

Guidance for Our Customers on Town Water/Sewer

If you think your water bill is wrong, please call the Town Clerk's Office 540-675-3128 right away. We will have someone re-read the meter. Many of the meters are very old and difficult to read, so mistakes do happen once in a while.

If the meter reading is correct but higher than usual:

1. If it is only slightly higher it could be the days between readings. For example: your bill might show 30 days since the last reading or 34 days. If the weather is bad, the meters are unable to be read – it is all manual, the cover has to be taken off and the meter read.
2. If it is substantially higher, you have a leak somewhere, either the line from the meter to the building, or within the building. It is often as simple as a leaky toilet, which can be so slight you can barely see it, or a dripping faucet or showerhead. It is amazing how much water is used by slight leaks.

Water/Sewer leaks:

1. If the leak is on the property owner's side (i.e., from water meter to and into building or sewer line from building to grinder pot), the repairs are the property owner's responsibility.
2. If the repairs are made within 10 days of being told there is a problem and there is a receipt showing repairs, the Town will waive charges above a twelve-month average.
3. If not repaired during that timeframe: (1) if leak is from an outside faucet or from the water meter to the building, the sewer charges will be waived due to water not being processed through the Town sewer system. (2) If repaired within 30 days, water/sewer over the twelve-month average will be reduced by 50%.

Disconnections & Late Fees:

1. There will be no disconnection of service in cases of hardship or State/Town declaration of emergency. If any customer wishes a deferral due to hardship, application through the Town Clerk's office must be made and financial information shared. Accounts will be evaluated on a case by case basis and deferrals worked out in cases of financial hardship.
2. Aside from accounts stated above, if a water bill is not paid within 60 days or a payment plan agreed upon, notice will be given via the Sheriff's office of shutoff at the 90-day point. Water will be turned back on once the bill is paid in full, which will include the reconnect fee of \$60.00.
3. If you disagree with a late fee on your bill and have a valid reason why the bill wasn't paid on time, please contact the Town Clerk's Office for review.