**TOWN OF PHENIX, VIRGINIA**

**WATER USER POLICY**

**AMENDED AUGUST 1, 2019** POLICY ADOPTION: AUGUST 1, 2019

Office number :434-542-4123 email: [town@phenixva.com](mailto:town@phenixva.com)

A. User Rates

In-Town and Out of Town

Base Rate Incremental Base Rate

*$31.50*/ every month with 2000 gallons allowable *$4.00*/1000 gallons for all consumption above 2000 gallons PER MONTH

Notes: Billing Period – every month. Meters will be read and bills will be mailed on the First of the month or the next business day. See Billing Policy Section D. (Please note: August 1 billing will be for July’s consumption; September billing will be for August and so on).

**Water rates are subject to change**. Rates changes became effective on August 1, 2019 first monthly billing will be mailed August 1, 2019.

B. Connection Fees – Connection fees are defined as a charge designed to cover the cost of making the connection.

1. IN-TOWN and Out of Town

Standard ¾” water connection with water main located on same side of the road as the residents **$600. (This rate is subject to change. This rate was effective on July 1, 2010.**

For connection larger than ¾”, and require installing service line across any primary or secondary roads, cost of connection shall be at cost of materials and labor.

**2. Application Fee**

There shall be a $50.00 charge payable to the Town of Phenix for reconnecting IF THE PREVIOUS OWNER CUT OFF THE WATER and all previous bills have been paid on the account. An application must be processed and an account set up by the town. The application must be signed and approved by the property owner. If the property is to be used for rental purposes (and the renter’s signature must be on the policy if the renter is responsible for the billing). Any outstanding bills and fees must be paid in full before water will be reconnected. **(The $50 fee is NOT refundable)**. To disconnect the water, an agreement must be signed by the owner, and if reconnected the $50 must be paid after a new agreement is signed. (See D billing policy for Owner’s being responsible for Renter’s bill.)

Whenever any individual, commercial or industrial establishment desires the use of water on premises owned or leased by them within the town limits, where all connections have been made in accordance with the provisions of this policy, they shall make application therefore to the Town Clerk, accompanying each application with a fee of $50.00 for processing such application and/or setting up an account. Whenever any person applying for water service shall have complied with this requirement and his water fixtures are in good condition, the Town Clerk shall then notify the waterworks operator who shall then cause the water to be turned on.

Multi-unit facilities will require the owner, landlord, or property management agent to make application to the Town Clerk to activate water at the service address. Whenever any person applying for water service shall have complied with this requirement and his water fixtures are in good condition, the Town Clerk shall then notify the waterworks operator (or assistant water work operator) who shall then cause the water to be turned on.

D. Billing Policy: The billing cycle is every month. Meters will be read before the first of the month and the first 2000 gallons will be $31.50. Any gallons over 2000 will be $4 per 1000 gallons. (You will be billed at the first of the month for your previous months’ usage.) Every effort will be made to have the invoice mailed on the first day of the month. All bills are due and payable upon receipt. Any unpaid water bill past due on the eighteenth (18) day of the month will be charged a penalty in the amount of Five dollars ($5.00) per month. Any unpaid water bill, past due on the Twenty-Eighth (28th) day of the month will result in disconnection. Water service will be disconnected the next **working** day after the – Twenty Eighth (28th) day of the month of the billing cycle. If service is requested a reconnection charge of $50.00 and the past due bill and penalty must be paid prior to service being restored. When restoration of service is then requested, the past due bill, penalty and reconnection charge (availability charge) will be due to be paid in the Town office before service is restored. The Town Clerk may at any time, upon discovering an error in a computation of water rates and charges against any consumer, make the necessary correction in the computation and notify the user. Both consumer and/or rental property owner may be subject to collection procedures for unpaid bills, including but not limited to possible court appearance and court costs. The rental property owner will be notified if the renter is delinquent on paying of water bills. The water bill shall be sent to the tenant as it is due, but the property owner shall be equally responsible for the payment of any unpaid balance incurred by the renter, as well as all penalties and reconnection fees to reconnect the water. Bills will be mailed by USPS and failure to receive a water bill in the mail does not relieve the consumer responsibility to make a payment by the due date and NO excuse of penalty. If payment is postmarked after the due date, all penalty conditions will apply. Contact the town on the 7th of the month if you have not received a billing for the amount owed. NO PARTIAL PAYMENTS ARE ACCEPTED. Bills can be paid at any Bank of Charlotte County branch, in the town office, using the town drop box, or by mail. Bills can be paid ahead of time due.

1. Unauthorized Connections/Cross-Connections

The connection for any other water supply to the Town’s system is strictly prohibited. See Cross-Connection Control Policy. Cross-Connections of a private or an auxiliary water system to the Town’s public water system is restricted according to the WATERWORKS REGULATIONS FOR PUBLIC DRINKING WATER SUPPLY as adopted by the Commonwealth of Virginia Department of Public Health.

F. Use of Service

The new service applicant is expected to begin use of water within thirty (30) days from the date of which such service is made available. Therefore, billing will commence at the end of this thirty-day period in accordance with prescribed rates, terms and conditions. If consumer moves or requests the water to be disconnected, the water meter will be read and the consumer will be billed at that time.

G. The Town of Phenix reserves the right to review each request or service and evaluate both the requested service requirements and available system well and storage capacity. Appropriate management of available system resources will be exercised by the Town Council with respect to new connections.

H. The Town of Phenix reserves the right to institute any and all measures deemed necessary in the event of a natural disaster, emergency, drought, repair projects or other conditions which impacts on the water system. All measures considered will be as reasonable as possible. Generally residential customer service, although it may be curtailed, will be given highest service priority.

I. Any acts of nature or others that cause cessation of temporary flow of potable water or leaks to the consumer shall be repaired within a reasonable time after notification of the problem is received by the town. The town is not responsible for repairs from the meter into the consumer’s home and property that is a cause of excessive water usage.

ACCOUNT NUMBER \_\_\_ \_\_\_\_\_\_ Town of Phenix: office number 434-542-4123

**Email:** [town@phenixva.com](mailto:town@phenixva.com)

**TOWN OF PHENIX WATER AGREEMENT**

**PROPERTY OWNER: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**MAILING ADDRESS: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PHONE NUMBER: (property owner) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**CONSUMER (IF DIFFERENT FROM PROPERTY OWNER): (RENTER)**

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**PHONE NUMBER: \_(consumer)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PHYSICAL ADDRESS OF PROPERTY:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ PHENIX, 23959**

**MAILING ADDRESS FOR BILLING PURPOSES:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**PROVIDER: TOWN OF PHENIX, PO BOX 29, PHENIX, VA 23959**

**PHONE 434-542-4123** [town@phenixva.com](mailto:town@phenixva.com)

**In the Phenix water agreement, the word consumer means each and all that sign this agreement. By signing this agreement, the consumer agrees to all of its terms and conditions. (Agreement coincides with Town Water Ordinance passed June 13, 2011 AND rate changes on Aug 1, 2019 in the water user policy. For a complete copy, please visit the Town office.)**

PLEASE NOTIFY TOWN OF ANY ADDRESS OR PHONE NUMBER CHANGES.

**COLLECTION PROCEDURES**

Both consumer and/or rental property owner may be subject to collection procedures for unpaid bills, to include possible Court appearance and Court costs.

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\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_CONSUMER’S SIGNATURE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATE

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Town Representative

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_