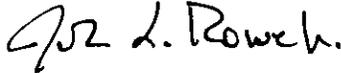


Town of Windsor

Memorandum

October 13, 2009

TO: The Honorable Mayor and Town Council

FROM: John L. Rowe, Jr., Interim Town Manager 

SUBJECT: Status of New Policy Notebook

This agenda item relates to Agenda Item 6 E that is on the agenda for this meeting. As I state in the cover memorandum for Agenda Item 6 E, we are in the process of making a "Policy Notebook" for you and for staff.

I do not know what type or version of the "Town of Windsor Policies" booklet that you may now have. However, I am finding several different conflicting version of a "Town Policy" booklet that has a title page that is similar to that which immediately follows this memorandum.

For example, I have found one such booklet that contains obsolete policies for – Bulk Water Sales and Water Service Cut-off for Non-payment. I will use these as an illustration.

Bulk Water Sales

Attachment A to this memo is the bulk water sales policy as it appears in one of the policy notebooks in Town Hall. The comprehensive water service/water rate ordinance that you adopted at your June 9, 2009 meeting makes this policy obsolete. I am enclosing a copy of that ordinance, Ordinance Number 08-09-08, for your ease of reference.

Water Service Cut-off for Non-payment

Attachment B is the water cut-off as it appears in one of the policy notebooks in Town Hall. Ordinance Number 08-09-8 also makes this policy obsolete

Summary

Again, these are illustrations. Over the past year you have implemented a process whereby you adopt and implement policies via formal policy statements or via the adoption of an ordinance or resolution.

This agenda item is for your information, and I bring it to you so that you will know that the new "Policy Notebook" that we will soon give you will have a new look. It will mostly include the formal policy statements that you have adopted, along with ordinances and resolutions that set forth Council's policies on a variety of matters.

This is for your information.

Town of Windsor

Policies

TOWN OF WINDSOR

BULK WATER SALES – RATES & PROCEDURES

\$3.25 per 1,000 Gallons – Minimum Charge of \$5.00

Customer come to Town Hall and is given a Sales Sheet and records company name, address, phone number, and other appropriate information. Clerk calls maintenance man on radio and asks for the well house to be open. The hydrant meter is read before and after each load of water is taken and recorded on the Sales Sheet by the Customer.

The amount of water taken is recorded by a hydrant meter.

When Customer is finished he returns the Sales Sheet to the Office with end meter reading and pays Clerk.

Maintenance man checks well house after customer finishes and gets end reading.

Clerk compares Customer and Maintenance reading to insure accuracy.

Adopted August 11, 1998
Updated July 1, 2002

Water Service Cut-Off Policy for Non-Payment

10% Late Fee applied to payments made after the due date or \$10.00 – whichever is greater.

Approximately 10 days after due date a letter is sent giving notice of cut-off within four days.

\$25.00 fee for turning service off/on, even if customer pays immediately.

Additional \$25.00 fee for meter removal/reinstallation (lock or unlock) if customer tampers with meter or meter is turned on without consent of the Water Department. Prosecution under the existing ordinance may also be imposed if warranted.

Effective date – September 1, 1998

ORDINANCE

An Ordinance Establishing The Water Rate Schedule For The Water System Owned And Operated By The Town Of Windsor, Virginia

WHEREAS, Section 145-2. Schedule of water rates, of Code of the Town of Windsor, Virginia provides that the Council of the Town of Windsor shall, from time to time, set a schedule of water rates; and

WHEREAS, it is necessary for the Town Council to establish a new schedule of water rates to be in effect on and after July 1, 2009.

NOW, THEREFORE BE IT ORDAINED by the Council of the Town of Windsor as follows:

Section 1. Water Rates, Late Charges, Cut-off/Turn-on Fees, and Deposits

The following water rates are hereby established for the sale of water by the Town of Windsor, Virginia on and after July 1, 2009 ("*Town*" as used herein refers to the Town of Windsor, Virginia):

- A. All new water customers shall complete an *Application for Water Service* at the Town Hall, listing the customer's name, street address of the unit to be served by water, the person responsible for the payment of the water bill, the billing address if different from the street address, and the effective date that the customer desires the Town to turn on the water service. The Town shall charge a turn-on fee of \$30.00, and this fee shall be non-refundable. The new water customer applicant shall provide the Town with a \$75.00 deposit. The Town shall refund to the water customer this deposit, without interest and less any amounts due to the Town, when water service is terminated. The new water customer shall pay to the Town all required fees and deposit prior to the Town turning on water service.
- B. The water rate applicable to all categories of water customers of the Town of Windsor who are within the boundaries of the town limits shall be \$5.35 per 1,000 gallons of water purchased by the customer; provided however, that no bi-monthly water bill shall be less than a minimum of \$18.75.
- C. The water rate applicable to all categories of water customers of the Town of Windsor who are outside of the boundaries of the town limits shall be \$5.95 per 1,000 gallons of water purchased by the customer; provided however, that no bi-monthly water bill shall be less than a minimum of \$20.85.
- D. The Town shall bill all of its water customers on a bi-monthly basis, and the bills are payable to the Town on the date presented, and the water customer must pay said bill

within thirty days of the billing date. If the bill is unpaid after its due date, then the Town shall apply a late charge of 10% of the amount of the bill or \$15.00 late charge, whichever is greater.

- E. After giving the water customer prior written notice, the Town shall cut-off water service to those water customers who are delinquent more than thirty-one days in paying their water bills. The Town shall charge the water customer a fee of \$30.00 for turning the water service either off or on. The water customer shall satisfy all outstanding water charges and fees prior to the Town turning back on the water service.
- F. If a renter vacates a commercial or residential dwelling unit and there is a water leak that causes water to flow through the Town's water meter to the unit, then the Town shall not turn on water service for the new tenant until the leak is repaired and all outstanding water charges and fees are paid.
- G. Customers who desire to purchase bulk water from the Town shall establish a bulk water account with the Town prior to purchasing the bulk water. The Town shall sell bulk water at its Well Number One at a rate of \$6.75 per 1,000 gallons of water with a minimum charge of \$10.00.

Section 2. Facility Fee

For those persons desiring a new water service connection to the Town's water system, the Town shall charge a Facility Fee to offset the Town's investment in the infrastructure necessary to provide water service for the new water line connection. The Facility Fee shall be as follows:

Water Meter Size	In-Town Connection	Out-of-Town Connection
¾ Inch Meter	\$5,000.00	\$5,500.00
1 Inch Meter	\$6,000.00	\$6,500.00
1 ½ Inch Meter	\$8,500.00	\$9,000.00
2 Inch Meter	\$12,500.00	\$13,000.00

Section 3. Connection Fee

The Town shall charge each person desiring a new connection to a Town water line a connection fee of \$1,000.00. If a developer makes the connection, then the Town shall not charge the developer this fee.

Section 4. Severance Clause

In the event that a court of competent jurisdiction declares any portion of this Ordinance invalid, then all remaining provisions shall remain in full force and effect.

Section 5. Effective Date

This ordinance shall be in effect on and after its adoption.

Adopted: June 9, 2009

A TRUE COPY, ATTEST:

Robin Hewitt
Town Clerk