



Town of Mt. Crawford
P.O. Box 187
Mount Crawford, Virginia 22841
(540) 421-0856
townofmountcrawford@gmail.com

October 16, 2019

Dear Ms. Martinez:

This office is in receipt of your request for records made in accordance with the Virginia Freedom of Information Act (§ 2.2-3700 et seq.). Please find attached ordinance sections regarding water service and account balance responsive to your request.

Thank you for contacting this office.

Sincerely,

Robert Lurger
FOIA Officer
Town of Mount Crawford

TOWN OF MOUNT CRAWFORD

CHAPTER 175: SEWER AND WATER SERVICE RATES AND CHARGES; METERS, GENERALLY: DISCONTINUANCE OF SERVICE

§175.01 WATER CHARGES BASED ON METER READING

All water passing through the meter installed for the measurement of water supplied by the Town shall be paid for according to the meter reader, or his duly designated representative, shall read the water meters monthly.

§175.02 RATES FOR WATER AND SEWER SERVICE

Water and sewer rates shall be assessed monthly as follows:

- \$23.30 for 1,000 gallons (minimum bill)
- \$.71 per 100 gallons of water or part thereof used

[Adopted June 2014]

§175.03 SEWER CHARGE BASED ON METER READINGS

The amount of sewerage processed will be measured by the amount of water supplied by the Town shall be paid for according to the water meter readings at the rate prescribed by the Town Council. If the customer is not using the Town water, then a meter must be installed to the water source, at the owner's expense, to measure the amount of sewage processed. The County meter reader, or a duly designated representative, shall read the water meters monthly.

§175.04 RATES FOR SEWER SERVICE

Sewer rates, if no Town water is utilized, shall be assessed monthly as follows:

- \$18.50 for the first 1,000 gallons (Minimum Bill)
- Existing HRRSA rate plus twenty percent (20%)

§175.05 WATER AND SEWER BILLING DATE: DELINQUENT BILLS AND PENALTY: DISCONTINUANCE OF SERVICE

Water and sewer charges shall be billed monthly, and the billing date shall be the date of mailing. Bills become due ten (10) days after the date of billing. Bills unpaid thirty (30) days after the billing date shall be considered delinquent, thereby incurring a penalty of ten percent. (10%) The Town Treasurer shall mail a notice of delinquency and possible discontinuance of service no earlier than thirty (30) days after the billing date. Unless the consumer requests in writing a hearing before the Town Council, the Town may disconnect water service fifteen days

after mailing such notice. If a hearing is requested, the Town Council shall hear the matter at a regular or special meeting and may terminate water service if it concludes that the charge is justified and unpaid. [Superseded February 8, 1993]

Water and Sewer bills must be paid in full on or before the FIFTEENTH day following the day the bill was issued; If the treasurer does not receive payment by the FIFTEENTH day, the treasurer shall add a penalty to the bill equal to ten percent (10%) of the amount of the bill. If the bill or penalty remains unpaid on the THIRTIETH day after the bill was issued, the town treasurer shall issue a disconnect notice to the customer. The notice shall state:

- 1) That the customer's water and/ or sewer service will be disconnected in ten (10) days if the bill and penalty are not paid;
- 2) That any inquiries, disputes, or complaints should be brought to the attention of THE TREASURER;
- 3) The telephone number at which the TREASURER can be reached during working hours.

If either the bill or penalty remains unpaid ten (10) days after the disconnect notice is issued and if the customer has not convinced the TREASURER that he or she does not owe the bill or penalty, the TREASURER shall have the customer's water and/or sewer service disconnected. Service shall be reinstated upon full payment of the account plus a \$50.00 surcharge for disconnecting the customer's water and/or sewer service and a \$50.00 surcharge pursuant to §175.10 for reconnecting the customer's water and/or sewer service.

Approved By Council February 8, 1993

§175.06 OVERASSESSMENTS

Any water or sewer user having a complaint in connection with the assessment of their water or sewer bill, shall report the same to the Town Treasurer. Any customer who feels that they have been over-assessed may have their meter tested by the Town upon payment of a testing fee of fifty dollars (\$50.00) to the Town. If the meter is found to over-register, the fee shall be returned, but if the meter is correct or under-registering, the fee shall not be returned and used by the Town to cover the cost of the test.

§ 175.07 TURNOFF CHARGE

A charge of fifty dollars (\$50.00) shall be made for having water service to particular premises turned off at the request of a water service customer.

§175.08 TAMPERING WITH WATER METERS

No person shall tamper with a water meter, meter box, or meter valve, or use, or cause to be used, any device whatsoever, so as to injure the same, or as to prevent or interrupt the proper and accurate registering by it of the quantity of water from the Town water system or supplied.

§175.09 ESTIMATE OF WATER CONSUMPTION WHEN METER MALFUNCTIONS OR IS TAMPERED WITH

If at any time a meter shall be found to have been tampered with, or for any reason shall fail to register, or shall be found to be defective in registering since the previous reading, the water consumption for such period may be estimated by an average of past readings from that connection.

§175.10 RECONNECTION

If water service is disconnected for nonpayment of either sewer or water bills or at the request of the customer pursuant to §175.07, such water services shall not be reconnected until after the person responsible for the payment of the bill has paid the same in full, including penalties, and has paid, in addition to the bill, a reconnections charge of fifty dollars. (\$50.00)

§175.11 DISCONTINUANCE OF SERVICE GENERALLY

The Town Council may discontinue water or sewer service to a consumer for repairs to the water supply and shall give a much notice of such discontinuance to the consumer as practicable under the circumstances.