WOODWAY WATER AUTHORITY

RULES AND REGULATIONS

Section 1. General Conditions

1-01 Introduction

The purpose of this publication is to establish and furnish information on the rules and regulations which have been adopted by the Woodway Water Authority of Pennington Gap, Virginia in accordance with the Virginia Water Authorities Act.

1-02 Mission Statement

The mission of the Woodway Water Authority is to provide safe, high quality drinking water services to its customers in an open, honest, and efficient manner and to be good stewards of the resources provided to us.

1-03 Non-Discrimination

The WWA operates in a non-discriminatory basis with regards to race, color, national origin, religion, sex, familial status, age, or handicap. Complaints of discrimination may be sent to the U.S. Secretary of Agriculture, Washington, DC 20250.

1-04 Privacy Policy

The WWA will not release to anyone other than staff, counsel for the Authority, a collection agent, those persons covered by Section 15.2-5124 of the Code of Virginia, or the customer, any information concerning an account, payment history, address,

telephone number, social security number, or other information in the file except in response to a valid court order, valid FOIA

request or the customer’s direct authorization.

1-05 Board of Directors

The Woodway Water Authority is governed by a five-member Board of Directors appointed by the Lee County Board of Supervisors representing district 3. Board appointments are for four- year terms and the Board, at its June meeting will elects a Chairman, Vice-Chairman to start July 1. The Board may adopt by-laws and shall appoint a Director who shall serve at the pleasure of the Board. (By laws: Exhibit 1).

Member Phone District Term Expires

James Shelburne 393-3889 3 02/28/27

P.O. Box 514

Pennington Gap, VA 24277

Scott Napier 546-5831 3 11/30/25

192 Blaircroft Road

Pennington Gap, VA 24277

Jordan Bruner 393-2112 3 7/31/25

154 Chalet Village Rd

Jonesville, VA 24277

Charles Coleman 546-4943 3 03/31/28

125 Gilbert Drive

Pennington Gap VA, 24277

Chad Allen 870-3564 3 09/30/27

1145 Elk Knob Rd.

Pennington Gap, VA 24277

Section 2. Application for Services

2-01 Required Information

The WWA shall accept, review, and render decisions on applications for water service to the premises described in the application from any person, group, firm, corporation or association, who are owners of or legally represent the owners of land or who are tenants of land within the WWA service area. The WWA reserves the right to approve, revise, request additional data, design or information on, or to disapprove any such application or plans pertinent thereto, which in the opinion of the WWA is to the best interest of the WWA.

No future service commitment will be made by the Authority to an applicant in an area where an adequate flow and pressure is not provided by the system.

All services shall be provided with cut off valves on owner’s premises at the owner’s expense so that, when necessary, water may be stopped by the customer without opening the meter box. Whenever a service not having a cut off valve needs repairing, such valve shall be provided before the water is again turned on.

The Authority reserves the right to determine the placement of each service connection so that the meter box will, as a general rule, be located between the present or proposed sidewalk and curb, or at the other location, in the judgement of the authority, shall provide a safer, more convenient or more satisfactory location for the meter box.

The Authority shall not be required to extend its mains across private property for the purpose of providing any service which may be desired except under mutually acceptable arrangements to repay the related installation or construction costs with a completed signed easement.

Applicants for services to area of unusual or difficult field conditions requiring booster pumping, additional storage or facilities to herein provided for, shall be individually advised of procedures necessary to obtain approved services at the customer’s expense.

The customer, at his or her own expense installs the service line from the property line to the premises served. (CTS 200 psi ¾ inch pipe) is recommended for that use.

As a general rule, water service shall not be furnished through a single service pipe to more than one property. Under unusual or exceptional conditions, the Authority may waive this rule if the circumstances require.

If service has been installed prior to September 14, 2015, and is not in accordance with the provision of this Authority Code section, and if water is being taken through a single meter to supply two (2) or more premises, each customer benefiting from that arrangement shall be responsible for the payment of his or her own water bills and other legitimate charges.

Any violation of this Authority Code section with respect to either or any of those premises shall be deemed an ordinance violation as to all. The Woodway Water Authority may enforce compliance with this Code section by shutting off the supply of water to all; however, that action shall not be taken until the customer not in violation of this Code section has been given written notice and a reasonable opportunity to attach his or her service pipe, at his or her own expense to a separately controlled meter box.

Service lines shall not be laid in the same trench with sewer or any other conduit unless approval has been given by the Health Department and the Authority.

The service line and its fixtures from the water main to and including the meter box all be maintained in good repair at the expense of the Authority, including replacement if necessary because of damage, corrosion, tuberculation, or other deterioration. If replacement is necessary due to increased demand by the customer, that replacement shall be at the customer’s expense.

Water meters shall be free of obstruction for a minimum of a 3-foot radius from the center of the water meter box for accessibility of the Authority.

Water meters shall be located in non-paved area and readily accessible to the Authority without going through fences or gates.

Water meters shall be located on the Owner’s property line edge of easement, right of way or if in some causes the Authorities water line does not extend to the property line edge the owner will have to install his or her service line to the point that the Authority line ends at their own expense.

Fire hydrants shall be free of obstruction for a minimum of a 3-foot radius from the center of the fire hydrant. Fire hydrants shall be placed outside of all fences.

Under no circumstances shall water be shut off to any active service in the course of new construction without written permission from the Woodway Water Authority. If water pressure needs to be reduced to facilitate construction, a preconstruction meeting shall be held.

Generally, application for service must be made in person at the Woodway Water Office.

In order to sign up for water service for a home that you own, you must bring with you the following items to the Woodway Water Authority Office:

1) A picture ID.

2) Proof of ownership, which would include one of the following:

· The deed on the property.

· A current County real estate tax ticket for the property.

· A current printout from the Commissioner of Revenue’s

office verifying ownership.

3) If you haven’t completed the purchase of the property, you

must bring real estate agent, closing attorney or current property owner with the expected date of closing.

4) If you want service connected on the property prior to the closing date, you must bring:

· A letter written and signed by the current property owner verifying early occupancy.

5) Your deposit, which varies and is based on services required.

The WWA Office deposits and service charge are paid by the customer with certified check, money order, personal check or cash only.

6) A $100 connection charge.

If a customer lives outside of Lee County at the time he or she is establishing service, the WWA will attempt to work with that customer to have documents mailed to their out-of- town address. Mail applications must be notarized when they are sent to the WWA office.

Your WWA account may be opened in the name or names that appear on your “Proof of Ownership” verification. If additional people are to have access to your account, you must list those people with Woodway Water Authority.

In order to sign up for water service for a business location that you operate, you must bring with you the following items to the Woodway Water Authority Office:

1) A picture ID.

2) Proof of ownership, which would include one of the following:

· The deed on the property.

· A Current Lee County real estate tax ticket for the property.

· A current printout from the Commissioner of Revenue’s

office verifying ownership.

3) If you haven’t completed the purchase of the property, you must bring:

· The sales contract or a letter written and signed by the real estate agent, closing attorney or current property

owner with the expected date of closing.

4) If you want service connected on the property prior to the closing date, you must bring:

· A letter written and signed by the current property owner verifying early occupancy.

5) The WWA Office deposits and service charge are paid by the customer with certified check, money order, personal check, cash only.

6) A $100 connection charge.

Your WWA account may be opened in the name or names that appear on your “Proof of Ownership” verification. If additional people are to have access to your account, you must list those people with Woodway Water Authority.

In order to sign up for water service for a business when that business owns the location in which you operate the business, you must bring with you the following items to the

Woodway Water Authority Office.

1) Your Federal Tax ID Number, or if a personally owned business, your Social Security Number on any official, pre- printed document which shows your name and Social Security number or Federal Tax ID number.

2) Proof of ownership, which would include one of the following:

· The deed on the property.

· A current Lee County real estate tax ticket for the property.

· A current printout from the Commissioner of Revenue’s

office verifying ownership.

3) If you haven’t completed the purchase of the property, you

must bring:

· The sales contract or a letter written and signed by the real estate agent, closing attorney or current property

owner with the expected date of closing.

4) If you want service connected on the property prior to the closing date, you must bring:

· A letter written and signed by the current property owner verifying early occupancy.

5) The WWA Office deposits and service charge are paid by the customer with certified check, money order, personal check, cash only.

6) A $100 connection charge.

Your WWA account may be opened in the name or names that appear on your “Proof of Ownership” verification. If additional people are to have access to your account, you must list those people with the Woodway Water Authority.

In order to sign up for water service for a home which you are renting from another person, you must bring with you the following items to the Woodway Water Authority Office:

1) A picture ID.

2) A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord

verifying that you are renting the property for which you are signing up for service, and the starting date of that rental.

The signed lease or the letter must include the landlord’s name, address and telephone number. All persons on the lease must also be on the WWA account, and all persons must come to the WWA office and sign the application before service can be connected.

3) A $100 connection charge.

5) The WWA Office deposits and service charge are paid by the customer with certified check, money order, personal check, cash only.

The Woodway Water Authority strongly suggests that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

In order to sign up for water service for a business which you operate and are renting the location in which you operate from another person, you must bring with the following items to the Woodway Water Authority Office:

1) Your Federal Tax ID Number, or if a personally owned business your social security number.

2) A signed lease for the property for which you are signing up for service, or a letter written and signed by your landlord verifying that you are renting the property for which you are

signing up for service, and the starting date of that rental. The signed lease or the letter must include the landlord’s name, address and telephone number. All persons on the lease must also be on the WWA account, and all persons must come to the WWA office and sign the application before service can be connected.

3) A $100 connection charge.

4) The WWA Office deposits and service charge are paid by the customer with certified check, money order, personal check, cash only.

The Woodway Water Authority strongly suggests that you contact your landlord to ensure that there is no outstanding balance on the property you are renting. If there is an outstanding balance, it may delay your service being connected.

Any tampering with or removal of lock by any person other than WWA personnel will result in a $250.00 fine and will be responsible for the cost of any damages on the first offense. After the first offense service will be discontinued.

Re-Connects Fee at the Woodway Water Authority is $100.00, a reconnect fee after hours or on weekends is $250.00.

WWA has resolved to temporarily suspend service to any household or business whose inhabitants or agents of a temporary or permanent basis attack, harass, threaten, steal water, destroy meters or property of Woodway Water Authority, until a due process hearing has been conducted. This hearing will occur within 5 working days of the incident in question at a time convenient for the customer and Woodway Water. After said hearing the Board will reconnect or permanently decease service.

2-08 Deposits/Refunds

If the customer owns the property where the service is rendered and the property is in the same name as the account. And all rental properties and accounts where the owner’s name does not match the name on the account require a deposit. (Section 15.2-5138.1)

Deposits remain on file. Final bill is taken out of the deposit and mailed the difference to the owner.

2-09 Account Fee

New accounts are charged a connection charge fee of $50.00. This covers the cost of inspection and installation of any line work necessary, turning the connection on and the cost of setting up the account in the Woodway Water Office.

2-10 Rental Property Meter Identification

WWA will mail a letter to each Landlord to request a team corporation with our WWA employees. Purpose is to identify and number each lot, trailor or apartment with correct meter account to prevent any water interruption. The landlord is asked to notify the Woodway Water Office within 3 days of receiving the letter in setting a date and time. (Landlord Letter Exhibit 6).

Section 3 Rate Schedules

3-01 Connection and Facility Fees

Facility and connection fees will vary depending on the size of the meter used.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Meter | Water |  |  |  |
| Size | Connection Fee |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| ¾ “ meter | $1,350.00 |  |  |  |
| 1” meter | Cost of material, labor,  fuel and if road bore is  required. |  |  |  |
|  |  |  |  |  |
| 2” & Up | Cost of material, labor,  fuel and if road bore is  required. |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

3-02 Water Service

§ Residential User – The minimum monthly water service charge per single family residential unit or equivalent shall be $31.04 per month for the first 1,000 gallons and shall be based upon the actual water consumed. Thereafter, additional water consumed shall be charged at the rate of

$7.43 per 1,000 gallons.

Section 4. Payment and Billing Policies

4-01 Billing Date

Customer bills are mailed on or around the 28th of each month and should arrive during the first week of each month.

4-02 Payment Date

Payments are due in the business office on the 10th of each month, unless that date falls on a holiday or weekend. In those instances, payment is due by the following business date.

4-03 Payment Options

· Customers who choose to mail their payment are encouraged to do so approximately three to five business days before the due date. Payments are posted when received in the business office.

· Customers may pay bills in person at the business office located on 133 Ben Lawson Drive. Payments made in person are posted the same day received before lunch (12 noon) after lunch will be posted on the next business day.

· Drop Box – A drop box for payments is located near the entrance to the Woodway Water Office. Payments

made after 4:00 pm using the drop box are posted the next business day.

· Electronic Fund Transfer – Payments made through electronic fund transfer are debited from the customer’s account on the 6th, 7th or 8th of each month. If that date falls on a weekend or holiday, the debit would occur on the next business day. Customers utilizing the electronic fund transfer option will receive a bill by mail with the date noted.

· Customers may pay their bills with a credit card at the Woodway Water Authority Office or by phone at 1-877-885-7968.

· Customer may pay their bills on line with a credit card or check at www.paymentservicenetwork.com, PayPal or [www.woodwaywaterauthority.com](http://www.woodwaywaterauthority.com).

4-04 Meter Reading

Meters are read mid-month except in cases of unusual circumstances such as inclement weather, staffing shortages, etc. wherein the bill may be estimated and an adjustment made as soon as the meter can be read in the next billing cycle. All of the water meters are read electronically through the use of radio read system using with transmitter and receiver computer system.

4-05 Penalties and Interest

If payments are not received in the business office on the 10th day of each month a late payment fee of $10.00 is applied on the account. (4.02 exceptions)

4-06 Return Check Policy

If a bank returns a check a $50.00 return check fee will be assessed on the customer’s account. Service may also be interrupted in accordance with the delinquent account policy. If a check is returned to the WWA, payments must be made in cash, money order, or certified check. If two or more returns occur, the customer will be placed on a “cash only” basis.

4-07 Water Bill Adjustments Due to Leaks

The WWA maintains and will repair any water system problem that occurs between the water main and to the meter box. Any leak that occurs beyond the meter box is the customer’s responsibility to repair. (Leak Adjustment Policy: Exhibit 2 & 2A).

4-08 Re-reads of Meter

As a courtesy the WWA will re-read a customer’s meter upon request when the customer believes the meter reading is incorrect not to exceed one re-read in any twelve month period. The WWA also will come and test the accuracy of any meter upon the request of the customer provided the customer has signed and understand that a calibration fee will be charged to their account.

4-09 Meter Replacement Policy

The performance of the water meter is considered to be acceptable when it does not register more than 5% fast or slow in a calibrated test. Meters will be replaced by the WWA only if found to be defective in accordance with the standard. Should the customer request a meter be replaced that is within the standards of accuracy, the customer will be charged the actual costs of the meter calibration fee of $200.00. (Meter Calibration Agreement Form Exhibit 5).

4-10 Place of Payment

All bills are payable in the Woodway Water office at

133 Ben Lawson Drive, Pennington Gap VA 24277.

4-11 Electronic Fund Transfer

Customers have the option of making payments through electronic fund transfer. Such payments are debited from the customer’s credit account around the 6th thru 8th of each month. Customers utilizing the electronic fund transfer option will receive a bill by mail.

4-12 Drop Box Payments

Payments can be made using the drop box located at the Woodway Water Office, at 133 Ben Lawson Drive and are posted the next business day if dropped after 4:00 pm.

Section 5. Service Termination/Reconnect Procedure

Service may be disconnected for those accounts which are past due

30 days from the 10th of the previous month. Unless the Executive

Director determines that this date is not practical in any given

month. (Section 15.2-5138.2)

The disconnect notice will be printed on the water bills each month.

And a courtesy call through the automated notification text message system. No courtesy call is given prior to the disconnect date.

Customers paying between the due date and the disconnect date must

pay the balance including penalty to avoid disconnect.

Disconnection policies be provided to customers when they create a new resident account, when late fees are added and when disconnection are due for non-payment when each are scheduled.

The WWA website shall contain a copy of this disconnect policy for viewing by customers.

No utility service can be disconnected on Fridays, weekends, state holidays or the day prior to state holidays.

The Authority under the provision of this chapter are not paid within 60 days after they become due, the authority may require the owner, tenant or occupant of such premises cease disposing of sewage or industrial waste on such premises by direct discharge to the sewer system. The Authority may require the political subdivision, district, broad supplying the water to or selling water for use on such property to cease supply water to or selling water for use on such premises within five days period, cease supply water to or selling water for use on such premises, then the authority may shut off the supply of water to such premises. (Section 15.2-5138.1B)

Water shall not be shut off or turned off under this section if the State Health Commissioner, upon application of the local board of health or health officer of the locality in which such water is supplied, has certified to the Authority charged with the responsibility of ceasing to supply water, or to shut off the water will endanger the health of customer and the health of others in the home. (Section 15.2-5138.1C)

The Authority will review each application received on a case-by-case basis when concerning the customer’ medical requirements. Including the customer will be required to keep their account current.

5-01 Payment Requirements

Service disconnected for non-payment will be restored following payment of the entire account balance, reconnection fees.

5-02 Reconnection Fees

The reconnection fee is $100.00 during regular working hours, $250.00 after hour’s fee.

5-03 Timeline for Service Restoration

Service is generally restored the same business day after payment. The WWA will restore service as quickly as possible in the order that payment is received.

If the WWA attempts to restore service and the meter is turning due to water running in the home/business, etc., service will be immediately turned off and a card will be left notifying customer of situation. The WWA will return the next business day to attempt to restore service.

Section 6. Delinquent Account Collection Procedures

6-01 Current Customers

Each monthly billing statement indicates whether a payment is past due from a previous bill. Any past due charges, including penalties and interest that total $31.04 or greater, are subject to service interruption. This would require the customer to follow reconnection policies to reinstate service. Upon receiving the monthly statement, the customer should contact the WWA Office if the customer believes the past due charges are incorrect. Customers who have previously entered into a repayment agreement with the Woodway Water Authority for a past due balance are required to pay the current bill in addition to the amount specified in the repayment agreement in order not to have service interrupted.

6-02 Prior Customers With Outstanding Balances

If the WWA can identify a valid name, social security number or driver license number and billing address for prior customers then a finalized statement for delinquent charges will be sent for the past due amount.

Section 7. Payment, Billing, and General Customer Service

Appeals Process

If a customer is not satisfied with the decision of the customer service division and decides to appeal the decision, the customer is told to attend the next monthly board meeting. The Woodway Water Board generally meets the second Monday of each month at 12 Noon at the Woodway Water Office Building Board Room.

Section 8. Accepting Subdivision Ownership of Water Lines (Subdivision Ownership Policy Exhibit 3).

Section 9. Accepting Private Developers Water Lines. (Contractor Ownership Policy Exhibit 4).

Section 10. Cross-Connection/Backflow Prevention Program (Exhibit 5).

10.1 At the Woodway Water Authority, we are committed to providing our customers with safe, high quality drinking water. In effort to do this, the Woodway Water Authority adopted a Cross Connection Ordinance to ensure the protection to our community’s water system; the Ordinance requires all water system customers to have an approved backflow prevention assembly installed. All backflow prevention assemblieare required by the federal Environmental Protection Agency and the State of Virginia to safequard water systems.

10.2 For more information on backflow valves and the Woodway Water Authority cross connection control program, call Woodway Water Office at (276) 546-4148.

Section 11. Standard Construction Specifications

11.01 The standard construction details, specifications, and materials standard approved by the Authority shall be followed for all water projects unless specific deviation there from is authorized in writing by the WWA. Water System Specifications are governed by the Virginia Department of Health Specifications is governed by the Virginia Department of Environmental Quality.

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Section 12.

This ordinance shall be in full force and effect from and after its passage, approval and ordering into effect of the rates and charges herein set out by the Woodway Water Authority.

PASSED AND ADOPTED by the Board of Woodway Water Authority, \_\_\_\_\_\_**day of January 2024.**

ATTEST:

Clerk

Board Chairman