Utility Service Form, authorizing renters to have water and sewer service placed in their name at the rental property. This form can be found online at berryvilleva.gov/2160/Water-Sewer.

Availability Fees
Availability fees are charged for new connections to the water distribution and/or sewer collection systems. Such fees are also charged when an existing connection is increased in size. Please contact the Town Manager at either townmanager@berryvilleva.gov or 540-955-1099 for more information.

Water Leaks and Sewer Blockages

Water: If you have or suspect that you have a water leak in your home or in the water lateral between your building and the water meter, then you should contact a plumber to correct the problem. The Town will assist residents with leak detection. If such detection assistance is needed, then please call the Town Business Office at 540-955-1099 to schedule this service.

Sewer: If you have a sewer blockage in your home or in the sewer lateral between your building and the sewer main, then you should contact a plumber to correct the problem. The Town will assist residents with determining whether a blockage is the Town’s sewer main or not. If such assistance is needed, then please call the Town Business Office at 540-955-1099.

Water and Sewer Emergencies Occurring After Regular Work Hours or on Holidays: For water and sewer emergencies occurring outside of work hours or on holidays, call Clarke County Communications at 540-955-1234, and they will contact Town personnel.

Disclaimer
This brochure contains general information on various laws and regulations and should only be used as a guide. As this document is general in nature it cannot fully explain how laws and regulations are applied to specific situations and invariably such guides contain some errors. Further, laws and regulations are added or changed periodically and may not be immediately amended in this brochure. Please contact the appropriate agency to obtain specific information on a given law or regulation.

TOWN OF BERRYVILLE
WATER AND SEWER

The Town of Berryville is committed to providing its customers with a safe and dependable supply of drinking water and with being a good steward of the Shenandoah River and the Chesapeake Bay when treating wastewater. This brochure provides our customers with information regarding water and sewer utilities and billing.

Additional information can be found at www.berryvilleva.gov

Berryville-Clarke County Government Center
101 Chalmers Court, Suite A
Berryville, VA 22611
540-955-1099

November 2020
Billing
Water and sewer bills are due the 15th of each month. In the event meter reading is delayed, bill due dates may be modified. Wastewater (sewer) usage is determined and billed based on the water meter reading.

Billing Questions and Concerns: Questions or concerns about your bill should be directed to the Town Business Office at 540-955-1099 immediately. Applications for water and sewer bill adjustments must be filed with the Town Business Office no more than 10 days after the date of billing. For more information regarding water and sewer bill adjustments, please see the Water and Sewer Billing Adjustment Policy (PDF) and Water and Sewer Adjustment Request Form (PDF) at berryvilleva.gov/2160/Water-Sewer.

Rates
<table>
<thead>
<tr>
<th>Rate Type</th>
<th>Rate Per 1,000 Gallons of Usage</th>
<th>Minimum Monthly Charge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>$ 8.15</td>
<td>$ 5.00</td>
</tr>
<tr>
<td>Sewer</td>
<td>$ 17.27</td>
<td>$ 15.00</td>
</tr>
<tr>
<td>Total</td>
<td>$ 25.42*</td>
<td>$ 20.00*</td>
</tr>
</tbody>
</table>

*Monthly bills will also include an administrative and facilities fee of $7.13 for water and $4.82 for sewer.

Water Rates: The Town Council sets water rates at a level that provides for payment of expenses related to water collection, treatment, and administration. The Water Fund receives all of its revenues from either user fees (water bills), availability fees (fees charged to connect to the Town’s water system), or borrowing. This income must pay for all water system expenses, including debt service. Sources (revenues) and Uses (expenses) for the water fund are illustrated in the graph on the reverse of this brochure. More details about the Water Fund revenues and expenses can be found in the FY 21 Operating Budget and CIP for 2021-2025 on our website at berryvilleva.gov/2175/Treasurer (Specifically pages 84, 95-97, 117-119).

Sewer Rates: The Town Council sets rates at a level that provides for payment of expenses related to sewer collection, treatment, and discharge. The Sewer Fund receives all of its revenues from either user fees (sewer bills), availability fees (fees charged to connect to the Town’s sewer system), or borrowing. This income must pay for all sewer system expenses, including debt service. Sources (revenues) and Uses (expenses) for the sewer fund are illustrated in the graph on the reverse of this brochure. More details about the Sewer Fund revenues and expenses can be found in the FY 21 Operating Budget and CIP for 2021-2025 on our website at berryvilleva.gov/2175/Treasurer (Specifically pages 84, 95-97, 117-119).

Penalty/Late Fees: A 10% late payment penalty is assessed to accounts on which full payment is not made by the due date.

Second Notice: After the penalty is assessed a second notice will be mailed. This notice will inform the customer that service will be disconnected if payment is not made by the cut-off date. PLEASE NOTE: No additional notice will be provided.

Service Disconnection: If service is disconnected, it will be restored only when the account and service charges, including a $50 administrative fee, have been paid.

The Town strictly enforces this policy. Please refer to the back of your bill for additional information.

Payment Extension Policy
Customers who are unable to pay their bill on time may request an extension. A Payment Extension is provided to temporarily extend the due date of the bill for those situations when a customer is in need. The account holder may request this service provided that the request is made prior to the scheduled cut-off day and they meet all requirements of the Payment Extension Policy. More details about the Payment Extension Policy can be found online at berryvilleva.gov/2160/Water-Sewer or by contacting the Town Business Office at 540-955-1099.

Key Facts
- The Town Council sets water rates at a level that provides for payment of expenses related to water collection, treatment, and administration.
- The Water Fund receives all of its revenues from either user fees (water bills), availability fees (fees charged to connect to the Town’s water system), or borrowing.
- The Town strictly enforces the penalty and late payment policy.
- Water and sewer bills are due the 15th of each month.
- Customers who are unable to pay their bill on time may request an extension.