Chapter 10.

WATER AND SEWER

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Sec. 10-1. Application for supply of water; contract prerequisite to use of water.

All application for the supply of water must be made at the office of the Treasurer in person or by duly authorized attorney or agent, on an application form furnished by the town. The application, when accepted by the town, will constitute a contract between the town and the consumer. It shall be unlawful for any person to use water from the town without having a water service contract.

Sec. 10-2. Furnishing and repairing meters.

The town will furnish all meters and meter boxes and keep them in order.

Sec. 10-3. Who may remove or repair meters or fixtures.

No person except an officer or agent authorized by the town shall at any time remove or undertake to repair or in any way interfere with any water meter or fixtures connected therewith.

Sec. 10-4. Removal of inaccurate meters; complaints related to bills.

The town shall not be required to remove and test meters or substitute new meters at the demand of consumers, unless there is good reason to believe such meters be inaccurate. Complaint against a water bill shall not be taken as a proper excuse for nonpayment of same when due, or exempt complainant from the penalties prescribed for failing to pay his bill at the proper time.

Sec. 10-5. Use of water by several consumers.

When more than one supply is made through one service pipe and under control in street of one stop-cock, one person must make application for all such supplies and the bill will be made to such applicant for all the parties so supplied.

Sec. 10-6. Meters when more than one service pipe supplies house.

When more than one service pipe is used to supply water to one house or tenement, the landlord will be required, before the water shall be allowed to be used at such premises, to have the pipe so arranged that all the water on the premises shall pass through one meter, or if her prefers to do so, additional meters will be furnished by the town, the cost of which, together with the cost of setting the same, meter boxes, repairs, etc., shall be paid by the landlord as provided in this chapter.

Sec. 10-7. Repair or replacement of meter necessitated by negligence etc.

All repairs or replacements of meters or meter boxes caused by carelessness, neglect or interference of consumers shall be made by the town at the expense of the person responsible for the water bill.

Sec. 10-8. Turning on water.

It shall be unlawful for any person except an authorized agent of the town to tum on water to any premises.

Sec. 10-9. Repairing leaks.

All leaks in or upon all premises supplied with water must be promptly repaired by the owners or occupant and on failure to make such repairs with reasonable dispatch, the town may turn off the water from the premises until necessary repairs are made and charge one dollar for turning the same on again.

Sec. 10-10. Discontinuance of service.

The town reserves the right to discontinue its service without notice for any of the following reasons:

(a) Repair;

(b) Want of supply;

(c) Nonpayment of water bills when due;

(d) Any fraudulent representation in relation to consumption of services;

(e) Violation of contract or any rules or regulations applying at any time to consumer's service;

(f) Detriment to service in general in immediate locality caused by service to particular consumer;

(g) Riots, strikes, insurrection, or acts of God.

Sec. 10-11. Waste of water: permitting unauthorized use of water.

All willful waste of water, and waste through neglect of servants or agents or by any fixture being out of order, or allowing water to be taken from premises by persons having no right to use it, except in cases of necessity, will be sufficient cause of cutting off the supply to any premises and forfeiture of amount of bill paid in advance; or withholding the supply for such term as the town may decide.

Sec. 10-12. Rules and regulations of water department.

The council may make from time to time such rules and regulations for furnishing water to consumers as it may deem proper, to take effect when approved by the town council.

Sec. 10-13. Charge when meter is out of order.

If any water meter gets out of order or fails to register accurately, the consumer will be charged at the average daily rate as shown by the meter when in order.

Sec. 10-14. All water to be charged for; unoccupied premises.

A charge will be made for all water passing through meters, whether used or wasted, even though the house or premises may not be occupied. When premises are unoccupied, owners may have water cut off by notice to the Mayor's office.

Sec. 10-15. Regulations for payment of water bills.

Water bills shall be paid in accordance with the regulations of the council that is printed on the face of the bill form.

Sec. 10-16. Where bills paid.

All bills shall be paid at the collecting office of the town treasurer, or by electronic means if available.

WATER AND SEWER POLICY

FOR THE

TOWN OF KEYSVILLE, VIRGINIA

Updated: March 17th, 2025

I. **Service Charges**:

a. Water Service: Every customer connected to the Town's water system will be billed monthly for the amount of consumption at the current stated rate.

b. Sewer Service: Every customer connected to the Town's sewer system will be billed monthly for the amount of consumption at the current stated rate or standard charge if the customer does not have a metered connection.

II. **Connection Fees**:

a. Connection fees are defined as a charge designed to cover the cost of making the connection and defray a portion of the continuing cost of constructing and maintaining plant and equipment associated with water and wastewater.

Town of Keysville Connection Fees (Effective July 1st, 2019)

Connection Fees Water Meter Size (inches)	Meter Size Factor	Water Facility Fee	Sewer Facility Fee	Total Facility Fee
5/8 - 3/4	1.0	$1,250	$1,500	$2,750
1	1.6	$2,000	$2,400	$4,400
1.5	2.4	$3,000	$3,600	$6,600
2	3.2	$4,000	$4,800	$8,800
3	4.8	$6,000	$7,200	$13,200
4	6.4	$8,000	$9,600	$17,600
6	9.6	$12,000	$14,400	$26,400

b. The above water and sewer connection fees are to apply irrespective of the number of physical connections made to the Town's water and sewer lines for any one project; each connection is considered a separate connection thereto. The above stated connection fees are due and payable upon filing of a written application for service or connection to the water and/or wastewater systems and acceptance of the same by Town Council.

III. **Service Initiation/Restoration Fee**:

a. For new or existing residential customers, a deposit of $100.00 will be required upon application for service.

b. For new or existing commercial customers, the Town Staff will determine the fee on a case-by-case basis (generally a multiple of the equivalent residential charge based on an estimate or projected water consumption).

c. There will be a $35.00 fee for the Town Staff to initiate or restore water service for new and existing customers, which must be paid prior to restoring or initiating service.

IV. **Billing Policy**:

a. All bills are due and payable upon receipt. If not paid by the 15th of the month, a 10% penalty will be added. If the bill is not paid, water service will be disconnected for non-payment, in compliance with the provisions detailed in the Code of Virginia. Once service is disconnected it will only be restored once the past due amount is paid full, in addition to the $35.00 service restoration fee.

V. **Unauthorized Connections/ Cross Connection**:

a. The connection of any other water supply to the Town's system is prohibited.

b. All customers which have backflow devices installed must report their existence and provide a copy of the annual inspection of the device (completed by a certified inspector) to the Town Office by December 31st of each year.

VI. **Use of Service**:

a. The new service applicant is expected to begin use of water and/or sewer service within 30 days from the date of which such service is made available unless a waiver is requested and approved by Town Council. Thereafter, billing will commence at the end of the thirty-day period in accordance with the prescribed rates, terms, and conditions in effect at the time of service.

VII. **Resources for Customers Seeking Bill Payment Assistance or Energy Savings Programs**:

a. Charlotte County Department of Social Services
   i. 434-542-5164
   ii. https://www.charlottecountyva.gov/departments/social_services.php

b. Virginia Department of Social Services Energy Assistance Program
   i. 804-726-7386
   ii. https://dss.virginia.gov/benefit/ea/

c. VDSS/Dominion Energy Percentage of Income Payment Program
   i. 804-726-7386
   ii. https://www.dss.virginia.gov/benefit/PIPP/index.cgi

d. Other Programs Available Through the Virginia Department of Social Services
   i. 804-726-7000 or 800-552-3431
   ii. https://www.commonhelp.virginia.gov/