

December 13, 2016

RESUME

PUBLIC HEARING: ORDINANCE TO AMEND THE CODE OF THE COUNTY OF PRINCE GEORGE, VIRGINIA, 2005, AS AMENDED, BY AMENDING SECTIONS 82-233 AND 82-541 TO REVISE ALLOWANCES FOR ADJUSTMENTS TO CUSTOMER WATER AND SEWER CHARGES RELATED TO LEAKS

Public Hearing on December 13, 2016 to consider adoption of an ordinance amending The Code of the County of Prince George, Virginia, 2005, as amended by amending sections 82-233 and 82-541 to revise allowances for adjustments to customer water and sewer charges related to leaks.

Summary:

- There are a handful of customers each month that experience water or sewer leaks on their property and get resulting higher than normal charges on their Utility bill.
- Please keep in mind that even when there is a leak on a customer's property, the Utility still has incurred the cost of providing the water service to the property.
- Current rules established by Code sections 82-233 and 82-541 allow Utilities to give some relief in the form of credits when our customers can prove they have taken prompt action to fix the on-site leaks.
- The calculation of these credits under the current rules is very different for water versus sewer charge and can be very confusing to our customers.
- Utilities is requesting consideration to revise two sections to make the allowed credit calculations for water and sewer charges consistent with one another, making them more straightforward to explain to our customers and to implement.
- Under the revised rules, when a customer proves they have taken action to repair an on-site leak, we would be allowed to reduce both water and sewer charges once in a 12 month period to the average amount charged on the customer's three previous bills.

Board of Supervisors
County of Prince George, Virginia

Ordinance

At the regular meeting of the Board of Supervisors of the County of Prince George held in the Boardroom, Third Floor, County Administration Building, 6602 Courts Drive, Prince George, Virginia, this 13th day of December, 2016:

Present:

Vote:

William A. Robertson, Jr., Chairman
Jerry J. Skalsky, Vice-Chair
Alan R. Carmichael
Donald Hunter
T. J. Webb

On motion of _____, seconded by _____, which carried a vote the following Ordinance was adopted:

ORDINANCE TO AMEND THE CODE OF THE COUNTY OF PRINCE GEORGE, VIRGINIA, 2005, AS AMENDED, BY AMENDING SECTIONS 82-233 AND 82-541 TO REVISE ALLOWANCES FOR ADJUSTMENTS TO CUSTOMER WATER AND SEWER CHARGES RELATED TO LEAKS

BE IT ORDAINED by the Board of Supervisors of Prince George County:

(1) That the Code of the County of Prince George, Virginia, 2005, is amended by amending sections 82-233 AND 82-541 as follows:

Sec. 82-233. - All water chargeable; leaks.

(a) All water passing through and being recorded on a water meter shall be charged to the user of record, from the time service is started ~~the meter is set~~ until the time service is terminated. ~~it is removed on written notice of the user, whether the water is used or wasted, as a result of a leak.~~

- (b) When a water leak is discovered, and the customer or a leak occurs in the building plumbing, and where the owner, agent, or tenant does not take action within five days to repair the leak, the director may cause to have the water service terminated until such time as written notification is given to the director that the leak has been repaired.
- (c) When a water leak occurs that was not due to the acts or negligence of the customer in water pipes or metered services and the owner, tenant or customer can prove action was taken to repair the leak within five days of when the leak was discovered or should have been discovered, has promptly made all necessary repairs, the director shall reduce any charges to the average of the total charges for the three previous bills. in excess of the amount of the average bimonthly bill for the premises to be billed at \$2.00 per 1,000 gallons. Adjustment for a water an underground leak will not be allowed again during the next only be made on one bimonthly bill per 12-month period. The director may give the same rebate where an unexplained problem or internal plumbing leak causes metered water consumption to exceed double the average bimonthly bill and the director believes the water was not beneficially used. Adjustments for an unexplained problem or internal leak may only be made once every 24 months except in cases of extreme hardship. Average bimonthly bills are to be determined by averaging bimonthly water consumption for three previous equivalent billing periods.

Sec. 82-541. - All wastewater chargeable; leaks exception.

- (a) All water passing through and being recorded on a water meter or wastewater directly measured by a wastewater meter shall be charged at the rate of 100 percent for wastewater service, such charges being made to the user of record, from the time service is started the meter is set until the time service is terminated. it is removed on written notice of the user, whether the water is used or wasted as a result of a leak.
- (b) When a water leak or a wastewater leak is discovered, and the customer does not take action within five days to repair the leak, the director shall terminate water service until such time as written notification is given to the director that the leak has been repaired.
- (c) When a water leak is discovered that was not due to the acts or negligence of the customer and the customer owner, agent, or tenant can prove prompt action was taken to repair the leak within five

~~days of when the leak was discovered or should have been discovered to repair the leak, the director shall reduce any charges to the average of the total charges for the three previous bills. department may allow credit against the current wastewater bill. Such credit shall be allowed to reduce the current wastewater bill to an amount equal to not less than two times the highest consumption in the previous 12 months. If a credit is given a premises for a leak on the wastewater bill, the same premises will not be allowed a credit for another leak during~~ Adjustment for a water leak will not be allowed again during the next 12-month period.

- (d) When a wastewater leak is discovered that was not due to the acts or negligence of the customer and the customer can prove action was taken to repair the leak within five days of when the leak was discovered or should have been discovered, the director shall reduce any charges to the average of the total charges for the three previous bills. Adjustment for a leak will not be allowed again during the next 12-month period.
- (e) No adjustment for a water leak or a wastewater leak shall be made for charges based on wastewater directly measured by a wastewater meter.

(2) With the Board's approval, this ordinance shall be effective immediately.

**PUBLIC NOTICE
COUNTY OF PRINCE GEORGE**

Public Notice is hereby given to all interested persons regarding the following public meeting:

The Prince George County Board of Supervisors will hold a public hearing on Tuesday, December 13, 2016 beginning at 7:30 p.m. concerning the following request:

ADOPTION OF AN ORDINANCE TO AMEND THE CODE OF THE COUNTY OF PRINCE GEORGE, VIRGINIA, 2005, AS AMENDED, BY AMENDING SECTIONS 82-233 AND 82-541 TO REVISE ALLOWANCES FOR ADJUSTMENTS TO CUSTOMER WATER AND SEWER CHARGES RELATED TO LEAKS

Adoption of an ordinance to amend The Code of the County of Prince George, Virginia, 2005, as amended by amending sections 82-233 and 82-541 to revise allowances for adjustments to customer water and sewer charges related to leaks.

The meeting will be held in the Board of Supervisors Meeting Room, third floor, County Administration Building, pursuant to §15.2-2204, §15.2-2225 and §15.2-2285, The Code of Virginia (1950, as amended). A copy of the related material may be examined from the Prince George County website or at the Engineering and Utilities Department (804-722-8706) in the County Administration Building, second floor, open from 8:30 a.m. to 5:00 p.m., Monday – Friday. All interested persons shall have the opportunity to be heard at said public hearing.

Percy C. Ashcraft
County Administrator