

# TOWN OF BERRYVILLE

## WATER AND SEWER

property. This form can be found online at [berryvilleva.gov/2160/Water-Sewer](http://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 [townmanager@berryvilleva.gov](mailto: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, 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, 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, please call the Town Business Office at 540-955-1099.

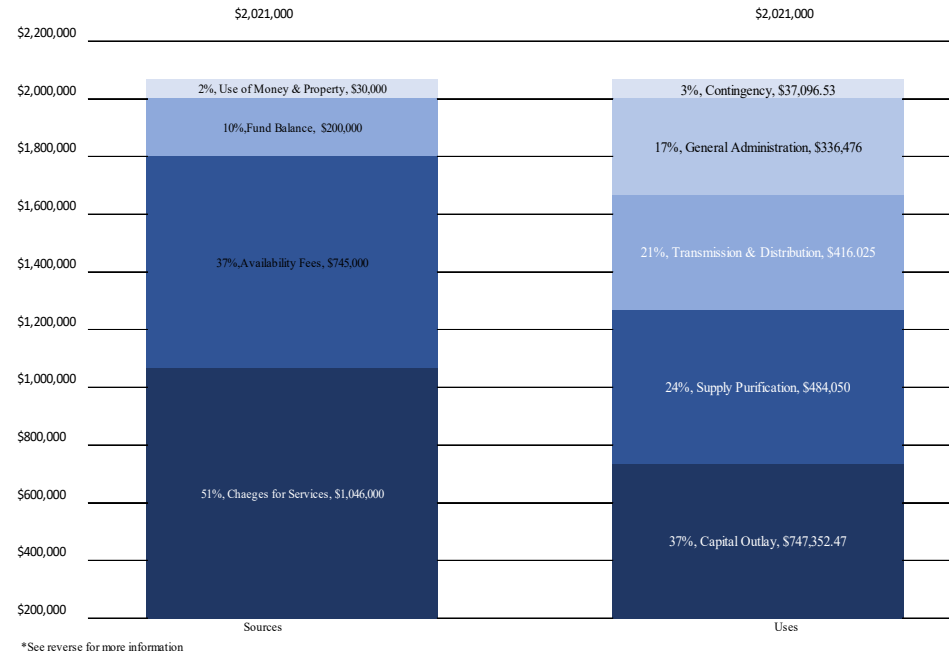
**Water and Sewer Emergencies Occurring After Regular Work Hours or on Holidays:** For water and sewer emergencies occurring outside of work hours or on holidays, call Clarke County Communications at 540-955-1234, and they will contact Town personnel.

### Disclaimer

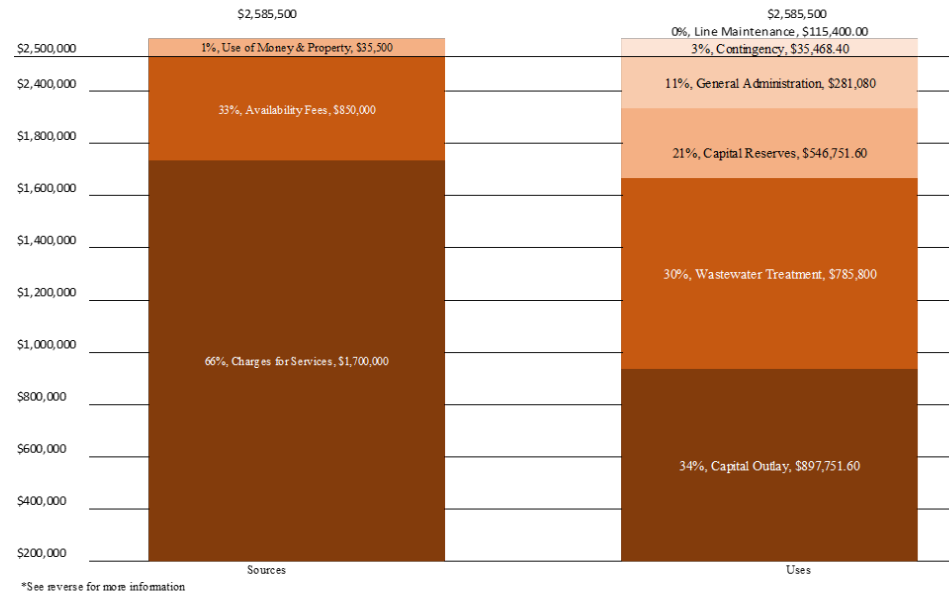
This brochure contains general information on various laws and regulations and should only be used as a guide. As this document is general in nature, it cannot fully explain how laws and regulations are applied to specific situations, and invariably such guides contain some errors. Further, laws and 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.

November 2023

### FISCAL 2022 WATER FUND – SOURCES AND USES



### FISCAL 2022 SEWER FUND – SOURCES AND USES



Shenandoah River, Clarke County

The Town of Berryville is committed to providing its customers with a safe and dependable supply of drinking water and 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](http://www.berryvilleva.gov)

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

## Treatment of Your Drinking Water

The Town of Berryville obtains its water from the Shenandoah River. This water is treated at the Roy E. Potts Water Treatment Plant by means of mixed-media filters. Once treated, the water is pumped into the Town's water distribution system which provides water service to over 1,800 service connections.

## Annual Drinking Water Quality Report

Each year a Water Quality Report is published. The report includes detailed information about the Town's water. The Town's water meets or exceeds all state and federal requirements. The most current report can be found on the Town's website at [berryvilleva.gov/2160/Water-Sewer](http://berryvilleva.gov/2160/Water-Sewer).

## Water Conservation

To find out more about water conservation, read the Water Saving Tips (PDF) document found online at [berryvilleva.gov/2160/Water-Sewer](http://berryvilleva.gov/2160/Water-Sewer). It is in everyone's best interest to conserve water.

## Wastewater Treatment

The Town of Berryville owns and operates a 700,000 gallon per day Advanced Membrane Bioreactor Wastewater Treatment and Nutrient Reduction Facility. The treatment process is a four-stage activated sludge system, which biologically removes organic waste and nitrogen and chemically precipitates phosphorus from the Town's wastewater. After biological treatment, all water must pass through a membrane microfiltration unit. Water is disinfected with ultraviolet light prior to returning to the Shenandoah River.

## Rates

Rate Type	Rate Per 1,000 Gallons of Usage	Minimum Monthly Charge
Water	\$ 8.15	\$ 5.00
Sewer	\$ 17.27	\$ 15.00
Total	\$ 25.42*	\$ 20.00*

\*Effective November 21, 2023 monthly bills will include an administrative and facilities fee of \$24.35 for water and \$12.18 for sewer.

See *Utility Rate Study*:

<https://www.berryvilleva.gov/DocumentCenter/View/843/Pennoni-Utility-Rate-Study>

**Water Rates:** The Town Council sets water rates at a level that provides for payment of expenses related to water

treatment, water distribution, and administration. The Water Fund receives all of its revenues from 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 22 Operating Budget and CIP for 2022-2026** on our website at [berryvilleva.gov/2175/Treasurer](http://berryvilleva.gov/2175/Treasurer) (Specifically pages 81, 88-90, 115-117)

**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 22 Operating Budget and CIP for 2022-2026** on our website at [berryvilleva.gov/2175/Treasurer](http://berryvilleva.gov/2175/Treasurer) (Specifically pages 81-82, 90-91, 119-121)

## Meter Reading

Meters are read monthly, usually the last week of the month, although snow and ice may cause a delay. Meter readings are recorded to the lowest thousand gallons of usage. For example, 1,999 gallons of usage will be billed as 1,000 gallons in the current period. The 999 gallons not billed in the current month will be included in the next billing period. As a result of this usage carry-over, you may notice fluctuations in your bills. Wastewater (sewer) usage is determined and billed based on water meter readings.

## Billing

**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](http://berryvilleva.gov/2160/Water-Sewer).

**Due Date:** Water and sewer bills are due on the 15<sup>th</sup> of each month. If the 15<sup>th</sup> falls on a weekend or Town recognized holiday, then the due date will be the next business day after the weekend or holiday. If meter reading is delayed, then bill amounts may be estimated or the bill due date may be modified.

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

**Disconnection of Service:** This notice will be provided on or near the 1<sup>st</sup> of a month during which an account will be in arrears 60 days or more. This notice will be provided no fewer than 10 days before cut-off date.

**Disconnection of Service for Non-Payment:** If an account is not paid in full before the cut-off date (provided on Disconnection of Service Notice), then a fee will be assessed and the service will be disconnected. The fee will be charged whether the service is disconnected or not.

The Town strictly enforces this policy.

## 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 the customer meets all requirements of the Payment Extension Policy. More details about the Payment Extension Policy can be found online at [berryvilleva.gov/2160/Water-Sewer](http://berryvilleva.gov/2160/Water-Sewer) or by contacting the Town Business Office at 540-955-1099.

## Payment Methods

1. In Person - At the town office at 101 Chalmers Ct., Suite A, between the hours of 8:30 a.m. and 5:00 p.m. Monday through Friday excluding holidays.
2. By Mail - Please enclose bottom portion of your bill with your check or money order.

3. In the Drop Box - An after-hours drop box is located at the Government Center at 101 Chalmers Ct. Please do not leave cash in box.
4. ACH Debit - Complete an Authorization Form and have your payment deducted from your bank account. To enroll, complete the form found online at [berryvilleva.gov/2160/Water-Sewer](http://berryvilleva.gov/2160/Water-Sewer).
5. Drive-Thru - Located on the Rose Hill side of the Government Center at 101 Chalmers Ct.
6. Online - [www.berryvilleva.gov](http://www.berryvilleva.gov). Click the Pay Online icon. (fees may apply)
7. By phone - 1.877.885.7968 (fees may apply)

## Water and Sewer Accounts

**New Accounts:** To set up a new account, please call the Town Business Office at 540-955-1099.

**Customer Responsibilities:** Customers are responsible for contacting the Town Business Office to ensure that the account for a new residence is properly placed in their name, when contact information changes, and to notify the Town Business Office when they plan to vacate a property.

**Security Deposit:** A refundable security deposit is required for all customers who are renting their occupancy. The amount of the required deposit varies depending on the use of the space. Effective November 21, 2023 required deposits are:

Residential: individually metered single-family units, town homes, and duplexes: \$285  
Residential: multi-family with master meter \$230 per unit  
Business / Commercial: \$285  
Laundry: \$4,605\*  
Restaurant: \$880\*  
Institutional: \$1,625\*  
Industrial: \$5,645\*

\*Town Manager may increase or decrease on the basis of actual usage.

Note: Town Manager may establish reasonable deposit amounts for use types not anticipated by this schedule.

**Landlord Responsibilities:** The Owner and/or Landlord must complete the *Owner Authorization for Tenant Utility Service Form*, authorizing renters to have water and sewer service placed in their name at the rental