

## Memorandum

Date: 17 October 2018

To: Streets and Utilities Committee

From: Keith R. Dalton, Town Manager

Cc: Town Council  
Christy Dunkle, Assistant Town Manager  
Lisa Larrick, Town Clerk

Subject: Committee Meeting to be held on 25 October

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Please find attached the agenda packet for the above-referenced meeting.

### **Item 3: Water and Sewer Bill Adjustment Request**

F&W Management of Roanoke, VA has submitted a request for adjustment to water and sewer bills for 209 Chalmers Court. The request was denied. F&W Management has appealed that decision.

Please find attached:

- Adjustment Request (1 page)
- Letter (w/ attachments) from F&W Management dated 6 September 2018 (16 pages)
- Email correspondence between TOB and F&W Management (10 pages)

F&W Management requests adjustment of the water and sewer bills for 209 Chalmers Court from July 2015 to June 2017.

After reviewing the matter, the Committee will provide a recommendation to the Town Council.

### **Item 4: Project Updates**

#### *Water Tank Maintenance*

The ground reservoir project remains on-going.

All interior work has been completed.

Exterior painting is expected to be completed on 10/18.

Disinfection of the interior should occur in the week of 10/21.

Once the interior is disinfected, water will be introduced into the tank and testing will occur. Once required testing occurs, the tank will be placed in service.

Depending on weather, the tank should be back in service by the third week of November.

Work on the northwest elevated tank will commence in the spring.

#### *Paving*

The paving for the second half of FY18 and the first half of FY19 were combined. This work has been completed.

The Town has received a complaint regarding the paving on Taylor Street and that matter has been elevated to this Committee.

#### *East Main Street Sewer Rehabilitation*

This work is expected to commence within the next three weeks. The timing of the mobilization will depend on weather and receipt of VDOT permit.

#### *Public Works Building Improvement*

Work on the enclosed bays has been completed.

Design work for the expansion of the finished space has begun. The project is scheduled to be completed in mid-2019.

#### **Item 5: Budget Goal Traffic Analysis Southeast Collector**

Please find attached:

- Project Statement for Traffic Analysis Southeast Collector (7 pages)

#### **Item 6: Water and Sewer Billing Adjustment Policy**

The Committee has indicated a desire to conduct a review of the Water and Sewer Adjustment Policy.

Please find attached:

- Town of Berryville Water and Sewer Billing Adjustment Policy –effective 3/12/15 (2 pages)
- Town of Berryville Water and Sewer Billing Adjustment Request Form (1 page)

#### **Item 7: Stormwater Concerns**

Please find attached surveys that have been returned to the Town.

Chair Harrison has asked staff to make a brief presentation at the beginning of the meeting and then the public forum will begin.

**BERRYVILLE TOWN COUNCIL STREETS AND UTILITIES COMMITTEE  
MEETING AGENDA  
Berryville-Clarke County Government Center  
101 Chalmers Court, Second Floor  
Main Meeting Room  
Called Meeting  
October 25, 2018  
6:30 pm**

<u>Item</u>		<u>Attachment</u>
1. <b>Call To Order</b>	Diane Harrison, Chair	
2. <b>Approval of Agenda</b>		
3. <b>Discussion -</b>	Water and Sewer Bill Adjustment Request	1
4. <b>Project Updates</b>	Water Tank Maintenance  Paving  East Main Street Sewer Main Rehabilitation	
5. <b>Discussion</b>	Budget Goal Traffic Analysis Southeast Collector	2
6. <b>Discussion</b>	Water and Sewer Billing Adjustment Policy	3
 <i>To begin at 7:30 pm or as soon thereafter as the matter may be heard</i>		
7. <b>Public Forum</b>	Stormwater Concerns	4
8. <b>Closed Session - No Closed Session Scheduled</b>		
9. <b>Other</b>		
10. <b>Adjourn</b>		

↑ Denotes an item on where a motion for action is included in the packet

# **ATTACHMENT**

**1**

Town of Berryville  
Water and Sewer Billing Adjustment Request Form

Customer Name: F & W Management Service Address: 209 Chalmers Court

Mailing Address: P. O. Box 20809, Roanoke, VA 24018

Telephone Number(s): (540) 774-1641, Ext. 106

Email Address: ztabor@fwmgmt.com

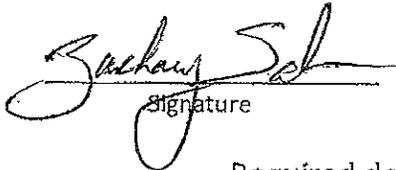
Account Number: 030-3004400-1 Date problem discovered: 01/13/17 Date problem repaired: 06/01/17

Brief description of problem and action taken to repair: \_\_\_\_\_

Please see attached letter.

Acknowledgement:

I understand that submission of this form does not a guarantee that a bill adjustment will be made. Further, I understand that submission of this form does not relieve me of my responsibility to pay the entire amount of bill during the normal billing period; unless, I enter into a payment plan with the Town.



Signature

Zach Tabor, Operations Controller of Agent  
Name Printed

September 6, 2018  
Date

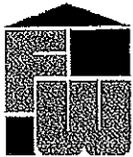
Required documentation to be submitted with request:

- 1) Narrative signed by party making repairs explaining, in detail, the nature of the leak or usage, what repairs were made and when they were made,
- 2) Copy of repair invoice attached (if repaired professionally) or Copy of repair receipts attached (if repaired by owner/tenant or agent), and
- 3) Copy of insurance company determination regarding claim for water/sewer bill (required when usage is greater than three-times the account average)

Return this form and documentation to:



Town of Berryville  
W/S BILL ADJUSTMENT REQUEST  
101 Chalmers Court, Suite A  
Berryville, VA 22611  
Fax: (540) 955-4524



F & W MANAGEMENT, LC

ASSET MANAGEMENT, COMMERCIAL  
AND BUSINESS BROKERAGE

September 6, 2018

Town of Berryville  
Water and Sewer Adjustment Request  
101 Chalmers Court, Suite A  
Berryville, VA 22611

RE: Battletown Ridge Associates, LLLP  
DBA Countryview Apartments  
209 Chalmers Court  
Account: 030-3004400-1

To the Representative of the Town of Berryville:

Battletown Ridge Associates, LLLP (DBA Countryview Apartments) experienced a long-term water leak on the premises for an undetermined amount of time. The form with which this letter is presented states that the problem was discovered on January 13, 2017. This, however, is only the date at which we started to see a further uptick in the amount of water used at the property. The true start of a leak may never be known because when attempts were made to contact the Town of Berryville for assistance, the Town response was always nothing is wrong. We first started questioning the water and sewer issues at this property in July 2015 via telephone communication.

The following is a summary of the actions of F&W Management, LC and Countryview Apartments beginning in January 2017:

When water consumption levels increased far above what was considered "normal" for the property in January 2017, the ownership was made aware of our findings and our plan to consult with the Town of Berryville, as well as perform property inspections to look for possible water leaks. Michelle Childress and Zach Tabor had a conference call with the Town of Berryville and showed the town proof via a three year water usage model that there was a severe issue with either bad meters or a water leak. The Town sent a representative to the property on January 20, 2017 to test the meter with Michelle Childress. This test was inconclusive due to water still being run at the property, so a second test was conducted on January 23, 2017 with the water to the property being cut off at each building. The meter continued to run during this test, which led us to believe that there was a leak at the property. We, however were led to believe that this issue may be on the Town side for about two months. This, however, was later dismissed by the Town.

Between January and February, we started to notice that even when the water was turned off at the property, the sewer still had moving water. In March, the property contacted H2O Pipe Works, LLC to jet and evacuate the sewer lines. The contractor also ran a video camera down the length of the pipe and found that the sewer pipe had fallen at some point. This does not prove a water leak, but it had to be repaired. We contracted Perfection Lawn Care to fix the sewer pipe for the property in April 2017.

During the course of these repairs, we found a major source of the leaks at the property. A water line ran the length of the sewer line and, when the sewer line fell, it also busted the water line. The contractor also discovered that four of the water valves at the property was leaking. Finally, this contractor was able to show us where all the water was going. In digging up the sewer line for replacement, he found that the ground under the parking lot was very wet. The leaking water ran the length of the sewer line and flowed out at the break, which was near the parking lot. In May, this same contractor also repaired the water line and replaced the four leaking valves.

Finally, in June of 2017, we contracted American Leak Detection of Northern Virginia to test the ground for anymore leaks. The company came back with an analysis stating that there were no major leaks at the property.

After the leaks were addressed and the sewer line and broken water line were replaced, we performed extensive tests for the next several months to see if the water level had come down. We waited a long time because of our belief that this water leak had occurred in 2015. We have found from our analysis, which is included with the credit form and this letter, that water levels have come down to a level similar to that of 2015.

Since we have a good basis for what is normal at the property, we now feel confident that our information proves that the property, Battletown Ridge Associates, LLLP, deserves a credit for the water usage in excess of the base during the period of July 2015 through June 2017. The form that the Town has provided indicates that credit requests have to be made within 10 days of the date of a particular invoice showing the water overage. However, I believe the situation at this property is unique and should not be held to that time limitation.

On behalf of Battletown Ridge Associates, LLLP, F&W Management requests a credit for this property based on the attached calculation worksheet. In total, please see all reference information pertaining to this claim:

- Credit calculation worksheet
- Water and sewer usage and cost worksheet
- Water usage graph
- Invoices and correspondence pertaining to repairs of the sewer line, water line, and water valves at the property

If you have any questions, please contact either Michelle Childress [(540) 471-7442] or me with any questions or concerns that you may have. We thank you for your attention to this matter and look forward to your response.

Sincerely,

A handwritten signature in black ink that reads "Zachary Tabor". The signature is written in a cursive style with a large, stylized 'Z' and 'T'.

Zach Tabor  
Operations Controller  
F&W Management, LC

Enclosure(s)

**Company Name:** F & W Management, LC  
**Report Name:** Water and Sewer Adjustment Calculation Worksheet  
**Reporting Book:** ACCRUAL  
**Start Date:** 01/01/2014  
**End Date:** 12/31/2017  
**Location:** 415--Battletown Ridge Associates, LLLP

Posted Dt.	Doc Dt.	Start Date	End Date	Srvc Days	Gallons	G / Day	Water/Sewer	Cost / G	Calculation
01/07/2014	01/07/2014	11/21/2013	12/19/2013	28	155,000	4,821.43	3,251.75	0.0241	-
02/18/2014	02/12/2014	12/19/2013	02/10/2014	53	252,000	4,754.72	6,065.60	0.0241	-
03/31/2014	03/26/2014	02/10/2014	03/20/2014	38	186,000	4,894.74	4,497.35	0.0242	-
05/05/2014	04/30/2014	03/20/2014	04/24/2014	35	163,000	4,657.14	4,317.67	0.0265	-
06/02/2014	05/30/2014	04/24/2014	05/22/2014	28	145,000	5,178.57	3,099.73	0.0214	-
07/07/2014	06/30/2014	05/22/2014	06/24/2014	33	167,000	5,060.61	4,444.44	0.0266	-
08/04/2014	07/30/2014	06/24/2014	07/23/2014	29	143,000	4,931.03	3,175.96	0.0222	-
09/02/2014	08/30/2014	07/23/2014	08/25/2014	33	165,000	5,000.00	4,150.00	0.0252	-
10/06/2014	09/30/2014	08/25/2014	09/23/2014	29	155,000	5,344.83	3,880.00	0.0250	-
11/04/2014	10/30/2014	09/23/2014	10/23/2014	30	145,000	4,866.67	3,675.00	0.0252	-
12/08/2014	11/30/2014	10/23/2014	11/20/2014	28	141,000	4,935.71	3,530.00	0.0250	-
01/05/2015	12/30/2014	11/20/2014	12/22/2014	32	158,000	4,937.50	3,975.00	0.0252	-
02/03/2015	01/30/2015	12/22/2014	01/22/2015	31	158,000	5,096.77	3,955.00	0.0250	-
03/30/2015	03/24/2015	01/22/2015	03/23/2015	60	292,000	4,866.67	7,325.00	0.0251	-
05/04/2015	04/30/2015	03/23/2015	04/27/2015	35	170,000	4,857.14	4,255.00	0.0250	-
06/01/2015	05/30/2015	04/27/2015	05/27/2015	30	145,000	4,833.33	3,630.00	0.0250	-
06/29/2015	06/29/2015	05/27/2015	06/24/2015	28	148,000	5,285.71	3,705.00	0.0250	-
08/04/2015	07/30/2015	06/24/2015	07/24/2015	30	165,000	5,500.00	4,216.40	0.0256	69.29
08/31/2015	08/30/2015	07/24/2015	08/24/2015	31	184,000	5,935.48	4,678.60	0.0254	414.52
10/05/2015	09/30/2015	08/24/2015	09/23/2015	30	171,000	5,700.00	4,368.80	0.0255	222.57
11/02/2015	10/30/2015	09/23/2015	10/22/2015	29	164,000	5,655.17	4,195.60	0.0255	181.75
12/01/2015	11/23/2015	10/22/2015	11/20/2015	29	168,000	5,793.10	4,292.60	0.0256	284.16
01/05/2016	12/30/2015	11/20/2015	12/28/2015	38	218,000	5,736.84	5,557.20	0.0255	316.99
02/22/2016	02/16/2016	12/28/2015	02/11/2016	45	279,000	6,200.00	7,112.00	0.0255	906.65
04/04/2016	03/28/2016	02/11/2016	03/22/2016	40	239,000	5,975.00	6,090.60	0.0255	576.33
05/03/2016	04/27/2016	03/22/2016	04/25/2016	34	210,000	6,176.47	5,334.00	0.0254	662.26
06/06/2016	05/27/2016	04/25/2016	05/23/2016	28	204,000	7,285.71	5,181.60	0.0254	1,334.29
07/05/2016	06/29/2016	05/23/2016	06/23/2016	31	239,000	7,709.68	6,045.20	0.0253	1,803.50
08/02/2016	07/27/2016	06/23/2016	07/25/2016	32	244,000	7,625.00	6,197.60	0.0254	1,800.67
09/07/2016	08/29/2016	07/25/2016	08/24/2016	30	252,000	8,400.00	6,426.20	0.0255	2,287.72
10/03/2016	09/29/2016	08/24/2016	09/26/2016	33	275,000	8,333.33	6,985.00	0.0254	2,450.66
11/01/2016	10/28/2016	09/26/2016	10/24/2016	28	222,000	7,928.57	5,638.80	0.0254	1,791.49
12/05/2016	11/29/2016	10/24/2016	11/21/2016	28	177,000	6,321.43	4,515.80	0.0255	651.37
01/03/2017	12/29/2016	11/21/2016	12/27/2016	36	223,000	6,194.44	5,664.20	0.0254	717.65
01/31/2017	01/27/2017	12/27/2016	01/24/2017	28	182,000	6,500.00	4,642.80	0.0255	778.84
03/06/2017	02/27/2017	01/24/2017	02/22/2017	29	218,000	7,517.24	5,537.20	0.0254	1,552.48
04/04/2017	03/29/2017	02/22/2017	03/21/2017	27	164,000	6,074.07	4,185.60	0.0255	457.88
05/01/2017	04/27/2017	03/21/2017	04/24/2017	34	182,000	5,352.94	4,622.80	0.0254	-
06/06/2017	05/26/2017	04/24/2017	05/22/2017	28	143,000	5,107.14	3,657.60	0.0256	-

**Company Name:** F & W Management, LC  
**Report Name:** Water and Sewer Adjustment Calculation Worksheet  
**Reporting Book:** ACCRUAL  
**Start Date:** 01/01/2014  
**End Date:** 12/31/2017  
**Location:** 415--Battletown Ridge Associates, LLLP

Posted Dt.	Doc Dt.	Start Date	End Date	Srvc Days	Gallons	G / Day	Water/Sewer	Cost / G	Calculation
07/03/2017	06/28/2017	05/22/2017	06/26/2017	35	188,000	5,371.43	4,795.20	0.0255	-
08/01/2017	07/28/2017	06/26/2017	07/24/2017	28	165,000	5,892.86	4,191.00	0.0254	-
09/05/2017	08/29/2017	07/24/2017	08/23/2017	30	173,000	5,766.67	4,414.20	0.0255	-
10/02/2017	09/28/2017	08/23/2017	09/25/2017	33	183,000	5,545.45	4,648.20	0.0254	-
11/06/2017	10/30/2017	09/25/2017	10/24/2017	29	146,000	5,034.48	3,728.40	0.0255	-
12/01/2017	11/28/2017	10/24/2017	11/27/2017	34	177,000	5,205.88	4,521.20	0.0255	-

**Total Reimbursed Due from Town** \$ 19,261.06

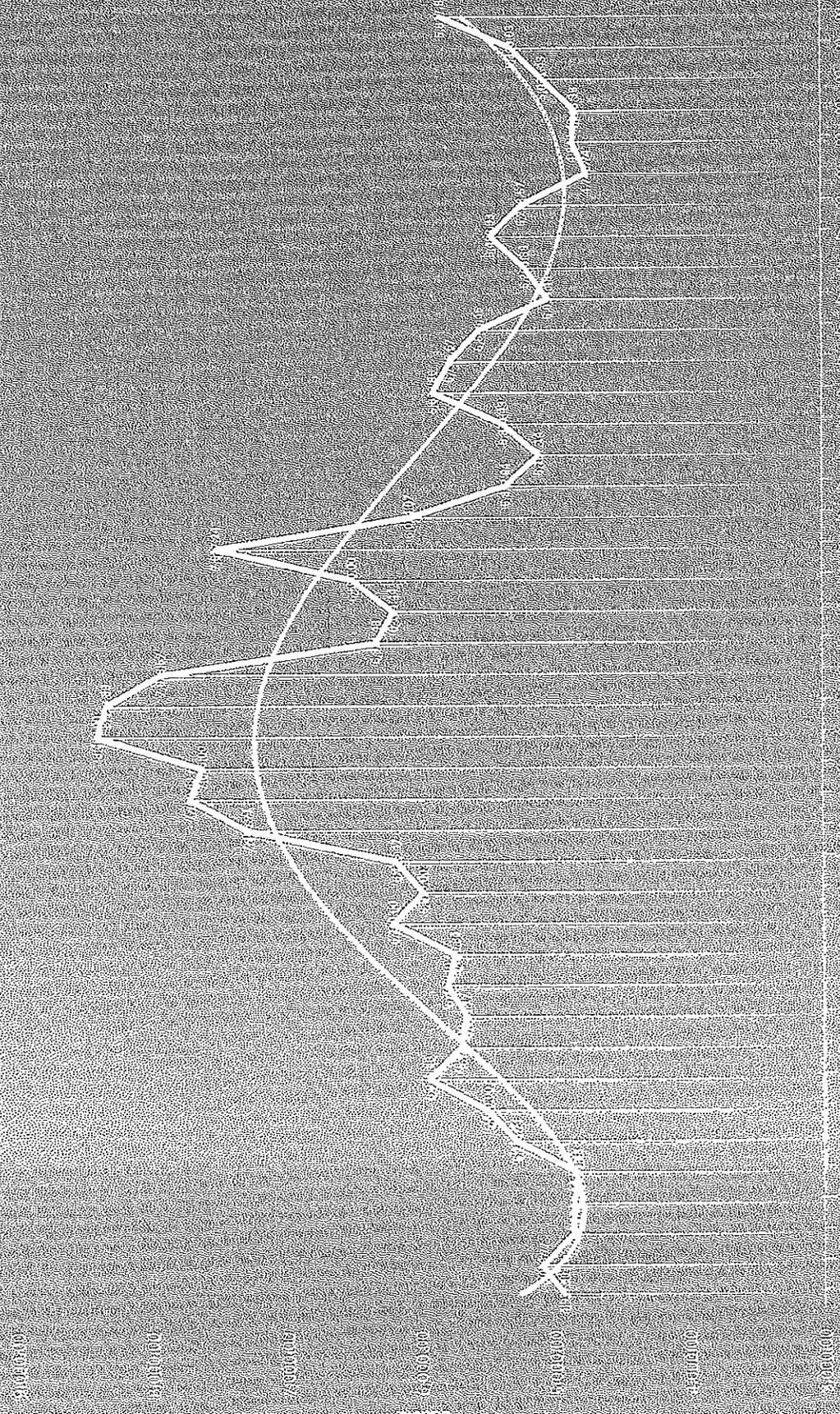
Since repairs were made in February/March of 2017, average gallons used per day has been 5,409.61.  
 Fallen sewer line and water valve leak period has been determined to be from 06/24/2015 through 03/21/2017.  
 Total amount of calculation is based on gallons per day that exceed 5,409.61, multiplied by the rate of water and sewer combined per gallon, multiplied by the days in the given service period.

Company Name: F & W Management, LC  
 Report Name: General Ledger Detail Report  
 Reporting Book: ACCRUAL  
 Start Date: 01/01/2014  
 End Date: 01/31/2015  
 Location: 415--Bellemeadows Mgmt. Associates, LLP

Posted On	Doc Dt	Doc	Memo / Description	Start Date	End Date	Svc Days	Gallons	O / Day	Water	Cost / g	Sewer	Cost / s	Water/Sewer	Cost / d
01/07/2014	01/07/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/21/2013	01/07/2014	28	135,000	4,921.43	955.25	0.0071	2,205.00	0.0170	3,251.75	0.0241
02/18/2014	02/18/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	01/29/2014	02/18/2014	53	335,000	4,976.72	1,781.80	0.0071	4,286.00	0.0170	6,065.60	0.0241
03/31/2014	03/31/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	02/20/2014	03/31/2014	38	166,000	4,894.74	1,318.35	0.0071	1,575.00	0.0170	2,153.35	0.0241
05/05/2014	05/05/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	04/29/2014	05/05/2014	35	163,000	5,178.57	1,422.25	0.0071	1,563.52	0.0194	2,098.73	0.0241
06/22/2014	06/22/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	05/22/2014	06/22/2014	33	146,000	5,560.61	1,884.44	0.0071	1,280.64	0.0195	2,444.44	0.0241
07/07/2014	07/07/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	06/24/2014	07/07/2014	33	142,000	4,931.03	1,449.00	0.0080	1,266.85	0.0142	2,737.85	0.0241
08/04/2014	08/04/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	07/23/2014	08/04/2014	33	145,000	4,938.00	1,938.00	0.0080	1,872.00	0.0170	4,150.00	0.0241
09/22/2014	09/22/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	08/25/2014	09/22/2014	30	158,000	5,344.43	1,245.00	0.0080	2,635.00	0.0170	3,890.00	0.0241
10/06/2014	10/06/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	09/23/2014	10/06/2014	30	146,000	4,866.67	1,176.00	0.0081	2,499.00	0.0170	3,675.00	0.0241
12/08/2014	12/08/2014	030-3004400-1	BEL - TOWN OF BERRYVILLE	10/23/2014	12/08/2014	36	178,000	4,939.55	1,133.00	0.0075	2,397.00	0.0170	4,027.00	0.0241
<b>2014 Totals</b>														
01/07/2015	01/07/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/20/2014	01/07/2015	12	158,000	4,927.50	1,272.00	0.0081	2,703.00	0.0171	3,975.00	0.0241
02/03/2015	02/03/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	12/22/2014	02/03/2015	31	158,000	5,096.77	1,269.00	0.0080	2,866.00	0.0170	3,955.00	0.0241
03/30/2015	03/30/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	01/22/2015	03/30/2015	31	158,000	4,866.67	2,344.00	0.0080	4,981.00	0.0171	7,325.00	0.0241
05/01/2015	05/01/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	03/23/2015	05/01/2015	35	170,000	4,833.33	1,161.00	0.0080	2,465.00	0.0170	3,690.00	0.0241
06/29/2015	06/29/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	05/27/2015	06/29/2015	30	145,000	4,833.33	1,161.00	0.0080	2,465.00	0.0170	3,690.00	0.0241
08/24/2015	08/24/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	06/24/2015	08/24/2015	30	148,000	5,285.71	1,489.00	0.0080	2,536.00	0.0170	3,795.00	0.0241
09/21/2015	09/21/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	07/24/2015	09/21/2015	30	165,000	5,500.00	2,430.00	0.0172	1,386.00	0.0084	4,316.40	0.0241
10/05/2015	10/05/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	08/24/2015	10/05/2015	31	184,000	5,935.48	3,550.00	0.0084	3,128.00	0.0170	4,678.80	0.0241
11/02/2015	11/02/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	09/23/2015	11/02/2015	30	170,000	5,655.17	1,444.00	0.0084	2,924.00	0.0171	4,368.00	0.0241
12/01/2015	12/01/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	10/22/2015	12/01/2015	29	168,000	5,793.00	1,381.60	0.0085	2,873.00	0.0171	4,185.60	0.0241
<b>2015 Totals</b>														
01/05/2015	01/05/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/20/2014	01/05/2015	385	1,023,000	5,189.48	17,233.00	0.0090	31,355.00	0.0163	48,937.00	0.0241
02/22/2015	02/22/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/20/2014	02/22/2015	38	218,000	5,745.64	1,636.20	0.0084	3,721.00	0.0170	5,597.20	0.0241
04/04/2015	04/04/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	12/28/2014	04/04/2015	45	270,000	6,200.00	2,432.00	0.0084	4,700.00	0.0171	7,112.00	0.0241
05/27/2015	05/27/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	01/11/2015	05/27/2015	49	239,000	5,975.00	2,022.00	0.0084	4,078.00	0.0171	6,090.80	0.0241
06/06/2015	06/06/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	03/22/2015	06/06/2015	34	210,000	6,176.47	1,794.00	0.0084	3,970.00	0.0170	5,384.00	0.0241
07/07/2015	07/07/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	05/23/2015	07/07/2015	28	200,000	7,285.71	1,713.60	0.0084	3,468.00	0.0170	5,181.80	0.0241
08/02/2015	08/02/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	06/23/2015	08/02/2015	31	239,000	7,709.68	1,999.20	0.0084	4,465.00	0.0169	6,645.20	0.0241
09/21/2015	09/21/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	07/23/2015	09/21/2015	32	244,000	7,625.00	2,449.60	0.0084	4,346.00	0.0170	6,197.50	0.0241
10/20/2015	10/20/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	08/24/2015	10/20/2015	30	252,000	8,100.00	2,135.20	0.0084	4,301.00	0.0170	6,466.20	0.0241
11/18/2015	11/18/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	09/16/2015	11/18/2015	31	275,000	8,333.33	2,800.00	0.0084	3,774.00	0.0170	5,955.00	0.0241
12/08/2015	12/08/2015	030-3004400-1	BEL - TOWN OF BERRYVILLE	09/26/2015	12/08/2015	28	242,000	7,928.57	1,816.00	0.0084	3,774.00	0.0170	5,693.80	0.0241
<b>2015 Totals</b>														
01/08/2016	01/08/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/21/2015	01/08/2016	37	259,000	6,321.43	1,631.60	0.0084	3,024.00	0.0170	4,511.80	0.0241
01/21/2016	01/21/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	12/27/2015	01/21/2016	36	233,000	6,184.44	1,673.20	0.0084	3,791.00	0.0170	5,664.40	0.0241
03/06/2016	03/06/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	01/24/2016	03/06/2016	28	197,000	6,500.00	1,631.20	0.0084	3,590.00	0.0171	4,662.80	0.0241
04/04/2016	04/04/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	01/24/2016	04/04/2016	29	218,000	7,517.24	1,831.20	0.0084	2,986.00	0.0170	5,597.20	0.0241
05/20/2016	05/20/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	02/22/2016	05/20/2016	27	164,000	6,974.07	1,382.60	0.0084	2,602.00	0.0171	4,185.60	0.0241
06/06/2016	06/06/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	03/21/2016	06/06/2016	34	192,000	5,352.94	1,238.80	0.0084	3,094.00	0.0170	4,628.80	0.0241
07/13/2016	07/13/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	04/24/2016	07/13/2016	23	143,000	5,107.14	1,209.60	0.0085	2,446.00	0.0171	3,657.80	0.0241
08/02/2016	08/02/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	05/22/2016	08/02/2016	35	183,000	6,371.43	1,694.30	0.0084	3,211.00	0.0171	4,795.20	0.0241
09/21/2016	09/21/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	06/16/2016	09/21/2016	28	165,000	5,882.86	1,385.00	0.0084	2,855.00	0.0170	4,141.20	0.0241
10/20/2016	10/20/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	07/24/2016	10/20/2016	30	193,000	5,766.67	1,458.00	0.0084	3,856.00	0.0170	4,648.20	0.0241
11/06/2016	11/06/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	09/25/2016	11/06/2016	29	146,000	5,845.45	1,331.40	0.0084	2,497.00	0.0170	3,728.40	0.0241
12/01/2016	12/01/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	09/18/2016	12/01/2016	29	146,000	5,205.65	1,495.20	0.0084	2,926.00	0.0171	4,521.20	0.0241
<b>2016 Totals</b>														
01/08/2016	01/08/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/27/2015	01/08/2016	24	131,000	5,488.33	1,405.40	0.0084	2,242.00	0.0171	3,347.40	0.0241
03/05/2016	03/05/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	12/15/2015	03/05/2016	35	193,000	5,228.57	1,841.20	0.0084	3,136.00	0.0171	4,665.20	0.0241
04/27/2016	04/27/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	02/21/2016	04/27/2016	27	138,000	4,740.74	1,690.20	0.0084	2,191.00	0.0171	3,271.20	0.0241
05/19/2016	05/19/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	03/26/2016	05/19/2016	33	150,000	4,848.48	1,235.40	0.0084	2,737.00	0.0171	4,089.40	0.0241
06/16/2016	06/16/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	04/25/2016	06/16/2016	30	145,000	4,333.33	1,352.00	0.0084	2,460.00	0.0171	3,793.00	0.0241
07/02/2016	07/02/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	05/20/2016	07/02/2016	28	142,000	5,014.43	1,197.80	0.0084	2,429.00	0.0171	3,626.80	0.0241
08/07/2016	08/07/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	06/23/2016	08/07/2016	33	175,000	5,303.03	1,486.60	0.0085	3,009.00	0.0172	4,495.80	0.0241
09/27/2016	09/27/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	06/25/2016	09/27/2016	29	169,000	5,827.89	1,436.60	0.0084	2,888.00	0.0171	4,312.60	0.0241
<b>2016 Totals</b>														
01/08/2016	01/08/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	11/27/2015	01/08/2016	239	1,233,000	6,159.00	10,113.40	0.0084	31,102.00	0.0171	41,514.40	0.0241
02/06/2016	02/06/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	12/15/2015	02/06/2016	1,705	9,657,000	5,650.51	50,653.50	0.0084	165,118.00	0.0169	215,981.30	0.0241
03/05/2016	03/05/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	01/25/2016	03/05/2016	6,896	6,896	6.896	28,134	3.806	28,134	4.114	33,034	5.046
04/27/2016	04/27/2016	030-3004400-1	BEL - TOWN OF BERRYVILLE	03/26/2016	04/27/2016	33,074	33,074	33,074	24,884	-1.654	24,884	4.114	33,034	5.046
05/1														

# GALLONS PER DAY USAGE TREND LINE

— Budget — July (variance)



Date	Budget	July (variance)
8/1/00	200,000	200,000
8/15/00	250,000	250,000
8/31/00	300,000	300,000
9/15/00	350,000	350,000
9/30/00	400,000	400,000
10/15/00	450,000	450,000
10/31/00	500,000	500,000
11/15/00	550,000	550,000
11/30/00	600,000	600,000
12/15/00	650,000	650,000
12/31/00	700,000	700,000
1/15/01	750,000	750,000
1/31/01	800,000	800,000
2/15/01	800,000	800,000
2/28/01	800,000	800,000
3/15/01	800,000	800,000
3/31/01	800,000	800,000
4/15/01	800,000	800,000
4/30/01	800,000	800,000
5/15/01	800,000	800,000
5/31/01	800,000	800,000
6/15/01	800,000	800,000
6/30/01	800,000	800,000
7/15/01	800,000	800,000
7/31/01	800,000	800,000

H2O Pipe Works, LLC  
 7322 Lord Fairfax Hwy.  
 Berryville, VA 22611  
 540-905-0650

# Invoice

Date	Invoice #
3/27/2017	4389

Bill To
Battletown Ridge Associates LLLP 209 Chalmers Court Berryville, VA 22611

P.O. No.	Terms	Project
	Due on receipt	Country View Apartments

Quantity	Description	Rate	Amount
	EQ# 2327R Vactor 2115 Jet & Vac Sanitary Pipe Reset Manhole Frame and Cover  <i>CK# 156116</i> <i>Final</i> 	3,400.00	3,400.00
<i>Dickel address</i>		<b>Total</b>	\$3,400.00

PERFECTION LAWCARE INC.

1582 Venturous Trail,  
Goode, VA 24556  
(540) 875-7491

# Invoice

Date	Invoice #
5/15/2017	9808

Bill To
COUNTRY VIEW

P.O. No.	Terms	Project
41500378		#415

Quantity	Description	Rate	Amount
	REPAIRED SEWER LINE AS QUOTED.	8,500.00	8,500.00
<b>PROCESSED</b>			
5/25/2017			
<i>Richard Anderson</i>			
<b>Total</b>			\$8,500.00

**Countryview**

899 Port Republic Rd  
Harrisonburg, VA 22801-3374  
(540) 434-3173

**Invoice**

9808  
Status: Pending  
Invoice date: 05/15/2017  
As of 05/25/2017 6:55AM (CST)

Submitted by: Michelle Childress  
Pending approval by: Paula Mangus

@ 05/25/2017 6:55AM (CST)

**Vendor**

PERFECTION LAWCARE INC- 20302  
Attn: 20302  
1582 VENTUROUS TRL  
GOODE, VA, 24556

**Invoice information**

Posting date: 05/25/2017  
Invoice date: 05/15/2017  
Terms: Due on receipt  
Due date: 05/15/2017  
Invoice total: \$ 8,500.00  
Purchase Order(s): 41500378

**Items ordered**

Quantity	Product	Comment	Property	Unit	Account	Price each	Total price
1.00	REPAIR SEWER LINE 225 BUILDING		Countryview		646000 - REPAIRS CONTRACT	8500.00	8500.00
					Subtotal		\$ 8,500.00
					Tax		\$ 0.00
					Shipping		\$ 0.00
					Discount		\$ 0.00
					Total		\$ 8,500.00

**Comments**

**Approver Signatures**

Approver: \_\_\_\_\_ Date: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

PERFECTION LAWN CARE INC.

1582 Venturous Trail  
Goode, VA 24556  
(540) 875-7491

# Invoice

Date	Invoice #
5/15/2017	9809

Bill To
COUNTRY VIEW

P.O. No.	Terms	Project
41500388		415

Quantity	Description	Rate	Amount
	REPLACED MAIN WATER VALVE TO BUILDING.	1,200.00	1,200.00
<b>PROCESSED</b>			
5/25/2017			
<i>M. Mitchell Giddens</i>			
<b>Total</b>			\$1,200.00

**Countryview**  
 899 Port Republic Rd  
 Harrisonburg, VA 22801-3374  
 (540) 434-3173

**Invoice**  
 9809  
 Status: Pending  
 Invoice date: 05/15/2017  
 As of 05/25/2017 8:35AM (CST)

Submitted by: Michelle Childress @ 05/25/2017 8:35AM (CST)  
 Pending approval by: Paula Mangus

**Vendor**  
 PERFECTION LAWCARE INC- 20302  
 Attn: 20302  
 1582 VENTUROUS TRL  
 GOODE, VA, 24556

**Invoice information**  
 Posting date: 05/25/2017  
 Invoice date: 05/15/2017  
 Terms: Due on receipt  
 Due date: 05/15/2017  
 Invoice total: \$ 1,200.00  
 Purchase Order(s): 41500388

Items ordered

Quantity	Product	Comment	Property	Unit	Account	Price each	Total price
1.00	REPLACE MAIN SHUT OFF TO BUILDING		Countryview		646000 - REPAIRS CONTRACT	1200.00	1200.00
						Subtotal	\$ 1,200.00
						Tax	\$ 0.00
						Shipping	\$ 0.00
						Discount	\$ 0.00
						Total	\$ 1,200.00

Comments

Approver Signatures

Approver: \_\_\_\_\_ Date: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

PERFECTION LAWCARE INC.

1582 Venturous Trail  
Goode, VA 24556  
(540) 875-7491

# Invoice

Date	Invoice #
5/23/2017	9827

Bill To
COUNTRY VIEW

P.O. No.	Terms	Project
41500387		415

Quantity	Description	Rate	Amount
3	REPLACED LEAKING MAIN WATER SHUT OFF VALVES.	1,200.00	3,600.00

PROCESSED

5/25/2017

Michelle Adams

<b>Total</b>			33,600.00
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**Countryview**  
 899 Port Republic Rd  
 Harrisonburg, VA 22801-3374  
 (540) 434-3173

**Invoice**  
 9827  
 Status: Pending  
 Invoice date: 05/23/2017  
 As of 05/25/2017 8:36AM (CST)

Submitted by: Michelle Childress @ 05/25/2017 8:36AM (CST)  
 Pending approval by: Paula Mangus

**Vendor**  
 PERFECTION LAWCARE INC- 20302  
 Attn: 20302  
 1582 VENTUROUS TRL  
 GOODE, VA, 24556

**Invoice information**  
 Posting date: 05/25/2017  
 Invoice date: 05/23/2017  
 Terms: Due on receipt  
 Due date: 05/23/2017  
 Invoice total: \$ 3,600.00  
 Purchase Order(s): 41500387

Items ordered

Quantity	Product	Comment	Property	Unit	Account	Price each	Total price
3.00	REPLACE 3 LEAKING MAIN WATER SHUT OFF		Countryview		646000 - REPAIRS CONTRACT	1200.00	3600.00
						Subtotal	\$ 3,600.00
						Tax	\$ 0.00
						Shipping	\$ 0.00
						Discount	\$ 0.00
						Total	\$ 3,600.00

Comments

Approver Signatures

Approver: \_\_\_\_\_ Date: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

American Leak Detection of Northern Virginia  
525-K East Market St, # 213  
Leesburg, VA 20176  
855-399-5325

BILL TO  
Michelle Childress  
Deer Run Apartments  
899 Port Republic Rd  
Harrisonburg, VA 22801

INVOICE 1505

DATE 06/08/2017

DUE DATE 06/09/2017

TECHNICIAN  
SW // FT 2387

DATE	ACTIVITY	QTY	RATE	AMOUNT
06/08/2017	DOMESTIC DETECTION: DA site: 209 Chalmers Ct Berryville, VA 22611  listen on all new valves/ fire hydrants and existing no leak sounds found  previous building shut down, showed no movement on water meter= no main line leaks would suggest new ball valves on other building for proper pressure test	1	450.00	450.00

Please note: We try to verify all leaks, however, if there are mutable leaks in the same area it may not be possible to non-destructively find ALL leaks.

We appreciate your business and prompt payment.  
TAX ID: 47-1981814

ALD of NOVA expects payment from customer on the stated due date; late fees may be added every 30 days. We will not complete any outside payment service sign-ups without charging for our time. W9 and our standard COI will be supplied when requested.

TOTAL DUE \$450.00

Email: [ALDofNOVA@gmail.com](mailto:ALDofNOVA@gmail.com)

Website: <http://www.americanleakdetection.com/va-northern/residential-service>

One hour of travel time included in the price. If distance or traffic dictates our travel time is more than one hour, that time will be included as time onsite. Finance charges will be applied after 30 days from the date of service at 1.5% per month (18% APR).



**Countryview**  
 899 Port Republic Rd  
 Harrisonburg, VA 22801-3374  
 (540) 434-3173

**Invoice**  
 1505  
 Status: Pending  
 Invoice date: 06/08/2017  
 As of 06/12/2017 10:26AM (CST)

Submitted by: Michelle Childress @ 06/12/2017 10:26AM (CST)  
 Pending approval by: Paula Mangus

**Vendor**

American Leak Detection of Nor- 29533  
 Attn: 29533  
 523-K East Market Street  
 #213US  
 Leesburg, VA, 20176

**Invoice information**

Posting date: 06/12/2017  
 Invoice date: 06/08/2017  
 Terms: Due on receipt  
 Due date: 06/08/2017  
 Invoice total: \$ 450.00  
 Purchase Order(s): 41500395

**Items ordered**

Quantity	Product	Comment	Property	Unit	Account	Price each	Total price
1.00	DOMESTIC DETECTION		Countryview		646000 - REPAIRS CONTRACT	450.00	450.00
					Subtotal		\$ 450.00
					Tax		\$ 0.00
					Shipping		\$ 0.00
					Discount		\$ 0.00
					Total		\$ 450.00

**Comments**

**Approver Signatures**

Approver: \_\_\_\_\_ Date: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

## Keith Dalton

---

**From:** Keith Dalton  
**Sent:** Monday, October 15, 2018 3:38 PM  
**To:** 'Zach Tabor'  
**Cc:** Desi Moreland  
**Subject:** RE: Adjustment F&W Management 209 Chalmers Court  
**Attachments:** 20181015153012993.pdf

Zach:

I have not spoken with the Chair of the Committee about this but generally such presentations should not exceed 5 minutes. After you present your information, the Committee members may have some questions for you. If after I speak with the Chair I find that I have given you erroneous information, then I will be back in touch.

Lastly, your item is at the top of the agenda (agenda attached).

I look forward to meeting you.

Take care,

Keith

Keith R. Dalton, Town Manager  
Town of Berryville, Virginia  
101 Chalmers Court, Suite A  
Berryville, VA 22611

V 540.955.1099  
F 540.955.4524

---

**From:** Zach Tabor [mailto:ztabor@fwmgmt.com]  
**Sent:** Monday, October 15, 2018 3:24 PM  
**To:** Keith Dalton <townmanager@berryvilleva.gov>  
**Cc:** Desi Moreland <treasurer@berryvilleva.gov>; Rick Boor <directordpw@berryvilleva.gov>; Michelle Childress <mchildress@fwmgmt.com>; Pam Gilmer <pamg@fwmgmt.com>; Bill Tennant (wtenn10@aol.com) <wtenn10@aol.com>; Scott Humphrey (rlkane@verizon.net) <rlkane@verizon.net>; Ralph Elliott <relliott@berryvilleva.gov>  
**Subject:** RE: Adjustment F&W Management 209 Chalmers Court  
**Importance:** High

Mr. Dalton:

At this time, I do plan to attend the meeting and present our case on behalf of the property if need be. I am currently working from home, but I should be available to discuss this further starting Wednesday of this week.

Thank you for the update and for working with us. We greatly appreciate it.

Thank you,



Zach Tabor | Operations Controller

F+W Real Estate Group | F&W Management

3130 Chaparral Dr, S.W., Suite 200 | Roanoke, VA 24018

T 540 725 8106 | F 540 776 8680 | C 540 309 1784

[ztabor@fwmgmt.com](mailto:ztabor@fwmgmt.com) | [fwrealestategroup.com](http://fwrealestategroup.com)

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**From:** Keith Dalton [<mailto:townmanager@berryvilleva.gov>]

**Sent:** Monday, October 15, 2018 9:11 AM

**To:** Zach Tabor

**Cc:** Desi Moreland; Rick Boor; Michelle Childress; Pam Gilmer; Bill Tennant ([wtenn10@aol.com](mailto:wtenn10@aol.com)); Scott Humphrey ([rlkane@verizon.net](mailto:rlkane@verizon.net)); Ralph Elliott

**Subject:** RE: Adjustment F&W Management 209 Chalmers Court

Zach:

Your appeal will be heard by the Town Council's Streets and Utilities Committee on 10/25/18 at 6:30 pm.

The Committee will review the request and provide a recommendation to the Town Council (presumably heard on 11/13/18 at 7:30 pm.

These are of course public meetings. Your attendance is not required but is certainly welcome. If you do wish to attend and present before the Committee, then please let me know and I will discuss that matter with you.

Take care,

Keith

Keith R. Dalton, Town Manager  
Town of Berryville, Virginia  
101 Chalmers Court, Suite A  
Berryville, VA 22611

V 540.955.1099

F 540.955.4524

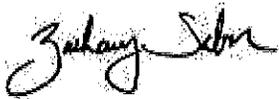
---

**From:** Zach Tabor [<mailto:ztabor@fwmgmt.com>]  
**Sent:** Friday, October 12, 2018 10:54 AM  
**To:** Keith Dalton <[townmanager@berryvilleva.gov](mailto:townmanager@berryvilleva.gov)>  
**Cc:** Desi Moreland <[treasurer@berryvilleva.gov](mailto:treasurer@berryvilleva.gov)>; Rick Boor <[directordpw@berryvilleva.gov](mailto:directordpw@berryvilleva.gov)>; Michelle Childress <[mchildress@fwmgmt.com](mailto:mchildress@fwmgmt.com)>; Pam Gilmer <[pamg@fwmgmt.com](mailto:pamg@fwmgmt.com)>; Bill Tennant ([wtenn10@aol.com](mailto:wtenn10@aol.com)) <[wtenn10@aol.com](mailto:wtenn10@aol.com)>; Scott Humphrey ([rlkane@verizon.net](mailto:rlkane@verizon.net)) <[rlkane@verizon.net](mailto:rlkane@verizon.net)>; Ralph Elliott <[relliott@berryvilleva.gov](mailto:relliott@berryvilleva.gov)>  
**Subject:** RE: Adjustment F&W Management 209 Chalmers Court  
**Importance:** High

Mr. Dalton:

Michelle and I are available on this date; I made sure to check my church calendar as well to confirm. We will meet with you on October 22nd at 2:00pm.

Thank you,



Zach Tabor | Operations Controller

F+W Real Estate Group | F&W Management

3130 Chaparral Dr, S.W., Suite 200 | Roanoke, VA 24018

T 540 725 8106 | F 540 776 8680 | C 540 309 1784

[ztabor@fwmgmt.com](mailto:ztabor@fwmgmt.com) | [fwrealestategroup.com](http://fwrealestategroup.com)

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**From:** Keith Dalton [<mailto:townmanager@berryvilleva.gov>]  
**Sent:** Thursday, October 11, 2018 3:08 PM  
**To:** Zach Tabor <[ztabor@fwmgmt.com](mailto:ztabor@fwmgmt.com)>  
**Cc:** Desi Moreland <[treasurer@berryvilleva.gov](mailto:treasurer@berryvilleva.gov)>; Rick Boor <[directordpw@berryvilleva.gov](mailto:directordpw@berryvilleva.gov)>; Michelle Childress <[mchildress@fwmgmt.com](mailto:mchildress@fwmgmt.com)>; Pam Gilmer <[pamg@fwmgmt.com](mailto:pamg@fwmgmt.com)>; Bill Tennant ([wtenn10@aol.com](mailto:wtenn10@aol.com)) <[wtenn10@aol.com](mailto:wtenn10@aol.com)>; Scott Humphrey ([rlkane@verizon.net](mailto:rlkane@verizon.net)) <[rlkane@verizon.net](mailto:rlkane@verizon.net)>; Ralph Elliott <[relliott@berryvilleva.gov](mailto:relliott@berryvilleva.gov)>  
**Subject:** RE: Adjustment F&W Management 209 Chalmers Court

October 22<sup>nd</sup> at 2p works for us

---

**From:** Zach Tabor [<mailto:ztabor@fwmgmt.com>]  
**Sent:** Wednesday, October 10, 2018 11:37 AM  
**To:** Keith Dalton <[townmanager@berryvilleva.gov](mailto:townmanager@berryvilleva.gov)>  
**Cc:** Desi Moreland <[treasurer@berryvilleva.gov](mailto:treasurer@berryvilleva.gov)>; Rick Boor <[directordpw@berryvilleva.gov](mailto:directordpw@berryvilleva.gov)>; Michelle Childress <[mchildress@fwmgmt.com](mailto:mchildress@fwmgmt.com)>; Pam Gilmer <[pamg@fwmgmt.com](mailto:pamg@fwmgmt.com)>; Bill Tennant ([wtenn10@aol.com](mailto:wtenn10@aol.com)) <[wtenn10@aol.com](mailto:wtenn10@aol.com)>; Scott Humphrey ([rlkane@verizon.net](mailto:rlkane@verizon.net)) <[rlkane@verizon.net](mailto:rlkane@verizon.net)>; Ralph Elliott <[relliott@berryvilleva.gov](mailto:relliott@berryvilleva.gov)>

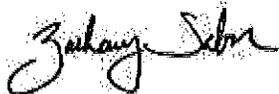
**Subject:** RE: Adjustment F&W Management 209 Chalmers Court

**Importance:** High

Mr. Dalton:

I apologize, but we have to cancel our meeting on October 15<sup>th</sup> and reschedule. I forgot that my church revival starts next week and, with travel, this meeting presents a conflict with me church duties. If you and your team are available the week of October 22<sup>nd</sup>, Michelle and I are also available. What dates and times can you reschedule for this week?

Thank you,



Zach Tabor | Operations Controller

F+W Real Estate Group | F&W Management

3130 Chaparral Dr, S.W., Suite 200 | Roanoke, VA 24018

T 540 725 8106 | F 540 776 8680 | C 540 309 1784

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---

**From:** Keith Dalton [<mailto:townmanager@berryvilleva.gov>]

**Sent:** Tuesday, October 02, 2018 10:54 AM

**To:** Zach Tabor <[ztabor@fwmgmt.com](mailto:ztabor@fwmgmt.com)>

**Cc:** Desi Moreland <[treasurer@berryvilleva.gov](mailto:treasurer@berryvilleva.gov)>; Rick Boor <[directordpw@berryvilleva.gov](mailto:directordpw@berryvilleva.gov)>; Michelle Childress <[mchildress@fwmgmt.com](mailto:mchildress@fwmgmt.com)>; Pam Gilmer <[pamg@fwmgmt.com](mailto:pamg@fwmgmt.com)>; Bill Tennant ([wtenn10@aol.com](mailto:wtenn10@aol.com)) <[wtenn10@aol.com](mailto:wtenn10@aol.com)>; Scott Humphrey ([rlkane@verizon.net](mailto:rlkane@verizon.net)) <[rlkane@verizon.net](mailto:rlkane@verizon.net)>; Ralph Elliott <[relliott@berryvilleva.gov](mailto:relliott@berryvilleva.gov)>

**Subject:** RE: Adjustment F&W Management 209 Chalmers Court

Mr. Tabor:

We are good to meet at 9:00 am on October 15. We can be reached at 540- 955-1099.

Thank you for your clarification. I spoke with Ralph Elliot (Public Works Utility Forman) and Rick Boor (Public Works Director) this morning about the matter. They made it clear that they did not advise your team there wasn't a leak on the property owner's side. In fact, Mr. Elliot recalls the meter was clearly registering flow indicating either usage or a leak(s). Mr. Elliot worked closely with your contractor to locate the problems on the property owner's side of the meter.

We look forward to speaking with you on the 15<sup>th</sup>.

Take care,

Keith

Keith R. Dalton, Town Manager  
Town of Berryville, Virginia  
101 Chalmers Court, Suite A  
Berryville, VA 22611

V 540.955.1099  
F 540.955.4524

---

**From:** Zach Tabor [<mailto:ztabor@fwmgmt.com>]  
**Sent:** Monday, October 01, 2018 5:29 PM  
**To:** Keith Dalton <[townmanager@berryvilleva.gov](mailto:townmanager@berryvilleva.gov)>  
**Cc:** Desi Moreland <[treasurer@berryvilleva.gov](mailto:treasurer@berryvilleva.gov)>; Rick Boor <[directordpw@berryvilleva.gov](mailto:directordpw@berryvilleva.gov)>; Michelle Childress <[mchildress@fwmgmt.com](mailto:mchildress@fwmgmt.com)>; Pam Gilmer <[pamg@fwmgmt.com](mailto:pamg@fwmgmt.com)>; Bill Tennant ([wtenn10@aol.com](mailto:wtenn10@aol.com)) <[wtenn10@aol.com](mailto:wtenn10@aol.com)>; Scott Humphrey ([rlkane@verizon.net](mailto:rlkane@verizon.net)) <[rlkane@verizon.net](mailto:rlkane@verizon.net)>  
**Subject:** RE: Adjustment F&W Management 209 Chalmers Court  
**Importance:** High

Mr. Dalton:

With regard to your final note in your email below concerning a meeting with the Public Works Department of the Town of Berryville, Michelle Childress and I will be available on October 15<sup>th</sup> and 16<sup>th</sup> for such a meeting. If these times are not agreeable to your schedule or that of the public works team, then we can meet later in the month. These times have not been discussed between Ms. Childress and I as we wish to have this discussion sooner as opposed to later.

Also, I would like to clarify one note from your last statement. Two persons from the Public Works Department did assist Ms. Childress last year when we were working through the majority of the testing and repairs. The town did assist, but their determinations were only to tell us that there was no leak on the town's side and, from what they could tell, there was no leak on the property's side either.

We look forward to your response for a date and time to meet.

Thank you,



Zach Tabor | Operations Controller

F+W Real Estate Group | F&W Management

3130 Chaparral Dr, S.W., Suite 200 | Roanoke, VA 24018

T 540 725 8106 | F 540 776 8680 | C 540 309 1784

[ztabor@fwmgmt.com](mailto:ztabor@fwmgmt.com) | [fwrealestategroup.com](http://fwrealestategroup.com)

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---

**From:** Keith Dalton [<mailto:townmanager@berryvilleva.gov>]  
**Sent:** Monday, October 01, 2018 4:37 PM  
**To:** Zach Tabor <[ztabor@fwgmt.com](mailto:ztabor@fwgmt.com)>  
**Cc:** Desi Moreland <[treasurer@berryvilleva.gov](mailto:treasurer@berryvilleva.gov)>; Rick Boor <[directordpw@berryvilleva.gov](mailto:directordpw@berryvilleva.gov)>  
**Subject:** Adjustment F&W Management 209 Chalmers Court

Mr. Tabor:

This email is sent in response to your request for adjustment of the water/sewer bill for 209 Chalmers Court. Thank you for contacting the Town with your request.

The adjustment has been reviewed in accordance with the requirements of the Town of Berryville Water/Sewer Bill Adjustment Policy (Policy). As a result of that review, I have determined that the request does not meet the requirements of the Policy and therefore the request is denied. Specifically, the request was denied because:

- The request was not timely.  
Repair of the leak in question was completed in May 2017 and the request was made in September of 2018. This does not meet the requirement that requests for adjustment be filed within 10 days of the billing date.

It is important to note that had the request been timely, only the most recent bill would have been reviewed under the provision of the Policy. It is also important to note that if you are of the opinion that I have not properly interpreted the Policy in this matter, then you may appeal this determination to Berryville's Town Council. If you wish to appeal this decision, then please respond to this email with the basis of appeal and I will forward it to the Council.

With regard to what I suppose would be characterized as a lack of assistance from the Town's Public Works Department, I would be glad to meet with both you and Public Works staff to discuss the matter further. Let me know a few dates/times at which you can meet and I will do my best to get a meeting scheduled.

Take care,

Keith

Keith R. Dalton, Town Manager  
Town of Berryville, Virginia  
101 Chalmers Court, Suite A  
Berryville, VA 22611

V 540.955.1099  
F 540.955.4524

## Keith Dalton

---

**From:** Desi Moreland  
**Sent:** Wednesday, September 19, 2018 2:06 PM  
**To:** Keith Dalton  
**Subject:** F&W Management Utility Billing Adjustment Request  
**Attachments:** Countryview Consumption History.pdf; F&W Request.pdf

Keith,

We received a **Water and Sewer Billing Adjustment Request Form** from F&W Management (Countryview Apartments). They are requesting an adjustment of \$19,261.06 for billings beginning June 2015 through July 2017 based on the gallons per day that exceeded their estimation of a normal average, multiplied by the combined water and sewer rate per thousand gallon.

They state that in April 2017, during the course of sewer pipe repairs, they found a busted water line which was repaired in May 2017. In June 2017 they had a contractor test for additional leaks and were informed that there were no major leaks on the property.

Our policy states that all requests for bill adjustments must be made within ten days of the billing date. They feel that their situation is unique and should not be held to that time limitation. That being said, it was still well over a year from the time they said the leak was repaired (May 2017) until the request for adjustment was made (September 2018).

Town policy also states that only one bill adjustment may be made for any account in any given 12 month period and they have requested adjustments for 25 consecutive billing periods.

For leaks occurring in the service line between the water meter and the building the meter serves, the Town may approve adjustment to the sewer if it is found that the leaking water did not enter the sewer system. Water usage is only adjusted if the leak was repaired in a timely fashion after discovery and then the adjustment may not exceed one-half of the difference between the accounts average usage over the past twelve months. They are requesting and adjustment to begin June 2015 for a leak that wasn't discovered until April 2017 and then repaired in May 2017. They have calculated there requested adjustment on the total amount of estimated usage over what they determined normal.

To confuse matters even further, they claim to have contacted public works for assistance and were told nothing was wrong, then were later led to believe it was a Town issue which was later dismissed. I unsuccessfully attempted to call public works to see if anyone remembered dealing with this issue. I guess we need to get those involved together to see who remembers what.

Desiree A. Moreland  
Assistant Town Manager/Treasurer

Town of Berryville  
101 Chalmers Court, Suite A  
Berryville, VA 22611  
(540)955-1099

[www.berryvilleva.gov](http://www.berryvilleva.gov)

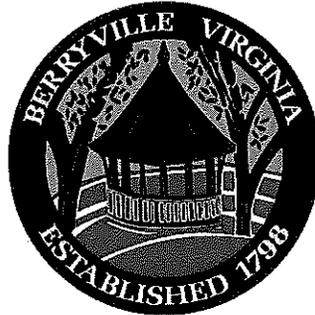
Account Numbr	Full Name	Service Addr	Curr Read	Prev Read	Calc Usage	Avg Use Amt	Bill Date	Entry Date	Serial No
030-3004400-1		209 CHALMERS C	56	55	1000	637	8/29/2018	8/27/2018	22222222A
030-3004400-1		209 CHALMERS C	6053	5807	246000	169325	8/29/2018	8/27/2018	88888888A
030-3004400-1		209 CHALMERS C	55	55	0	627	7/27/2018	7/24/2018	22222222A
030-3004400-1		209 CHALMERS C	5807	5638	169000	165674	7/27/2018	7/24/2018	88888888A
030-3004400-1		209 CHALMERS C	55	53	2000	647	6/27/2018	6/25/2018	22222222A
030-3004400-1		209 CHALMERS C	5638	5463	175000	165508	6/27/2018	6/25/2018	88888888A
030-3004400-1		209 CHALMERS C	53	53	0	605	5/29/2018	5/23/2018	22222222A
030-3004400-1		209 CHALMERS C	5463	5321	142000	165009	5/29/2018	5/23/2018	88888888A
030-3004400-1		209 CHALMERS C	53	53	0	625	4/27/2018	4/25/2018	22222222A
030-3004400-1		209 CHALMERS C	5321	5176	145000	166288	4/27/2018	4/25/2018	88888888A
030-3004400-1		209 CHALMERS C	53	52	1000	646	3/28/2018	3/26/2018	22222222A
030-3004400-1		209 CHALMERS C	5176	5016	160000	167541	3/28/2018	3/26/2018	88888888A
030-3004400-1		209 CHALMERS C	52	52	0	634	2/26/2018	2/21/2018	22222222A
030-3004400-1		209 CHALMERS C	5016	4888	128000	168013	2/26/2018	2/21/2018	88888888A
030-3004400-1		209 CHALMERS C	52	52	0	657	1/29/2018	1/25/2018	22222222A
030-3004400-1		209 CHALMERS C	4888	4705	183000	170681	1/29/2018	1/25/2018	88888888A
030-3004400-1		209 CHALMERS C	52	52	0	682	12/28/2017	12/21/2017	22222222A
030-3004400-1		209 CHALMERS C	4705	4574	131000	169802	12/28/2017	12/21/2017	88888888A
030-3004400-1		209 CHALMERS C	52	51	1000	709	11/28/2017	11/27/2017	22222222A
030-3004400-1		209 CHALMERS C	4574	4397	177000	172787	11/28/2017	11/27/2017	88888888A
030-3004400-1		209 CHALMERS C	51	51	0	698	10/30/2017	10/24/2017	22222222A
030-3004400-1		209 CHALMERS C	4397	4251	146000	172436	10/30/2017	10/24/2017	88888888A
030-3004400-1		209 CHALMERS C	51	50	1000	728	9/28/2017	9/25/2017	22222222A
030-3004400-1		209 CHALMERS C	4251	4069	182000	174840	9/28/2017	9/25/2017	88888888A
030-3004400-1		209 CHALMERS C	50	50	0	717	8/29/2017	8/23/2017	22222222A
030-3004400-1		209 CHALMERS C	4069	3896	173000	174125	8/29/2017	8/23/2017	88888888A
030-3004400-1		209 CHALMERS C	50	49	1000	677	7/28/2017	7/24/2017	22222222A

Account Num	Full Name	Service Addr	Cur Read	Prev Read	Calc Usage	Avg Use Amt	Bill Date	Entry Date	Serial No
030-3004400-1		209 CHALMERS C	3896	3732	164000	181998	7/28/2017	7/24/2017	888888888A
030-3004400-1		209 CHALMERS C	49	49	0	662	6/28/2017	6/26/2017	222222222A
030-3004400-1		209 CHALMERS C	3732	3544	188000	184248	6/28/2017	6/26/2017	888888888A
030-3004400-1		209 CHALMERS C	49	48	1000	696	5/26/2017	5/22/2017	222222222A
030-3004400-1		209 CHALMERS C	3544	3401	143000	183713	5/26/2017	5/22/2017	888888888A
030-3004400-1		209 CHALMERS C	48	47	1000	680	4/27/2017	4/24/2017	222222222A
030-3004400-1		209 CHALMERS C	3401	3220	181000	190499	4/27/2017	4/24/2017	888888888A
030-3004400-1		209 CHALMERS C	47	47	0	663	3/29/2017	3/21/2017	222222222A
030-3004400-1		209 CHALMERS C	3220	3056	164000	192399	3/29/2017	3/21/2017	888888888A
030-3004400-1		209 CHALMERS C	47	46	1000	702	2/27/2017	2/22/2017	222222222A
030-3004400-1		209 CHALMERS C	3056	2839	217000	199499	2/27/2017	2/22/2017	888888888A
030-3004400-1		209 CHALMERS C	46	46	0	684	1/27/2017	1/24/2017	222222222A
030-3004400-1		209 CHALMERS C	2839	2657	182000	216184	1/27/2017	1/24/2017	888888888A
030-3004400-1		209 CHALMERS C	46	45	1000	730	12/29/2016	12/27/2016	222222222A
030-3004400-1		209 CHALMERS C	2657	2435	222000	218463	12/29/2016	12/27/2016	888888888A
030-3004400-1		209 CHALMERS C	45	45	0	711	11/29/2016	11/21/2016	222222222A
030-3004400-1		209 CHALMERS C	2435	2258	177000	218211	11/29/2016	11/21/2016	888888888A
030-3004400-1		209 CHALMERS C	45	44	1000	766	10/28/2016	10/24/2016	222222222A
030-3004400-1		209 CHALMERS C	2258	2037	221000	221382	10/28/2016	10/24/2016	888888888A
030-3004400-1		209 CHALMERS C	44	43	1000	747	9/29/2016	9/26/2016	222222222A
030-3004400-1		209 CHALMERS C	2037	1763	274000	221414	9/29/2016	9/26/2016	888888888A
030-3004400-1		209 CHALMERS C	43	42	1000	724	8/29/2016	8/24/2016	222222222A
030-3004400-1		209 CHALMERS C	1763	1511	252000	216634	8/29/2016	8/24/2016	888888888A
030-3004400-1		209 CHALMERS C	42	41	1000	697	7/27/2016	7/25/2016	222222222A
030-3004400-1		209 CHALMERS C	1511	1268	243000	213098	7/27/2016	7/25/2016	888888888A
030-3004400-1		209 CHALMERS C	41	40	1000	664	6/29/2016	6/23/2016	222222222A
030-3004400-1		209 CHALMERS C	1268	1031	237000	209776	6/29/2016	6/23/2016	888888888A

Account Num	Full Name	Service Addr	Curr Read	Prev Read	Calc Usage	Avg Use Amt	Bill Date	Entry Date	Serial No
030-3004400-1		209 CHALMERS C	40	39	1000	623	5/27/2016	5/23/2016	22222222A
030-3004400-1		209 CHALMERS C	1031	828	203000	206374	5/27/2016	5/23/2016	88888888A
030-3004400-1		209 CHALMERS C	39	38	1000	570	4/27/2016	4/25/2016	22222222A
030-3004400-1		209 CHALMERS C	828	619	209000	206856	4/27/2016	4/25/2016	88888888A
030-3004400-1		209 CHALMERS C	38	38	0	499	3/28/2016	3/23/2016	22222222A
030-3004400-1		209 CHALMERS C	619	380	239000	206499	3/29/2016	3/23/2016	88888888A
030-3004400-1		209 CHALMERS C	38	37	1000	599	2/16/2016	2/11/2016	22222222A
030-3004400-1		209 CHALMERS C	380	101	279000	199999	2/16/2016	2/11/2016	88888888A
030-3004400-1		209 CHALMERS C	37	37	0	499	12/30/2015	12/28/2015	22222222A
030-3004400-1		209 CHALMERS C	101	9883	218000	180249	12/30/2015	12/28/2015	88888888A
030-3004400-1		209 CHALMERS C	37	36	1000	666	11/23/2015	11/20/2015	22222222A
030-3004400-1		209 CHALMERS C	9883	9715	168000	167666	11/23/2015	11/20/2015	88888888A
030-3004400-1		209 CHALMERS C	36	36	0	500	10/27/2015	10/22/2015	22222222A
030-3004400-1		209 CHALMERS C	9715	9551	164000	167500	10/27/2015	10/22/2015	88888888A
030-3004400-1		209 CHALMERS C	36	35	1000	1000	9/30/2015	9/23/2015	22222222A
030-3004400-1		209 CHALMERS C	9551	9380	171000	171000	9/30/2015	9/23/2015	88888888A
			136741	140017	6694000				

# **ATTACHMENT**

## **2**



## Town of Berryville

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### **Budget Goals 2020 Project Statement for Traffic Impact Analysis - SE Collector**

Prepared by: Christy Dunkle  
Version: 1.0  
Date: 10/17/18

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SCOPE STATEMENT

Department/Agency:	Planning and Zoning
Issue Date:	October 17, 2018
Project Name:	Traffic Impact Analysis – SE Collector
Project Sponsor:	Streets and Utilities Committee
Project Contact:	Christy Dunkle
Contact Email:	planner@berryvilleva.gov

**Scope Statement Purpose**

Traffic Impact Analysis (TIA) to identify transportation related impacts in the southeast quadrant of the of the Town and a portion of the County.

## Project Background

The Town and County have long planned the development of a collector road (Jack Enders Boulevard) in the southeastern quadrant of the Berryville Area to connect US 340 with East Main Street/VA Route 7. The Clarke County Business Park, developed by the County, is now built out however the collector road identified in this area has not been extended to access US 340. Due to increased costs and requirements implemented by Norfolk Southern Railroad, Town and County staff have identified four Concept, three of which would facilitate a new annexation area as identified in the updated Berryville Area Plan.

## Project Description and Objectives

The TIA would identify opportunities and constraints with the alignment of a collector road in the southeast quadrant of the Town and a portion of the County. The Town, County, and VDOT are the governmental agencies that would be involved in the project. Norfolk Southern Railroad will be an important partner in this study as their requirements will be taken into consideration in determining a final solution. Objectives of the project include:

- The determination of Norfolk Southern's requirements to authorize a new or improved at-grade crossing including closures of existing public or private road crossings and associated costs of building or improving the rail crossings identified for this project.
- Determine traffic impacts of the proposed project concepts on the existing road network.
- Determine traffic impacts of the proposed project concepts on traffic patterns in downtown Berryville and East Main Street.

The scope of the project as identified by Town and County staff include:

- Modeling of potential traffic patterns and impacts of a modified southeastern collector with projected future land use information and potential routes;
- Identification of current and future levels of service along affected road segments with and without the presence of a southeastern collector road that includes analysis and recommendations on required improvements, project phasing, and how to avoid interim functionality problems;
- Cost estimates for multiple development scenarios and analysis of funding options (e.g., VDOT, industrial access, VDEP); and
- Expertise in dealing with Norfolk Southern to gain approval of a rail crossing and negotiate improvements to include identification of closure locations and impacts of said closures.

Town and County staff have drafted four concepts for connecting Jack Enders Boulevard to US 340 that will be evaluated by this study. Review will include road design, profiles, right-of-way widths, and bike/pedestrian features. The concepts include:

- Concept A – Extend Jack Enders Boulevard from its current terminus at grade across the railroad tracks to US 340.
- Concept B – Extend Jack Enders Boulevard approximately 800 feet northeast of the end of state maintenance to intersect with Smallwood Lane then west to US 340. This would include completing a permanent terminus at the end of current Jack Enders Boulevard and improvements to Smallwood Lane. This Concept would align with the Southern Potential Future Growth Area as identified in the Berryville Area Plan (2015) and assume an expansion of an annexation area.
- Concept C – Extend Jack Enders Boulevard to US 340 as described above in Concept A and extend a new road into the Southern Potential Future Growth Area with no new connection to Smallwood Lane or US 340. This Concept would assume an expansion of this proposed future annexation area.
- Concept D – Extend a separate road (with no extension of a new road or Jack Enders Boulevard to US 340) into the Southern Potential Future Growth Area. This Concept would assume development of the Southern Potential Future Growth Area as identified in the Berryville Area Plan.

Goals of the TIA include:

- Identification of the feasibility and cost of each Concept;
- Determination of improvements along the corridor resulting in acceptable levels of service (e.g., signalization, turn lanes, crosswalks, drainage improvements);
- Impacts of each Concept on traffic patterns along corridors identified in the scope which will help determine the amount and nature of current traffic.

## Timetable/Schedule

Once funding has been approved and procurement has occurred, the Town and County would select a consultant to complete the work. The timeframe for completion is approximately six months.

## Cost Proposal

Town and County staff have identified an approximate cost of \$50,000. The County has approved \$25,000 for this project.

### Internal Costs

Internal costs include significant staff time for both localities. The Town shall provide staffing for joint project oversight with the County and information on the Town's infrastructure along the study corridors. The County shall provide staffing and mapping duties from County GIS to include a project map identifying the study corridors, key intersections, and development concepts.

Description	Units	Cost Per Unit	Total	Source
Town Staff Time	40 hrs	35.00	1,400.00	Compensation
Board/Commission Time	12 members 3 meetings	50.00	1,800.00	Compensation

**External Costs**

Description	Units	Cost Per Unit	Total	Source
Consultant	TIA	\$50,000.00	\$50,000	Town and County budget allocations

**Recurring Costs**

N/A

**Additional Vendor Qualifications**

The consultant shall have demonstrated working experience with Norfolk Southern and be capable of providing strategies and recommendations to the governing bodies.

**Project Cost Benefit Analysis**

A Traffic Impact Analysis is needed in order to determine whether or not to complete the connection of Jack Enders Boulevard to US 340 as originally intended. Impacts on truck traffic on East Main Street are related to the access to US 340 and pedestrian and safety concerns have been identified in this area.

In order to expand the Business Park zoning district, additional areas of future development have been identified in the updated Berryville Area Plan in this area. A TIA is a critical tool in the implementation of this annexation area and zoning.

**Risks**

The risk with the TIA development is that funding would not be available for projects identified to develop the road network to expand the annexation area and create additional business areas.

**Administrative Items**

Included with Consultant costs.

End of Scope Statement

# **ATTACHMENT**

**3**

## TOWN OF BERRYVILLE

### Water and Sewer Billing Adjustment Policy

#### Purpose:

This policy applies to the adjustment of unusually high water and sewer bills resulting from water leaks or other circumstances resulting in abnormally high water usage. This policy enumerates the authority of the Town Manager, or designee, to grant adjustment of unusually high water and sewer bills upon request of the person or entity responsible for a water account.

#### Background:

Where properties are connected to the Town of Berryville's water and sewer systems, the customer is responsible for: 1) the proper provision, monitoring, operation, maintenance, repair, and replacement of all water lines and components of the system from the customer's side of the water meter and 2) the proper provision, monitoring, operation, maintenance, repair, and replacement of all sewer lines and components of the system from where it intersects the Town's main.

#### Procedure:

All requests for bill adjustment must be made within ten days of the billing date utilizing the Town of Berryville Water and Sewer Billing Adjustment Request Form. The customer must also provide a plumber's certification and, when the abnormal usage is greater than three-times the account's average usage, a letter from the property owner's insurance company verifying that a claim has been made in this matter and providing what portion of the water/sewer bill will be paid by the insurance company.

The Town Manager, or designee, will review the request and provide written notice of his/her decision. Most decisions will be rendered within ten days of receipt of the adjustment request.

Only one bill adjustment may be made for any account in any given twelve month period.

#### Review Criteria:

The Town Manager, or designee, will review adjustment requests in accordance with the following criteria:

- For leaks occurring in the service line between the water meter and the building the meter serves, the Town may approve adjustment to the sewer usage if it is found that the leaking water did not enter the sewer system. Such adjustment

the meter does not meet American Water Works Association standards for accuracy then the Town will review the account for possible adjustment.

Appeals:

If the customer requesting the bill adjustment believes that the Town has erred in making the adjustment decision or has not made a determination on an adjustment request in a timely manner, then he/she may appeal the matter to the Town Council. This appeal must be made in writing within ten days of the date of the decision on the adjustment or within thirty days of the original request if the appeal is based on the Town's failure to render a decision on the review request. If the appeal is based on the belief that the Town erred in making its decision on the bill adjustment request, then the appeal request must specify the finding of fact or policy application the requester believes was made in error.

Adjustment determinations made because a meter has been found to be inaccurate (after testing) may be appealed to the Town Council if the customer believes that the adjustment is not sufficient.

The Town Council will review all adjustment appeals and will provide written notice of their decision to the customer.

Customer Responsible for Payment during Review:

While an adjustment request and/or appeal is being processed, the customer is responsible for payment of the entire amount due within the normal payment period or the customer may enter into a payment agreement with the Town. If the customer neither makes full payment during the normal payment period nor enters into a payment plan with the Town, then the customer is subject to all applicable collection activities and termination of service.

Burden of Proof:

The implicit burden of proof in the adjustment request pursuant to these policies rests with the customer, not the Town of Berryville. Failure to comply with the requirements of this policy will result in the denial of the adjustment request.

Effective Date:

March 12, 2015

Town of Berryville  
Water and Sewer Billing Adjustment Request Form

Customer Name: \_\_\_\_\_ Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Telephone Number(s): \_\_\_\_\_

Email Address: \_\_\_\_\_

Account Number: \_\_\_\_\_ Date problem discovered: \_\_\_\_\_ Date problem repaired: \_\_\_\_\_

Brief description of problem and action taken to repair: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Acknowledgement:**

I understand that submission of this form does not a guarantee that a bill adjustment will be made. Further, I understand that submission of this form does not relieve me of my responsibility to pay the entire amount of bill during the normal billing period; unless, I enter into a payment plan with the Town.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Name Printed

\_\_\_\_\_  
Date

**Required documentation to be submitted with request:**

- 1) Narrative signed by party making repairs explaining, in detail, the nature of the leak or usage, what repairs were made and when they were made,
- 2) Copy of repair invoice attached (if repaired professionally) or Copy of repair receipts attached (if repaired by owner/tenant or agent), and
- 3) Copy of insurance company determination regarding claim for water/sewer bill (required when usage is greater than three-times the account average)

Return this form and documentation to:



Town of Berryville  
W/S BILL ADJUSTMENT REQUEST  
101 Chalmers Court, Suite A  
Berryville, VA 22611  
Fax: (540) 955-4524

# **ATTACHMENT**

**4**

**YOU ARE INVITED TO ATTEND**  
***CITIZENS' STORMWATER ISSUE FORUM***

The forum will give citizens a chance to talk about stormwater issues they are facing in their neighborhood with the Streets and Utilities Committee. This will be a fact-finding event so that the town and citizens are able to come together on solutions to benefit everyone.

We hope to have some resources available at the meeting for citizens that they can utilize.

**OCTOBER 23 @ 5:00** at the Government Center – Main Meeting Room

OR

**OCTOBER 25 @ 7:30** at the Government Center – Main Meeting Room

Please complete the form on the back and bring with you. If you are unable to attend, send in with your water bill.

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED

OCT 16 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Hancock Court, Berryville, VA

22611

Time? 9:45 PM

Describe your current issue with stormwater

1. Front on Hancock Ct. has drainage ditch. need to install colvert drive way sunken and collects water. All other driveway have colverts. Ours does not.
2. Back of Property borders on collection pond and dam. Dam fill with debris that need cleaning out. More water now, that doesn't drain out. Creating a huddy mess for mowers.
3. Mower park in front of our house and cut through our yard to mow the collection pond and dam.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

This is new issue this year in the back of property  
This is reoccurring in the front of property

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

I sweep away the front driveway puddles that don't drain. Water comes right back.

Do you have a water easement going through your property?

no

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 15 2018

Town of Berryville, VA

Name ~~XXXXXXXXXX~~

Address ~~XXXXXXXXXX~~ Ritter Place

Best Contact (email/mail/phone) ~~XXXXXXXXXX~~

Time?

Describe your current issue with stormwater

No issues that I know of.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

N/A

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

No

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 15 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

I live on Main St. ~~across~~ one house away from the ~~storm~~ storm drainage pond on Jackson. The retention pond doesn't work. There has always been a river in the back of my yard when it rains. And there is no way that it is just from my yard. I am ok because my house is on a higher plane. However my neighbors down stream on Dorsey are not so lucky.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

NOT new since I moved in 2008. Maybe before...

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Nothing. The Town needs to fix the retention pond. It doesn't retain anything! ~~The pond~~

Do you have a water easement going through your property?

Yes. There is a 20' Drainage easement in back of yard

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 15 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time? Any time

Describe your current issue with stormwater

See attached stormwater flows from west of Dorsey and Treadwell streets. Ponds on Dorsey, in my yard and Jerry Van Voorhis yard, as well as many others. Eventually, water enters city stormwater system at Main Street and Smith street

Is this a reoccurring issue or new this year? If reoccurring when did it start?

This has occurred in past years, but is far worse this year

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

We are adding fill to level of yard. This will stop ponding on only my front yard. It should move water faster to the "stream" that runs along my south lot line, but will not reduce flooding on side of house. This "stream" now occurs every time it rains and floods the side acre of my yard.

Do you have a water easement going through your property?

No, but we have a sewer pipe easement through our yard.

Google Maps



imagery ©2018 Google, Map data ©2018 Google · 100 ft

*Storm water  
Entry*

THIS LOT APPEARS TO BE LOCATED IN HUD FLOOD ZONE X, AREA OF MINIMAL FLOOD HAZARD AS SCALED FROM FIRM MAP 51107C0255E EFFECTIVE FEBRUARY 17, 2017.

SPONSELLER DB 178 PG. 261

VOORHIS DB 273 PG. 425

PIPE FD.

SIMMONS DB 533 PG. 960

WIMMER DB 618 PG. 112

RECORD NORTH DB 316 PG. 223

LOT 1  
LOT 2  
LOT 3  
CARTER SUBD. DB 259 PG. 445

WISECARVER DB 544 PG. 104

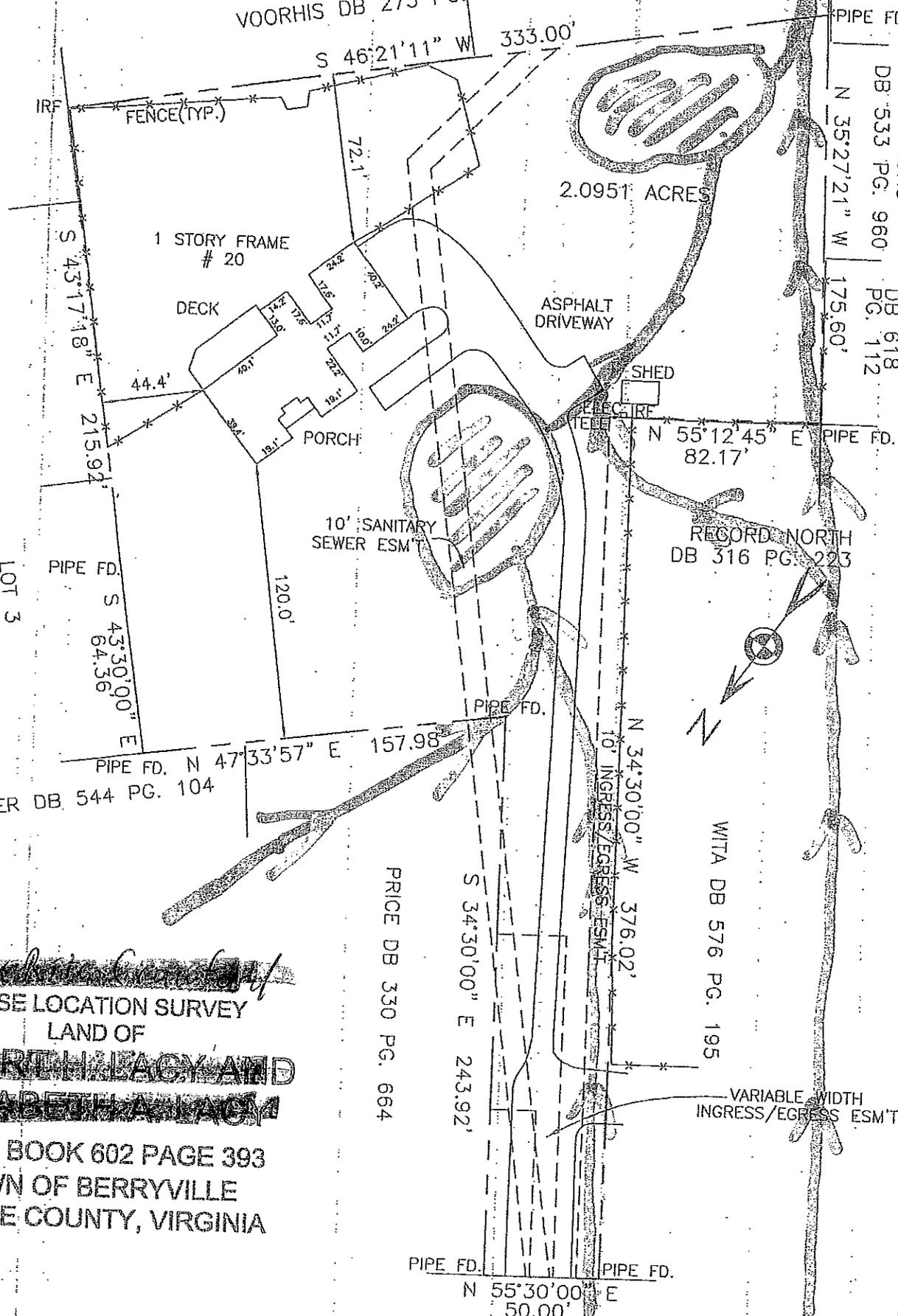
PRICE DB 330 PG. 664

WITA DB 576 PG. 195

VARIABLE WIDTH INGRESS/EGRESS ESMT

PIPE FD. N 55°30'00" E 50.00'

DORSEY STREET 40' R/W



~~HOUSE LOCATION SURVEY~~  
~~LAND OF~~  
~~ROBERT HALACY AND~~  
~~ELIZABETH HALACY~~

DEED BOOK 602 PAGE 393  
 TOWN OF BERRYVILLE  
 CLARKE COUNTY, VIRGINIA

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 15 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

No Issue

Is this a reoccurring issue or new this year? If reoccurring when did it start?

N/A

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

N/A

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 15 2018  
Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] Rockcroft Dr.  
Best Contact (email/mail/phone) [REDACTED] Time?

Describe your current issue with stormwater

None

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Do you have a water easement going through your property?

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 15 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

[REDACTED]

[REDACTED] Archer Ct

[REDACTED]

Afternoons

Describe your current issue with stormwater

None

Is this a reoccurring issue or new this year? If reoccurring when did it start?

None

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

NO

# Berryville Stormwater Survey ...

Please return with your water bill to the town office.

RECEIVED

OCT 12 2018

Name

[REDACTED]

Town of Berryville, VA

Address

W MAIN ST BERRYVILLE

Best Contact (email/mail/phone)

[REDACTED]

Time?

Describe your current issue with stormwater

WATER IN THE BASEMENT. WATER FLOWING  
GUTTER  
INTO CURB CONSTANTLY FROM PIPE IN CURB.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

JUNE

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

WE USE A SHOP VAC TO TRY TO  
KEEP UP WITH WATER COMING IN.  
SUMP PUMP STOPPED WORKING & BASEMENT  
FLOODED

Do you have a water easement going through your property?

I WOULD LIKE TO KNOW THE ANSWER  
TO THAT QUESTION MYSELF.

Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 12 2018

Town of Berryville, VA

Name [REDACTED]

Address [REDACTED] WALNUT STREET

Best Contact (email/mail/phone) [REDACTED]

Time? AFTERNOON

Describe your current issue with stormwater

When the sewer is over full, the water backs up into my basement, overwhelming the sump pump. Water also seeps into the basement from the ground and the base of the foundation.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

Reoccurring. I have no idea but my understanding is for many decades.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

The realtor had a plumber redo the sump pump, bringing it up to code. I am being told that should resolve the issue of water backing up into the basement. But no one knows what to do to stop the water from seeping into the basement from the ground and foundation walls.

Do you have a water easement going through your property?

Not as far as I know.

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 12 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

We own a corner lot @ Mosby + Delany. There is a 20' swale on the south + east sides of our house. Rainwater runs toward the north and also toward the sidewalk near our driveway/mailbox. (N-NE)  
flow

Is this a reoccurring issue or new this year? If reoccurring when did it start?

This property is new to us Spring 2018. Sump pump worked a lot this summer 😊

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Begin planting native trees + flora in area to absorb rain, add rocks to one section of swale that lacked vegetation. (Note: grass absorbs < 30% of rain) to build a rain garden. Replacing cultivars with native trees. Took course "Landscaping for life" + use resources from VDNR + VDF (US Botanic Garden + LR Johnson Wildflowers center - sponsored) Consulted with VNP Society + native plant vendors spring - summer.

Do you have a water easement going through your property?

Not to our knowledge

Berryville Stormwater Survey

OCT 11 2018

Please return with your water bill to the town office.

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

[Redacted Name]  
[Redacted Address] N. Duckmarsh St. Berryville Va  
[Redacted Phone]

anytime

Describe your current issue with stormwater

Our basement has never flooded. With all of the rain we have had flooding. Even after days of no rain our sump pump is constantly working & pumping ground water out of our extended exterior pipe even when the basement is completely dry.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

New

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

We have put down spout extensions & extended the pipe away from the building where the sump pump ejects.

Do you have a water easement going through your property?

?? I don't know.

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 11 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

~~There~~ There is an overly large drain on my property and it seems that the storm water does not enter into it. But, this does ~~mean~~ that I have not encountered any flooding

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Do you have a water easement going through your property?

Yes.

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 11 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

[Redacted Name]

[Redacted Address]

Taylor St.

Describe your current issue with stormwater

No ISSUES  
NOT Attending

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Do you have a water easement going through your property?

Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 09 2018

Town of Berryville, VA

Name [REDACTED]

Address [REDACTED] E Main St, Berryville, VA 27611

Best Contact (email/mail/phone) [REDACTED]

Time? evening

Describe your current issue with stormwater

flooding from creek behind house - <sup>on</sup> property  
owned by Berryville Graphics

Is this a reoccurring issue or new this year? If reoccurring when did it start?

New, summer 2018

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

?

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 09 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

[REDACTED]

HERMITAGE BLVD. BERRYVILLE, VA

[REDACTED]

Time? LATE MORNING

Describe your current issue with stormwater

NONE

Is this a reoccurring issue or new this year? If reoccurring when did it start?

N/A

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

YES

RECEIVED

# Berryville Stormwater Survey

Please return with your water bill to the town office.

OCT 09 2018  
Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

[REDACTED]

[REDACTED] W. Main St.

[REDACTED]

any time

Describe your current issue with stormwater

Yard + basement  
full of water.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

New this year

but have only owned the house 3 years.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

2 sump pumps

Do you have a water easement going through your property?

NO

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED  
OCT 9 2014  
OCT 9 2014  
Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] Hermitage Blvd & Berryville, VA 22611  
Best Contact (email/mail/phone) [REDACTED] Time? 9am - 6pm

Describe your current issue with stormwater

Yes, 3 June water entered basement the cracks in the floor for the first time since the house was constructed in 2004. Then on 28 Sept water entered in through cracks that were not sealed after the first time. There is a weeping system around the house with the crack pump going as the float reaches the limit. We have had more water than this in our backyard with no issues in the basement.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

New this year

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

After the first event we used crack weld to seal the seams. Water found another way into basement. It appears the water table ~~low~~ level came up from below. We are trying to find a contractor to resolve the issue.

Do you have a water easement going through your property?

Yes, back yard approx 30' from structure.

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 05 2018

Town of Berryville, VA

Name

Address

Treadwell Street

Best Contact (email/mail/phone)

Time? Any time

Describe your current issue with stormwater

First of all, thankfully we have had no water issues at our home at 300 Treadwell Street. However, during the week (especially toward the end of the week) of 21 October 2018, we have seen an unprecedented amount of water to the west of Treadwell Street and also along Dorsey Street. On Friday, 26 October, I noticed that the retention pond to the east of the Clarke County High School and to the west of Jackson Street to the north of West Main Street had a very large volume of water (still visible on 27 October) whereas the retention pond to the east of Jackson Street and west of the end of Academy Street was virtually empty (maybe a small puddle of water in it). I have a feeling the upper retention pond nearer the High School was doing its' job of retaining and slowly releasing the water held in that pond. However, it appears to me that the "lower" retention pond was not doing its' job in that it looks like it released water as soon as it went into that retention pond. I feel that this lack of retention by the "lower" pond contributed to the large amount of water seen in low ground towards downtown Berryville.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

This problem appeared worse this past week than anything we have seen during our 23 years living in Berryville.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

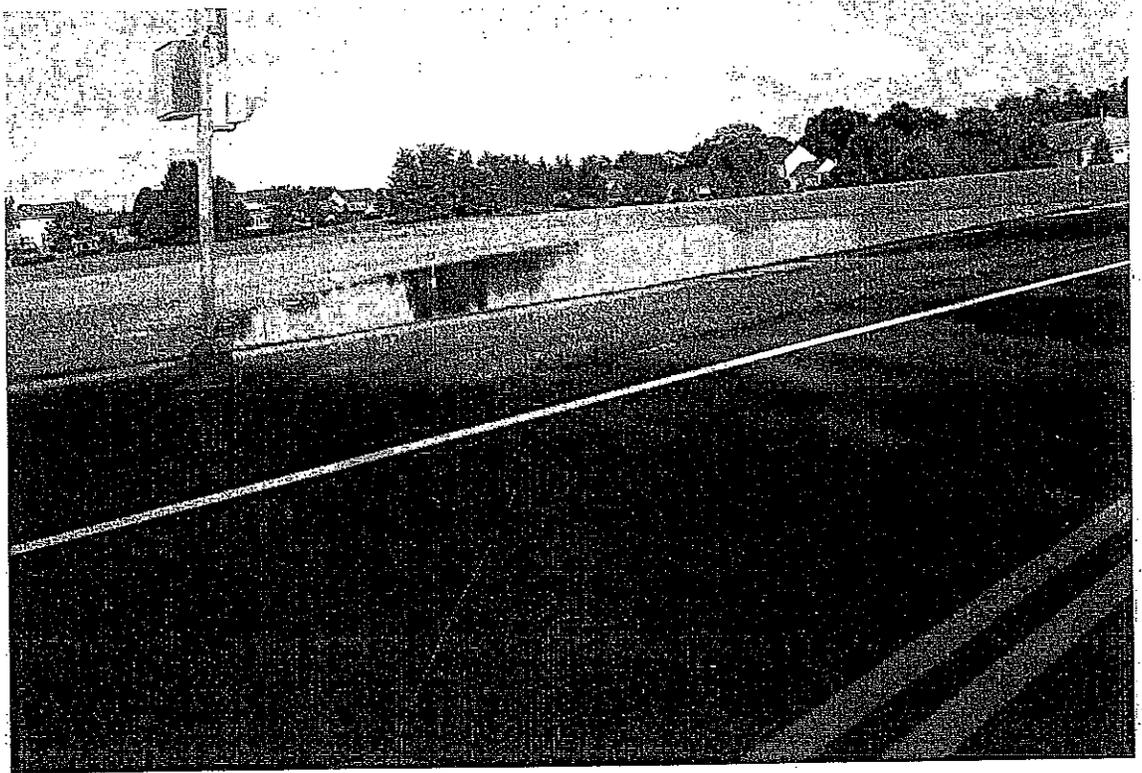
Nothing personally, but I recommend the town of Berryville consult a hydrologist and/or civil engineer to see if the "lower" retention pond is doing its' job as designed (see the top paragraph above).

NOTE: for ① and ②  
See attached photos.

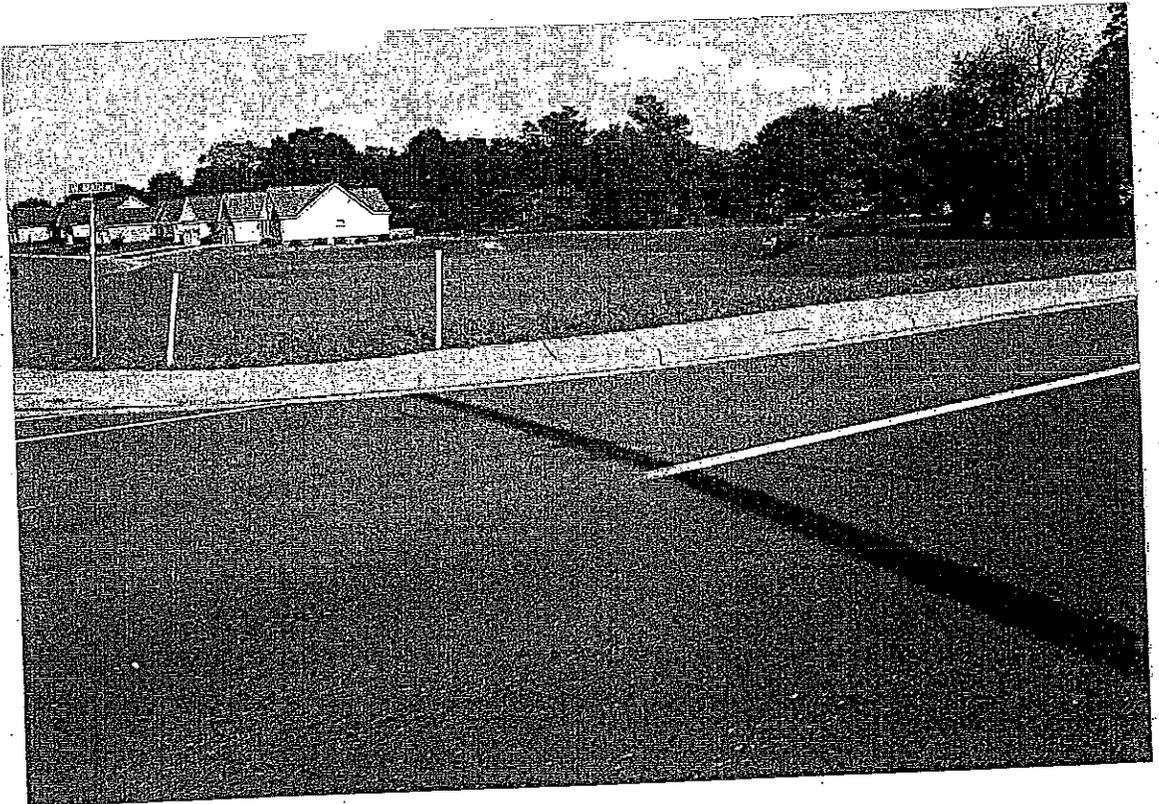
Do you have a water easement going through your property?

I don't believe we do.

①



②



# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 05 2018

Town of Berryville, VA

Name

Address

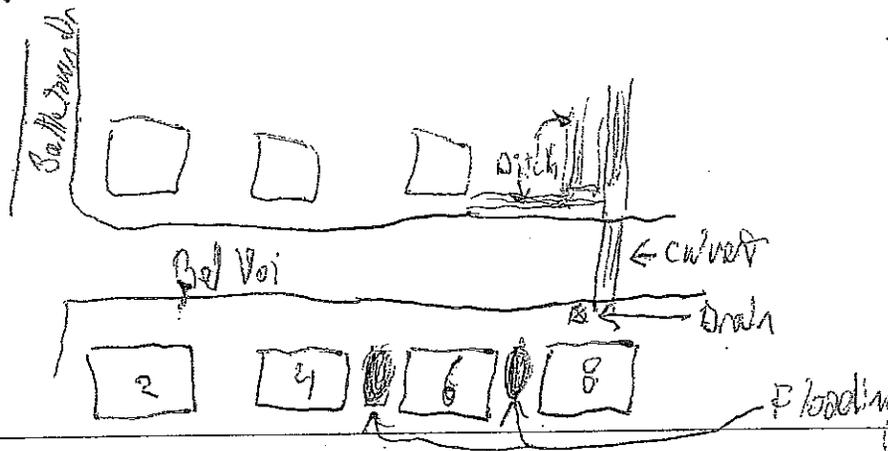
Best Contact (email/mail/phone)

Time?

ANY

Describe your current issue with stormwater

Flooding between houses on both sides with No where to drain. No ditches along my side of the street



Is this a reoccurring issue or new this year? If reoccurring when did it start?

Not sure - New to Home

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Dug french drain holes - put rocks in about 3 feet deep to help drainage. Ground is clay so water still does not drain

Do you have a water easement going through your property?

No

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 04 2018

Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] *Hancock Ct*  
Best Contact (email/mail/phone) [REDACTED] Time?

Describe your current issue with stormwater

*No issues. Water drains well into collecting area  
near between Rt. 7 and new care facility.*

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

*No issue*

Do you have a water easement going through your property?

*Yes*

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 04 2018

Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] Liberty St., Berryville, VA 22611  
Best Contact (email/mail/phone) [REDACTED] Time? Afternoons

Describe your current issue with stormwater  
My house is the lowest house on Liberty Street. Therefore, all of the water runs down hill to my property.  
On three separate occasions this summer, my yard looked like a lake. And, one of the contributing factors is the town houses on [REDACTED] pumping their water from their basements into their back yards which ended in my yard.  
After everybody else's sump pumps stop working, mine because of accumulating ground water, my sump pump continues to work for days which also increases my electric bill.

Is this a reoccurring issue or new this year? If reoccurring when did it start?  
This year we have had more rain than any of the last eleven years that I have owned this house.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?  
I have not seeked professional help. But perhaps I ~~should~~ because as a result of rain and accumulating water into my yard, my sump pump was over worked resulting into water in my basement. I had to contact my insurance company to be reimbursed for the flood in my basement.  
Lastly, the VA Tech Extension Agent, Mark Sulphina advised me to use Mosquito Dunks in the water to keep down the mosquito population. I did at my own expense.

Do you have a water easement going through your property?  
I have no idea?

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 04 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

The water Pools at my walk and car. So my Right Front Tire gets in water. it reaches from my walk to where the car is setting. This time when it Rained on Sept 9, I couldn't go to Church, because I was afraid I might slip down in all the water. it has happened before, when we get hard rains

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Nothing

Do you have a water easement going through your property?

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

NOV 04 2018

Town of Berryville, VA

Name

[REDACTED]

Address

[REDACTED] Walnut St

Best Contact (email/mail/phone)

Time?

9:00-12:00

Describe your current issue with stormwater

Everybody has water in basements  
on Walnut St.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

There has always been some problems  
but this year has been the worst.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

nothing

Do you have a water easement going through your property?

NO

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 04 2018

Town of Berryville, VA

Name [REDACTED]  
Address South Bickmarsh St  
Best Contact (email/mail/phone) \_\_\_\_\_ Time? 9-1200

Describe your current issue with stormwater

The town run gets out of bank and floods yard because when it gets down pass the dance studio and gets to Clearmont farm it has no where to go because it is block going across farm.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

It is getting worse

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

NO

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

Jul 04 2018

Town of Berryville, VA

Name

[Redacted]

Address

Page St

Best Contact (email/mail/phone)

Time? 9:00-12:00

Describe your current issue with stormwater

None

Is this a reoccurring issue or new this year? If reoccurring when did it start?

N/A

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

No

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED.

OCT 04 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

[Redacted Name]

[Redacted] Pender Ct, Berryville, Va. 22611

[Redacted Contact Info]

Morning

Describe your current issue with stormwater

None

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Do you have a water easement going through your property?

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED..

OCT 03 2016

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

NOT SURE THIS IS A STORM WATER ISSUE, HOWEVER I HAVE A CONTINUAL PROBLEM OF WETNESS & STANDING WATER ON STREET AREA IN FRONT OF MY HOUSE. TO FURTHER EXPAND THIS PROBLEM, LISP PARKS THERE WHEN DELIVERING MAIL SO HAVE, DEEP RUTS, NO/LIMITED GRASS AND LOOKS TERRIBLE THIS IS A PROBLEM. 

Is this a reoccurring issue or new this year? If reoccurring when did it start?

RE OCCURRING, SINCE I MOVED HERE 5 YRS AGO

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

No, RAISED CONCERN to TOWN OFFICIAL AND HOPING CW ADDRESS IN SOME WAY. ~~THIS IS A~~ PERHAPS THIS CAN BE ADDRESSED WITH GRAVEL OR PAVING

Do you have a water easement going through your property?

No, ~~NO~~

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 03 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

[Redacted Name]

6 West Main Berryville

[Redacted Contact Info]

Time? 9:28

Describe your current issue with stormwater

LOT OF WATER LAYING IN  
BACK YARD.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

THIS YEAR, JUST BECAUSE OF ALL THE  
RAIN WE HAVE HAD.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Do you have a water easement going through your property?

RECEIVED

### Berryville Stormwater Survey

Please return with your water bill to the town office.

OCT 03 2010

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

[Redacted Name]

Page 51, Berryville, VA 22611

Jane McDonald - daughter

Describe your current issue with stormwater

Every time it rains water lays in the concrete area between the sidewalk and black top - all of the dirt, etc washes down to this area in front of my house. People who try to park there during or after a rain have to step into ankle deep water when they get out of car - The dirty water attracts mosquitos, and it is just a big mess

Is this a reoccurring issue or new this year? If reoccurring when did it start?

re occurring - It became worse when town redid the street -

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Have talked to town employees several times, but nothing has been done to help situation

Do you have a water easement going through your property?

# Berryville Stormwater Survey

RECEIVED

Please return with your water bill to the town office.

OCT 03 2018

Town of Berryville, VA

Name: [REDACTED]  
Address: Breckinridge Court  
Best Contact (email/mail/phone): email/Phone [REDACTED] Time? After Spm

Describe your current issue with stormwater

Each time we get a fairly hard rain or steady, my front yard/side/back fills w/ water. My front yard drains from the rest of cul-de-sac and I get approx 4-6 inches of water. I have cleaned culvert from debris + hard to get any grass to stay/grow. The side of yard floods from other streets/cul-de-sacs as water flows on my property to drainage field. Water constantly washes dirt + any chance for grass away. The back yard is the last lot before it flows into drainage field. I constantly am cleaning debris from my fence to ensure it doesn't back up + flood my entire yard/basement. I question if when subdivision was built, that it was engineered w/ enough drop for proper drainage with the size of development + expansion. For trying to have a nice yard in development it is hard to even get some grass to grow with drainage.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

Yes, Each year since I purchased house in 7/19/2011.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Each year I continue to clean debris to allow for proper drainage. In backyard we dug drainage ditch down approx 8-10 inches w/ excavator by fence line in 2014/2015. Within 3-4 years the 8-10 inches is half way filled again. I continue to put more topsoil/clay along fence on side of house as there is approx 4-6" eroded away.

Do you have a water easement going through your property?

Yes, on 3 sides of property.

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 03 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

There is one thing in the Hermitage neighborhood that should be addressed. Some homeowners have decided to blow their grass cuttings into the street and storm drains. I think this could cause some drainage issues that could be costly for all!!

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Do you have a water easement going through your property?

# Berryville Stormwater Survey

RECEIVED

Please return with your water bill to the town office.

OCT 03 2018

Town of Berryville, VA

McGuire Circle  
Berryville, VA 22611

Best Contact (email/mail/phone)

Time? *anytime*

Describe your current issue with stormwater

Backyard has a stream running every rain, puddles in our neighbors yard (Travis + Lindsey Walter) and fills up our yard across the entire backyard <sup>(width)</sup>. Had to place our shed further up due to the excessive water.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

started when we moved in October 2016

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

We were told by the builder Richmond America that the property was sitting close to a drain field but the water should flow out and not stand in our yard. Never would have purchased this lot if we knew of the extreme of the water issues. Grass is washed out leaving bare spots in yard where grass will not grow evenly.

Do you have a water easement going through your property?

I believe so, but not to the degree seen by recent rains. Would have never purchased this lot if we knew about the water issues.

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED

OCT 02 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time? evening

Describe your current issue with stormwater

It keeps getting in my cellar through the walls. Have sump pump but only can do so much. In May 1st big rain, I had 8' of water in cellar. Did not even realize till I had no hot water. My husband had recently passed away and I did not even think to look in cellar. Only once before about 20 yrs ago did we have water.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

new in May

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Had new sump pump, but still cellar has grown mold and sometimes smells damp.

Do you have a water easement going through your property?

no

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED

OCT 02 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

[Redacted Name]

J Walnut St Berryville, VA 22611

[Redacted Contact Info]

Time? After 10:00 AM

Describe your current issue with stormwater

Flooding basement

And phone issues  
wires getting wet

Is this a recurring issue or new this year? If recurring when did it start?

May, 2018

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Sump pump

if it is A light RAIN No prob  
when it is A heavy downpour  
then the sump pump gets over loaded

Do you have a water easement going through your property?

3/6

Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 02 2018

Town of Berryville, VA

Name

[Redacted Name]

Address

[Redacted Address] FIRST ST P.O. BOX 231

Best Contact (email/mail/phone)

[Redacted Contact Information]

Time?

Describe your current issue with stormwater

A CULVERT RUNS EAST TO 212 FIRST

Is this a reoccurring issue or new this year? If reoccurring when did it start?

SAME AS 4 1950'S

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

THERE ARE NO ISSUES

Do you have a water easement going through your property?

SEE NOTES FOR 210 FIRST

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 02 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

STORMWATER DRAWS FROM CULVERT @ 212 FIRST  
& RUNS EAST UNDER RAILROAD TO CATTLEMAN'S  
LANE

Is this a reoccurring issue or new this year? If reoccurring when did it start?

SAME AS L 1950'S

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

THERE ARE NO ISSUES

Do you have a water easement going through your property?

YES FROM THE NORTH ... WGS & BRADLASS PUMPING  
RUN TO THE 212 FIRST CULVERT

Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 02 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

[Redacted Name]

PAGE ST. Berryville VA 21261

N/A

Time?

Describe your current issue with stormwater

Righty damp Basements when Rains Hard  
I have a sump pump  
this takes care of it!!  
(I have concrete floor in basement)

Is this a reoccurring issue or new this year? If reoccurring when did it start?

Reoccurring about flood Basement

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Check it freq when it rains a lot  
I have never had to pump it out. Sump Pump takes care of it!! So far so good

Do you have a water easement going through your property?

NO

RECEIVED

# Berryville Stormwater Survey

Please return with your water bill to the town office.

OCT 01 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

*The drain pipe at the driveway needs to be cleaned.  
The Towns used to keep them clean, but have not  
done it for several years.*

Is this a reoccurring issue or new this year? If reoccurring when did it start?

*No problem if drain is kept clean*

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

*Nothing - I AM 88 yrs. old*

Do you have a water easement going through your property?

*No*

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 01 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)



[Redacted]  
Ewell Ct.  
Berryville, VA 22611-1435

Time?

Describe your current issue with stormwater

The ground water at the Blandy observation Well is as high as it has been for 10 years. These are very unusual conditions that may cause problems for people that have basements near the water table or have poor drainage away from their house

Is this a reoccurring issue or new this year? If reoccurring when did it start?

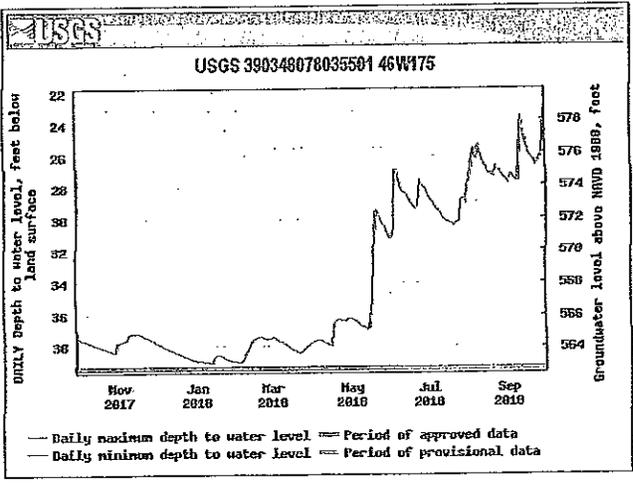
About every 25 years

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Improved drainage from house

Do you have a water easement going through your property?

Ditch in front and side



Data provided for site 390348078035501  
 depth to water at blandy well 9/2007 to  
 9/2018

	max	min
max	44.25	44.23
min	24.09	23.06

It was 23.06 feet to water 9/29/2017 highest in 11 years

*feet*

RECEIVED

# Berryville Stormwater Survey

Please return with your water bill to the town office.

OCT 01 2018

Town of Berryville, VA

Name ~~REDACTED~~ - ~~REDACTED~~

Address ~~REDACTED~~ SOUTH CHURCH ST - BERRYVILLE

Best Contact (email/mail/phone) ~~REDACTED~~ Time? 8 AM to 7 PM

HOME ~~REDACTED~~ LETTER ~~REDACTED~~ TEXT ~~REDACTED~~ EMAIL ~~REDACTED~~

Describe your current issue with stormwater

LIVE ON CORNER OF SOUTH CHURCH AND SWAN AVE  
 THERE ARE NO STORM DRAINS. SIDEWALK ON SWAN IS ORIGINAL  
 BRICK WALK. - RAIN WATER RUNS DOWN SWAN AVE - SOME  
 SPILLING OVER MY DRIVEWAY. INTO YARD - WHEN HARD RAIN  
 RESEMBLES A SMALL WATERFALL, POURING INTO YARD.  
 THEN I HAVE 4 SUMP PUMPS RUNNING - STILL GET SOME  
 WATER IN BASEMENT. - BROTHER INSTALLED 4TH SUMP PUMP  
 THIS YEAR 2018.  
 PROBLEM IS NO DRAINAGE SO IT POURS SWAN. MY SUMP  
 PUMPS PUSH WATER OUT ONTO SOUTH CHURCH AND IT ROLLS  
 DOWN TO CROWS NEST ENTRANCE

127-125-123 - ALL HAVE WATER PROBLEMS IN BASEMENT

Is this a reoccurring issue or new this year? If reoccurring when did it start?

MOVED HERE 2008 - 1 SUMP PUMP AND YES I COULD GET 2  
 INCHES OF WATER - 1 SUMP JUST COULD NOT CARRY

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

WARRLEN BROY HAS INSTALLED 3 MORE SUMP PUMPS  
 FOR ME SINCE MOVING HERE. - GREATLY HELPED BUT  
 NOT RESOLVED. LOOK FORWARD TO MEETING WITH  
 YOU ON TUESDAY OCT 23rd OR THURSDAY OCT 25th.

Do you have a water easement going through your property?

NOT TO MY KNOWLEDGE

BUT MY DAD BILL SHACKLEFORD - SAID HE  
 THOUGHT WE OUGHT TO CALL BERRYVILLE - "BERRY BOWL"  
 BECAUSE EVERY MAIN ROAD DESCENDS INTO BERRYVILLE

AND THE HOUSE 1108 IN THE FOLD LANDS OR NEAR A CORNER

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED

OCT 01 2018  
Town of Berryville, VA

Name [REDACTED]

Address [REDACTED] Jackson Drive Berryville, VA. 22611

Best Contact (email/mail/phone) [REDACTED]

Time? Week days

Describe your current issue with stormwater

None

Is this a reoccurring issue or new this year? If reoccurring when did it start?

n/a

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

n/a

Do you have a water easement going through your property?

Yes

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED  
OCT 01 2018  
Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] W. MAIN ST  
Best Contact (email/mail/phone) [REDACTED] Time?

Describe your current issue with stormwater

DURING RAINY WEATHER A SMALL STREAM WILL RUN ACROSS THE BACK OF THE PROPERTY.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

WHEN THE HOUSE WAS BUILT IN 1977

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

AS LONG AS IT CANT GET CLOSE TO THE HOUSE IT HAS BEEN LEFT ALONE.

Do you have a water easement going through your property?

NOT THAT I KNOW OF.

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED  
OCT 01 2018  
Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] VA Ave  
Best Contact (email/mail/phone) [REDACTED] Time? Any

Describe your current issue with stormwater  
Due To The Grading of VA Ave And The Hill At The End  
Water Ponds Across from our House on the curve. When  
I WAS Growing up The water was able to run Across Mr & Mrs  
Lewin's property To Reach Town Run. Over The years The  
Pine Trees They Had planted Around The edge of the curve  
Had Exposed Roots That were Hard To Mow over. In Making  
A Guess That About 15 yrs or so Ago The owner chose To cover  
The Roots which changed The flow Ability To where The water  
Now Ponds. This year has As everyone knows Has Been Rough  
With The massive Amount of Rain A Neighbor HAS Had A sump pump  
Adding To The length of Time water Lays There

Is this a reoccurring issue or new this year? If reoccurring when did it start?

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?  
Im not in The position to Do much. I met with Mrs. Harrison  
A few weeks Ago And gave her A Brief Rundown, And some  
History of our little street. She passed Along Into That VA  
Ave is on the Streets Comm. priority List for Resurface Next year.  
With Having lived in this part of town Most of My life  
I CAN Never Remember VA Ave Ever Having Black Top put Down  
It has Always Been Tar & Chip surface Repair. With The New  
Trash trucks And Thier weight our street is CARING under Them  
In Addition There is A Large Dip As you Enter off of Main St.  
That Holds water As well, As There is A pipe Culvert That goes to town  
Run under That Area As well that MAY Need To Be Addressed

Do you have a water easement going through your property?  
I don't know About water Easement But I have had water lay  
in front of the House 3 Times This year Alone And probably  
6-8 Times since I Built in 1999

RECEIVED

# Berryville Stormwater Survey

Please return with your water bill to the town office.

OCT 01 2018  
Town of Berryville, VA

Name [REDACTED]  
Address [REDACTED] Taylor St.  
Best Contact (email/mail/phone) [REDACTED] [REDACTED] Time?

Describe your current issue with stormwater

I live on an older section of West Taylor St. without curbs & gutter, so there is probably nothing that can be done; however, the land surrounding my property all slopes toward my property causing a lot of water to come my way during heavy rains. It would be nice to have a drainage grate in the street to accept some of the run off.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

yes — ? — bought the house in 2013

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

Put some cobble stones in to outline the yard, driveway & parking area. Installed a drain near garage door.

Do you have a water easement going through your property?

?

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED  
OCT 01 2018  
Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

[REDACTED]

[REDACTED] RICE ST

you have

Describe your current issue with stormwater

N/A

Is this a reoccurring issue or new this year? If reoccurring when did it start?

N/A

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

N/A

Do you have a water easement going through your property?

I don't know

# Berryville Stormwater Survey

Please return with your water bill to the town office.

RECEIVED

OCT 01 2018

Town of Berryville, VA

Name

Address

Best Contact (email/mail/phone)

Time?

Describe your current issue with stormwater

First, we have a massive mosquito breeding issue. Several have said we need a treatment program next spring. That could be \$500 to \$1000 per year. Second, we've lost three or four trees and have as many as 6 or more threatened from root rot, which will take replacing a tree less which has appraisal neighbors a lot of privacy. Third, and most important, the spread of flooding water across most of an acre of ground will mean the Town will lose "developable lots" for future income and likely have to down-grade the assessments if land now will be disqualified from currently identified development uses, as unusable. Our water issues are, finally, not isolated. About 8 adjoining properties are affected, so any proper response by the Town needs to be coordinated in our view, planned out well, corrective, and proactive in our view.

Is this a reoccurring issue or new this year? If reoccurring when did it start?

It's occurred before, but not in some years. It's certainly not been as aggravated as it is this year. Here seems to be a real problem to fix now (even allowing for all the historical rain). This year's problem began with standing water in May that is still here.

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

See above also. As for resolutions, we have a couple thoughts to offer from general conversations. The meeting you are having are a first good step. If the Town Run is backed up around the Rail Road or industrial area, some remediation there may be in order. I also think the Detention Pond on Jackson should again take water and not remain empty, as a lot of water which could have been trapped has for some reason now come through to Casey, Needham, and Snel Streets. It needs to be explained better why one Pond (by the high school) is filled and the right next to it is empty! Finally, a brook, gentle 25" drain, properly engineered, could flow the water and do a lot for perhaps modest and unobtrusive cost - and a compatible grass look.

Do you have a water easement going through your property?

We have a sewer easement. We've heard there may be a water easement, but have no details if that's in fact so.

Berryville Stormwater Survey  
Please return with your water bill to the town office.

RECEIVED  
SEP 28 2018  
Town of Berryville, VA

Name

[REDACTED]

Address

[REDACTED] W. MAIN ST.

Best Contact (email/mail/phone)

[REDACTED]

Time? ANY TIME

Describe your current issue with stormwater

FLOODED BASEMENT

Is this a reoccurring issue or new this year? If reoccurring when did it start?

YES, 30 YEARS

What have you done to help resolve the water issue? Have you had help from a professional and have you had any success?

SUMP PUMP

Do you have a water easement going through your property?

NO