the meter and incur all expenses associated with the installation of the meter. As a part of this requirement, the Service Authority will provide the meter and inspect the installation. The Service Authority accepts full responsibility for only the water meter. Maintenance of the piping, well and hardware

III. Customer Rules and Regulations

within the meter crock will be the responsibility of the Property Owner should a problem occur. The Service Authority reserves the right to access the property at any time to perform its duties regarding the monthly meter reading and routine maintenance of the meter. The Service Authority reserves the right to bill a fixed flat rate if a meter problem occurs.

- (d). For residential accounts with no water meter that are connected only to the sewer system, the basis for the monthly billing shall be 7,000 gallons per month per Equivalent Residential Unit (ERU) which is the established average use of a single family residence.
- (e). If a meter has not been set on the well within 90 days of certification, the Service Authority will commence billing the account at the currently applicable flat rate until a meter has been set.

E. Hydrant and Development Meter Accounts

1. Hydrant Meter Accounts

- (a). Permit: Individuals other than Service Authority employees and the Prince William County Department of Fire and Rescue must have a valid hydrant meter permit to operate a fire hydrant. Permits are issued at the Service Authority's discretion and shall be issued solely for temporary connections where a permanent source is not available.
- (b). Hydrant Meter: The Service Authority has two sizes of meters available for rental. A deposit is required and may be used to defray the cost of damages to the hydrant meter, its attachments, and any other equipment or facilities damaged or lost by the permittee. The deposit will be refunded when the hydrant meter and meter wrench are returned and payment is made on all outstanding charges or damages.
- (c). Designated Hydrants: Hydrant use is restricted to the designated hydrants listed on the Service Authority's website and as authorized by the Hydrant Permit. Use of any other hydrant is in violation of the

permit and will result in immediate deposit forfeiture and permit revocation.

- (d). Billing: There is a minimum monthly charge for each hydrant meter, which includes up to 5,000 gallons usage per month. Additional hydrant water is charged at the current hydrant water rate per 1,000 gallons used. Meter readings must be reported to the Customer Service Department between the 24th and last day of each month.
- (e). Penalty for Failure to Report Consumption: Failure to report hydrant meter readings is subject to a penalty. Continued failure to provide timely monthly meter readings may result in permit revocation and deposit forfeiture.



(f). Unauthorized Use Charge: Any person opening a fire hydrant or using water through a meter box, excluding Service Authority and firefighting personnel, without a valid hydrant or development meter permit and a Service Authority issued metering device will be subject to an Unauthorized Use Charge. Additional criminal and civil penalties may apply.

(g). Violation of Terms and Conditions: Failure to comply with any of the terms, conditions or instructions included in the permit,

under any circumstances, as determined by the Service Authority, may result in forfeiture of the deposit and revocation of the permit without notice. The Service Authority reserves the right to not reissue a hydrant meter to any permit holder who has violated any of the terms or conditions of the permit.

III. Customer Rules and Regulations

- (h). Operating Instructions: The Permit holder is responsible for utilizing the proper equipment and tools to operate the hydrant and meter safely and without damage.
- (i). Inspections: All hydrant meters must be returned to the office as requested for inspections and testing.
- (j). Program: Please see the Hydrant Meter Permit Policy for more detailed information on acceptable uses, connection points, operating instructions, penalties and additional responsibilities. A copy of the Policy may be obtained at www.pwcsa.org or through the Customer Service Department.

2. Development Meter Accounts

Development meters may be allowed on a temporary basis and are subject to the same requirements as hydrant meters. Please contact the Engineering & Planning Division for consideration. The Service Authority reserves the right to accept or reject applications for a temporary water connection to serve construction sites where no permanent connection is readily available.

F. Billing Procedures

1. Monthly Billing and Due Date

- (a). Bills for service are rendered monthly. Service charges are billed to an account from the time the meter is set.
- (b). Monthly bills are based upon past water consumption. Payment is due 24 days from the date of the bill. See Section III. I., for Delinquent Accounts and Collection Policies.
- (c). Customers who wish to support the environment and “Go Green” can elect to receive an e-mail notification when their Service Authority bill is ready to be viewed. E-bill is a great secure service that is also environmentally friendly, convenient and easy. To sign up for E-Bill, simply login to the Customer Self Service (CSS) portal and select the “E-Bill Preferences” option. Please have your Service Authority

account number handy. For more information on CSS see Section III. H., Customer Self Service (CSS) or call Customer Service at 703-335-7950.

- (d). Payments are credited to the customer’s account when they are received by the Service Authority, whether mailed or transmitted electronically. The Service Authority is not responsible for delays in transit due to the Postal Service or any other third-party bill payment service. Payments are applied to the oldest balances first.
- (e). Any payment for charges or fees that is returned to the Service Authority will be subject to a Returned Payment Fee. The amount of the returned payment plus the Returned Payment Fee must be paid by certified check, cash, money order, Master Card, Visa or Discover credit cards only. If three returned payments occur in a twelve month period, the customer’s privilege of that specific payment type shall be revoked for a period of one year from the date of the most recent returned payment. In the event of non-payment of the returned item, service will be disconnected and applicable fees will be assessed.
- (f.) If bills are to be sent to an address other than the premises served, the Service Authority shall be notified by the customer of any change of address. Customers are responsible for furnishing the Service Authority with their correct addresses to ensure bills are received in time for payment.
- (g). The Service Authority reserves the right to correct any bills rendered in error.
- (h). If a meter should fail to register for any reason or if the meter reader should be unable to gain admittance to the premises at the time the meter is due to be read, an estimated bill will be submitted. Such bill will be estimated based on consumption from the same time frame of the previous year if available. If not available, a daily average of the consumption may be calculated to arrive at the estimated bill amount.

III. Customer Rules and Regulations

G. Payment Options and Locations

1. Payment Options and Locations

The Service Authority offers a variety of options for making payments:

- (a). Check or Money Order – Payments by check or money order can be mailed or dropped off at either the Service Authority’s main office or drop box locations listed below.

By Mail:

PWCSA
P. O. Box 71062
Charlotte, NC 28272-1062

Drop Box Locations:

Main entrance of the Service Authority’s Main Office
4 County Complex Court (to the left of the front doors)
Woodbridge, VA 22192

Business Office:

PWCSA
Attn: Customer Service Department
PO Box 2266
Woodbridge, VA 22192

Wellington Road Operations Center (western part of the County)
8410 Virginia Meadows Drive
Manassas, VA 20109

In Person:

4 County Complex Court
Raymond Spittle Building
Woodbridge, VA 22195

Neabsco Operations Center (eastern part of the County)
15801 Neabsco Road
Woodbridge, VA 22191

- (b). Cash – Cash payments are accepted at the Authority’s main office during normal business hours. The Service Authority is not responsible for cash payments made at drop box locations.

Headquarters:

4 County Complex Court
Raymond Spittle Building
Woodbridge, VA 22192

- (c). Credit/Debit Card – Credit/Debit card payments can be made by phone or online. A \$2.60 convenience fee will be applied to all payments made by credit/debit card. This convenience fee is charged and collected by an electronic payment vendor and will show up on your credit card statement as a charge from Link2gov.

Phone:

1-877-297-9272

Online:

www.pwcsa.org. Credit/debit card payments can be made online by selecting the Customer Self Service (CSS) Portal-Manage your Account section and click on the Pay Your Bill Link on the Service Authority’s home page. You will be asked to sign-in or create an online account.

- (d). E-Check – Electronic (e-check) payments can be made by phone or online. An e-check is a digital equivalent of a paper check from your check book. Instead of writing and mailing a paper check, you simply enter your bank’s routing number and your bank account number online and the payment is electronically submitted to your bank for payment. There is no fee for this payment option.

Phone:

1-877-297-9272

Online:

www.pwcsa.org. E-check payments can be made online by selecting the Customer Self Service (CSS) Portal-Manage your Account section and click on the Pay Your Bill Link on the Service Authority’s home page. You will be asked to sign-in or create an online account.

- (e). Automatic Bank Drafting – Pay your water and sewer bill automatically from your checking account by signing up for Automatic

III. Customer Rules and Regulations

Bank Drafting. Automatic Bank Drafting is an agreement that allows the Service Authority to draft your bank account in the amount of your monthly bill. There is no fee for this payment option. For more information on Automatic Bank Drafting or to obtain the Automatic Bank Draft Agreement, please visit our website at www.pwcsa.org or contact Customer Service at 703-335-7950 during normal business hours Monday through Friday.

- (f). Electronic Funds Transfer (EFT) through your Bank – Electronic payments initiated by your bank may also be a payment option for you. Please contact your financial institution to inquire about EFT availability, options and fees.

H. Customer Self Service

1. Customer Self Service (CSS)

You can access your Service Authority account online by visiting our website at www.pwcsa.org and logging into the CSS portal which allows you to gain access to view and pay bills, request service changes and view payment history and consumption history. For more information login to CSS or call Customer Service at 703-335-7950.

I. Delinquent Accounts and Collection Policies

1. Past Due Accounts

- (a). Payment is due 24 days from the bill date. Accounts with past due balances greater than \$50 are subject to service disconnection 61 days after the bill issuance date and receive notice of the possible disconnection on the next monthly bill.
- (b). The full past due balance must be paid before service restoration occurs. Delinquency or After Hours Fees are assessed as applicable in accordance with Delinquent Accounts and Collection Policies and appear on the next monthly bill. Guaranteed Funds or other required

payments types may be required depending on payment history.

- (c). Payments can be made online at www.pwcsa.org and through the Service Authority’s automated phone system 24 hours a day/7 days a week. Customers may also mail payments or make payments at several locations. Please visit the Service Authority’s website for full details on all payment options. It is the customer’s responsibility to ensure payment has been received by the Service Authority.
- (d). Hydrant account delinquency will be subject to permit revocation and account closure.
- (e). Pledges from charitable organizations may be accepted for customers who are experiencing financial difficulty. It is the customer’s responsibility to reach out to these organizations who will determine if the customer meets their criteria for assistance. Please contact the Customer Service Department during normal business hours for more information.

2. Service Restoration

- (a). Requests for service restoration will be accepted:
 - Monday through Friday 8:00 a.m. to 8:00 p.m.
 - Saturday, Sunday and holidays 8:00 a.m. to 4:00 p.m.
- (b). Requests made after the designated times will be performed the following calendar day. The cost of service restoration Monday through Friday is covered under the Delinquency Fee. Requests performed on Saturdays, Sundays or holidays are subject to the After-Hours Fee.
- (c). Payments processed on-line or through the automated phone system for the full past-due amount will automatically initiate a work order to restore service. Payments made on a weekend or a holiday will result in an After Hours Fee. If you want to avoid the After-Hours Fee for restoration on a weekend or holiday, please defer making your payment until the next business day.

III. Customer Rules and Regulations

- (d). Customers who make payment to initiate service restoration by mail or drop box must contact the Service Authority for prompt attention.
- (e). For assistance, customers can contact:
 - Customer Service Department at 703-335-7950: Monday through Friday 8:00 a.m. - 5:00 p.m., or the
 - Emergency Dispatch Office at 703-335-7990: weekends, holidays, or after normal business hours.
- (f). In order to prevent potential flooding when service is restored, it is the customer's responsibility to ensure that all faucets are in the off position and other fixtures are in proper working condition.

3. Accounts Closed for Non-Payment

- (a). If an account remains unpaid for more than five business days after service disconnection, the meter shall be locked, the account is closed and any Advance Payment (Deposit) applied to the final bill. At this time, the entire account balance becomes due and must be paid in full prior to Service Restoration.
- (b). In the instance where an Advance Payment (Deposit) is required, the final bill along with a new Advance Payment (Deposit) must be paid in full prior to service restoration. Guaranteed funds or other required payment types may be required depending on payment history.

4. Lien Placement

- (a). Once an account is closed, a final bill is issued. A property is subject to lien once the due date of the final bill has passed. Sections 15.2-2119 and 15.2-5139 of the Code of Virginia, as amended, dictate the Service Authority's collection procedures relative to unpaid closed accounts.
- (b). Liens are filed against a specific property address, however if the lien is due to a tenant-incurred bill, the tenant's name is included on the lien.

- (c). All liens are filed in the Prince William County Circuit Court, which is a court of record. These records are open to the public for inspection, and the placement of any lien may be reviewed and recorded by area credit reporting agencies.



J. Temporary Assistance Program

The Service Authority's Temporary Assistance Program (TAP) helps local families in need of emergency financial assistance. TAP funds are directed to two local Prince William County charitable organizations, Action in Community Through Service (ACTS) and Securing Emergency Resources through Volunteer Efforts (SERVE), a program of Northern Virginia Family Service (NVFS), to distribute to customers needing emergency assistance with paying their Service Authority bills.

For additional information on TAP, to make a donation or to apply for assistance, please visit the Service Authority's website at www.pwcsa.org or contact Customer Service at 703-335-7950.

III. Customer Rules and Regulations



K. Recommended Watering Schedule

The Service Authority recommends the following watering schedule:

- Residential Customers
 - Even home addresses – Monday, Thursday and Saturday
 - Odd home addresses – Sunday, Tuesday and Friday
- Businesses – Tuesday, Thursday and Saturday
- Customers may irrigate Wednesday as an alternate day

Following the proposed watering schedule can help to maintain adequate water pressure in your neighborhood and reduce system-wide peak water demand to help avoid the need for additional water capacity purchases by the Service Authority. Please visit the Service Authority’s website for additional wise water use tips.

The Service Authority shall revise and update the schedule of designated outdoor water use days as required by water supply conditions.

L. Fats, Oil and Grease

Did you know that pouring fats, oil and grease (FOG) down the drain could lead to sewage backups and overflows into your home? Garbage disposals do not stop these by-products from entering your plumbing or the sanitary sewer. To help prevent damage related to FOG from happening, follow these good practices:

- Before washing dishes, scrape and dry them with a paper towel.
- Pour cooled oils and grease into a covered container and mix with an absorbent material like paper towels, kitty litter or coffee grounds before disposing in the trash.

Minimize garbage disposal use and place a basket or strainer over your drain to catch food items, and then throw them in the trash.

M. Courtesy Adjustments for Leaks and Pools

1. Water Leaks

- (a). In the event of a water leak, the customer shall immediately notify the Service Authority. The Service Authority is not responsible for payment or reimbursement for any work that is done on private facilities.
- (b). It is the Service Authority’s responsibility to maintain the public water mains and water service connections. Maintenance of the building service pipe and building water piping is the responsibility of the Property Owner.
- (c). As soon as the Service Authority is notified of a water leak, it will determine whether the leak is in the public water main or water service connection. If the leak is in either the public water main or water service connection, the Service Authority will repair the leak without cost to the customer.

III. Customer Rules and Regulations

(d). If a leak is found not to be the responsibility of the Service Authority, the customer will be notified to make arrangements for repair by a plumber at the customer's expense.

2. Leak Adjustments

(a). As a courtesy, the Service Authority offers a billing adjustment for unusually high water consumption due to leaks that have been repaired in a timely manner once identified. Requests for adjustment must be made to the Customer Service Department within 90 days of the repair. Customers are required to complete a Request for Courtesy Billing Adjustment Form which includes a description of the leak, proof of repair, and other required information. Customers should receive a response to their request within two weeks.

(b). Requests related to leaks found in the home are limited to once in a five year period per customer per location. Requests related to external leaks, such as a leak in the service line to a home or irrigation system, are limited to one per location for as long as ownership of the location has not changed. The billing period eligible for adjustment is limited to no more than three months. Adjustments related to internal leaks are typically calculated by crediting 50% of the water and sewer consumption charges in excess of your normal use. Adjustments related to external leaks are typically calculated by crediting 50% of the water consumption charges in excess of your normal use plus 100% of the sewer consumption charges in excess of your normal use.

3. Swimming Pool Adjustments

(a). The Service Authority offers a courtesy billing adjustment once a year on sewer consumption charges associated with filling a pool greater than 1,000 gallons. As water used to fill a pool typically does not enter the sewer system, adjustments are calculated by crediting 100% of the sewer consumption charges related to filling the pool. Pools filled during peak season (May 1st through October 31st) are not eligible for a pool adjustment as the Service Authority already limits sewer charges

during peak season based upon Winter Average Consumption. For pools filled prior to May 1st where the billing period includes peak and non-peak days, the sewer adjustment will be prorated accordingly. Customers are required to complete a Request for Courtesy Billing Adjustment Form and have documentation of their pool capacity on file with the Service Authority. Requests must be made to the Customer Service Department within 90 days of the pool fill. Customers should receive a response to their request within two weeks.



(b). In the case of a leak in a swimming pool, outside of the peak season, customers are eligible for a one-time courtesy adjustment for an adjustment period not to exceed 30 days.

III. Customer Rules and Regulations

N. Property Owner Responsibilities

1. Property Access and Meters

- (a). The customer shall allow Service Authority employees access to their property during all reasonable hours for the purpose of reading meters or any other purpose related to the supply of water and sewer services. In the event of an emergency, access shall be granted at any time.
- (b). Customers are responsible for ensuring access to meters at all times. The Service Authority reserves the right to discontinue service if access to the meter is restricted. The Service Authority also reserves the right to bill the customer for any costs associated with gaining access to the meter, such as, but not limited to, towing of vehicles or removal of landscaping.
- (c). Meters shall be maintained by the Service Authority at its expense insofar as ordinary wear is concerned, but damage to any meter due to causes arising out of, or caused by the customer's facilities, operations, negligence or carelessness shall be paid for by the customer. The customer shall promptly notify the Service Authority of any defect in or damage to the meter or its connection.
- (d). The Service Authority may require a customer to upsize or downsize a meter if the Service Authority determines that the meter is not registering accurately. Accurate registration is determined by the customer's existing flow rate of water falling within the meters normal operating range as determined by the meter manufacturer.
- (e). No person shall turn the water on or off at any street valve, corporation stop, curb stop, or other street connection, or disconnect or remove any meter without the consent of the Service Authority. Tampering and unauthorized access are illegal under the Code of Virginia. Penalties provided by law for any such unauthorized action will be rigidly enforced.

2. Sanitary Sewer Responsibility

(a). Gravity Sewer Mains, Service Lines and Laterals

(i). The Service Authority is responsible for the operation and maintenance of all gravity sanitary sewer mains, force mains or low-pressure force mains located within a public street (VDOT right-of-way) or sanitary sewer easement dedicated to the Service Authority, provided the main has been accepted by the Service Authority. When customers are affected, the Service Authority may assist in the operation and maintenance of sewer mains, force mains or low-pressure force mains that have not received final acceptance. However, when such pipeline systems are still incomplete and, therefore, have not received final acceptance from the Service Authority, assistance is considered to be a courtesy to our customers. The Property Owner/ Developer retains operating and maintenance responsibility as well as liability for sewer backups within areas served by sewer mains, force mains or low pressure force mains that have not yet been accepted by the Service Authority.

(ii). Sewer stoppages in gravity sanitary sewer mains, generally eight (8) inches or larger, will be cleared by the Service Authority regardless of cause. Sewer stoppages that occur in force mains or low-pressure force mains located within a public street (VDOT right-of-way) or sanitary sewer easement dedicated to the Service Authority will also be cleared by the Service Authority. Routine maintenance of sewer service lines and building laterals is the responsibility of the customer as they are used exclusively by the customer to connect to the Service Authority's mains.

(iii). It is the customer's responsibility to clear any blockage, whether in a building lateral or sewer service line (the portion of a building lateral in a VDOT right-of-way). The Service Authority assumes no responsibility for what is put in the sewer service line or the building lateral. If the Service Authority determines that the cause of the

III. Customer Rules and Regulations

blockage is a structural defect in the sewer service line, such as broken pipe, offset joint, roots, or other similar structural or material defects, the Service Authority will repair the sewer service line located within a public street (VDOT right-of-way). Grease is not considered a structural or material defect.

(iv). The Service Authority has no responsibility for maintenance, repair, or replacement of building laterals outside a public street (VDOT right-of-way). Building laterals, regardless of whether they are located within a dedicated sanitary sewer easement are private facilities and will not be maintained, repaired, or replaced by the Service Authority. If the building lateral needing repair or replacement is located in a townhouse or condominium common area, customers should contact their homeowners association to see if the association has the ability to assist in replacement costs for building sewers outside the customer's property. If a customer experiences a sewage backup, the Service Authority should be contacted by calling 703-335-7982 or 703-335-7990. A representative will be dispatched to determine if the blockage is in the main. If the Service Authority determines that the main is clear, the customer will be notified that the blockage is his/her responsibility and the services of a plumber or contractor should be obtained. The Service Authority shall not reimburse the customer for the cost of a plumber or contractor.

(v). If a sewer cleanout is available near the customer's property line contiguous to a public street (VDOT right-of-way), Service Authority personnel may clear the blockage in the sewer service line as a courtesy service and with the customer's approval in order to determine if repairs are required. The offer of courtesy service does not imply that the Service Authority is responsible in any way for the customer's sewage backup. If no structural or material defects are found, removal of future blockages will be the responsibility of the customer.



(vi). If a Service Authority representative determines the sanitary sewer main has a blockage or a surge in flow that caused a backup into a business or residence, the Service Authority may offer to have a cleaning service clean and disinfect the affected areas at the Service Authority's expense. This service is offered to reduce the impact of the backup on the affected business or residence. The Service Authority does not accept any liability for damage due to the sewage backup. If the customer believes the Service Authority was liable, the customer should call 703-335-7916 to speak to the Service Authority's Safety Loss Control Program Manager, and request that an investigation be conducted. If the matter cannot be resolved, the Safety Loss Control Program Manager will file an insurance claim with the Service

III. Customer Rules and Regulations

Authority's insurance company.

(vii). The Service Authority, at its discretion, will replace missing or broken cleanout caps on service lines or building laterals if they are discovered to be missing, or adjust the cleanout to grade if such adjustment eliminates damage to the sewer main or prevents inflow of storm water into the wastewater collection system.

(b). Grinder Pumps

Grinder pumps are the responsibility of the Property Owner to install and maintain. The Service Authority maintains a limited number of existing grinder pumps by individual contract, in which case a monthly maintenance fee may apply. Please visit the Service Authority's website or contact the Operations and Maintenance Division at 703-335-7982 for further information.

(c). Sump Pumps

The Service Authority installed sump pumps at various locations throughout the County to eliminate unwanted storm water migrating into the wastewater collection system. The equipment installed is warranted for a period of one (1) year following installation by the pump manufacturer and/or the contractor providing the installation. The Property Owner has the responsibility and obligation to provide for repairs or replacement of the pump should malfunctions occur. It is the Property Owner's responsibility to keep the sump pump pit screen clear and free of debris that would prohibit water from draining into the sump pump pit.

The Service Authority will assist the Property Owner with investigating an issue with a Service Authority installed sump pump. If it is found that a sump pump replacement is necessary, the Service Authority will replace the pump at the Property Owner's request and bill the Property Owner for the cost of the pump. If assistance is needed, please call 703-

335-7982 between 7:30 a.m. - 4:30 p.m., Monday-Friday. After-hours response can be obtained by calling 703-335-7990 only in the event of an emergency.

3. Water Service Responsibility

- (a). The Service Authority maintains all water mains and water service lines from the water main up to and through, but not past, the water meter box. The Service Authority is responsible for all water meters, angle valves, meter setters or other appurtenances located in the meter box.
- (b). The Service Authority will not replace any appurtenances on a water service line, such as a pressure-reducing valve beyond the water meter box. These appurtenances should be relocated by the customer inside the customer's residence or business and not underground.
- (c). The Service Authority has no responsibility for the water service line on the customer's side of a meter box. The Service Authority is only responsible for the facilities up to and within the meter box and nothing outside the meter box.
- (d). The customer is responsible for the cost of all metered water lost as a result of an underground leak, but may be eligible for a bill adjustment if conditions described elsewhere in the Customer Handbook are met. Customers having to replace their water service line on property owned by a townhouse or condominium association should contact their homeowners association to see if the association has the ability to assist in the replacement costs for water service lines off the customer's property.

III. Customer Rules and Regulations



O. Environmental Services and Compliance

1. Water

- (a). Regulatory Compliance - The Service Authority closely monitors the quality of potable water and reclaimed water (wastewater) in the Service Authority's system to ensure compliance with the Clean Water Act and the Safe Drinking Water Act. An annual Water Quality Report is issued each year to convey important information and characteristics about the drinking water provided to customers. Please visit www.pwca.org to view the most recent Water Quality Report.
- (b). Water Testing - The Service Authority has a certified commercial water quality laboratory facility and provides drinking water sample collection, testing and analytical services to customers and other jurisdictions. For more information on water testing and to obtain pricing for testing services please visit the Service Authority's H2O Quality Lab website at www.H2Olab.org.
- (c). Cross-Connection and Back Siphon

The plumbing on all premises supplied from the Service Authority's system shall include provisions for the control of cross connections, so as to conform to the Virginia Statewide Building Code, and any current, applicable plumbing codes. Cross connections shall be controlled at all times in accordance with the requirements of applicable codes and of the Virginia Waterworks Regulations. Cross connection inspections for commercial builders are performed by the Prince William County Plumbing Inspection Department.

Except in the case of fire suppression systems, no pipe connected with the mains of the Service Authority shall be connected with pipes supplied with water from any other source. Where redundant sources of supply are desired, including fire suppression systems, an approved backflow prevention device must be provided to protect the public water system. All backflow prevention devices are subject to review and approval by the Prince William County Plumbing Inspection Department.

III. Customer Rules and Regulations

Please contact the Prince William County Plumbing Inspection Department at 703-792-6954 with any inquiries regarding cross connections, back siphoning and backflow prevention devices.

2. Sewer

- (a). Regulatory Compliance – Maintaining the integrity of the Service Authority’s sewer system, including the H.L. Mooney Advanced Water Treatment Facility and the Upper Occoquan Service Authority’s (UOSA) wastewater treatment plant, is a paramount public safety concern. For that purpose, the Service Authority and UOSA strictly regulate what substances may be discharged into the sewer system. All sewage discharge must be in compliance with applicable Federal, State and local regulatory requirements found in 40CFR Part 403, 9VAC25-31-10, et.seq. and Section 23, Article IV of the County Code, respectively.
- (b). Industrial Pretreatment Program – Customers discharging non-domestic sewer who meet the criteria of a significant industrial user per Federal, State and local regulations cited in item (a) of this section are required to obtain a Pretreatment Permit from the Service Authority.
- (c). Fats Oil and Grease Program - Pouring Fats, Oil and Grease (FOG) down the drain can lead to sewage backups and overflows into homes or businesses. All customers should follow best management practices to avoid discharge of FOG into the Service Authority’s system. The Service Authority or its designees are authorized by Section 23, Article IV of the County code to conduct FOG inspections of Food Service Establishments. All customers are responsible for damage caused to the Service Authority’s system resulting from excessive FOG as determined by the Service Authority.
- (d). Septage Hauling Program - All septage haulers using the H.L. Mooney Water Reclamation Septage Receiving Station must have a current

permit issued by the Service Authority for the discharge of septage and are subject to the Septage Receiving Station Rules and Regulations. For more information on Septage Hauling please contact the Environmental Services and Water Reclamation Division at 703-331-4162.

- (e). Pump and Haul Program - The Service Authority is the Pump and Haul permit holder in Prince William County for commercial facilities that are located where no sewer collection system is available. Pump and Haul customers must first receive approval from the Prince William County Board of Supervisors and then apply for a permit with the Service Authority’s Environmental Services and Water Reclamation Division. The regulatory requirements for Pump and Haul are found in 12VAC5-610-10 et.seq. For more information on Pump and Haul, please see Section I. R., Pump and Haul Fees or contact the Environmental Services and Water Reclamation Division at 703-331-4162.

3. Contact Information

For more information regarding Environmental or Regulatory Compliance, please visit the Service Authority’s website at www.pwcsa.org or call the Environmental Services and Water Reclamation Division at 703-331-4162.



IV. How to Contact Us



Website

www.pwcsa.org

Social Media

www.facebook.com/ServiceAuthority | www.twitter.com/PWCSA

Headquarters Address

4 County Complex Court
Woodbridge, VA 22192

Open Monday through Friday, 8:00 a.m. - 5:00 p.m.

Payment Address

PWCSA
P.O. Box 71062
Charlotte, NC 28272-1062

Address for Other Correspondence

PWCSA
Customer Service Department
P.O. Box 2266
Woodbridge, VA 22195-2266

Email

customerservice@pwcsa.org

Telephone/Fax

Main Telephone: 703-335-7900
Customer Service Department Telephone: 703-335-7950 / Fax: 703-335-8949
Engineering & Planning Division Telephone: 703-335-7930
After Hours Emergencies Telephone: 703-335-7990



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