



Town of Round Hill
Customer Handbook

Town of Round Hill

Utility Customer Handbook

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Table of Contents

Welcome to Round Hill.....	3
Utility Information:	4
Town of Round Hill Service Area.....	5
Town of Round Hill Water Source	5
Water & Sewer Bill Payment Options	6
Wise Water Usage.....	8
Pipe Liability	9
Miss Utility – Call Before You Dig!.....	10
Cross Connection/Backflow Prevention	11
Fats, Oils and Grease in Sewer System.....	12
Water and Sewer Bill - Account FAQ's.....	13

Welcome to Round Hill



**On behalf of the Town Council & Town Staff:
Welcome to Round Hill!**

We realize how hectic moving can be! We have put together this handbook to help answer questions you may have as a new customer on the Town's utility (water & sewer) system.

To start or stop service or to update your account information, please visit the [Town's website](#) to submit an online request form. Or you may call 540-338-4772, ext. 2 Monday through Friday, 7:00 am to 3:00 pm to speak to the Utility Billing Administrator.

We look forward to hearing from you!

Utility Information:

Starting or Stopping Service:

You may [start, stop or update](#) your water and sewer service with the Town of Round Hill by completing and submitting the on-line form or by calling 540-338-4772, ext. 2.

Account and billing questions:

For all water and sewer account inquiries, please complete the [Billing Inquiries Form](#) on our website. You may also call our Utility Billing Administrator at 540-338-4772, ext. 2, Monday through Friday from 7:00am to 3:00pm, or email billing@roundhillva.org.

All other water or sewer concerns:

Please call the Town's Utility Department at 540-338-4772, ext. 1 between 7:00am to 3:00pm Monday through Friday.

After Hours Water/Sewer Emergencies:

After 3:00pm weekdays and on weekends, contact the ***After-Hours Emergency number at 540-454-1975*** to report waterline breaks, damaged fire hydrants, overflowing sewer manholes, or any other emergency issues related to water and wastewater.

Town of Round Hill Service Area

The Town of Round Hill provides water and sewer services to the following areas:

Corporate limits of Town, some portions of Hillwood Estates, Villages of Round Hill, Mountain Valley, Fallswood, Greenwood Commons, Lake Point, Stoneleigh, Lake Ridge, Walraven (Michelle Way), West Shore Villages, The Bluffs, Brentwood Springs & Poplar Hill.

Town of Round Hill Water Source

The Town of Round Hill Water system is served by wells. There are multiple wells that provide safe, clean, drinking water for the entire service area of our customers. All the Town wells, except for one, is pumped to one of our three treatment buildings in order to remove Iron and Manganese from the water. The water is further treated by Sodium Hypochlorite (chlorine) for disinfection. Before the water is allowed to enter into the Town's water system, it is tested yet again to determine the levels of Iron, Manganese and pH are well within the levels allowable by Virginia Department of Health, Office of Drinking Water (VDH-ODW).

It is common for water that is supplied by wells in our geographical location to be considered hard and contain higher levels of calcium. This calcium may be noticeable on your appliances (faucets, toilets, and outside spigots) as well as glassware. It will appear as a white watermark and may be more noticeable over time. This calcium is not harmful to you or your family, however, it's important to be aware of this because the calcium will build up over time and may cause issues in your hot water heater, cause your toilet to leak around the flapper in the tank, and can build up in your faucets which will reduce the amount of flow you receive at your taps.

Another common issue that can occasionally occur with well water is an orange tinge in the water. The water in Round Hill is pumped from wells, therefore there could be opportunities for sediment to be picked up and pumped into the water system. The filters that the Town uses at our treatment facilities do a good job of reducing this sediment, but they are not designed for this purpose, they are designed to reduce the levels of Iron and Manganese.

The Town has dedicated itself to producing drinking water that meets all state and federal standards. The Town is steadily upgrading facilities and treatment methods to meet and exceed all public drinking water standards.

Your water is tested and monitored daily by our certified operators. Please refer to the Town's annual water quality reports available at www.roundhillva.org. You may also call 540-338-7878 or 540-338-4772 to receive a paper copy.

Water & Sewer Bill Payment Options

The Town of Round Hill offers a variety of payment options for water and sewer bills. If you need more time to pay a delinquent bill because of health or financial hardships, please contact us to arrange a payment plan.

- **Online Payments:**

(There is no fee for utility customers to use this payment option)

Customers can make online payments by going to the [Town's website](#). The Town accepts all major credit cards INCLUDING American Express. Customers can also pay by eCheck. You will need your account number to process payment. *When entering your account number please enter the dashes that are in the account number.*

If water service interruption has occurred, please call 540-338-4772, ext..2 or e-mail billing@roundhillva.org to advise of your payment as the payment will not be posted to your account until the next business day. You must provide your confirmation number in order to have service restored.

- **Telephone - eCheck, Credit Card or Debit Card (Single Transaction):**

(There is no fee for utility customers to use this payment option)

Customers can also pay their utility bill by phone with an echeck or with a credit or debit card by calling 1-855-727-0463. This option is available 24 hours a day, seven days a week. **Please note all major credit cards are excepted INCLUDING American Express** (You will need your account number to process the payment).

If water service interruption has occurred, please call 540-338-4772, ext..2 or e-mail billing@roundhillva.org to advise of your payment as the payment will not be posted to your account until the next business day. You must provide your confirmation number in order to have service restored.

- **Online Banking Through Your Own Financial Institution (Bill Pay):**

Town of Round Hill will accept payments initiated by you through your personal bank's online payment service. It typically takes 5-15 business days to receive your paper check mailed from your banking institute to the Town of Round Hill.

Because of the time delay, we do not recommend this payment method for your utility bill if your water service is due to be disconnected.

- **Traditional Mail:**

The Town of Round Hill also accepts utility payments by mail. Please send payments to:

Town of Round Hill
P.O. Box 36
Round Hill, VA 20142

- **In Person:**

You may bring your bill and payment to the Town Office at 23 Main Street, Round Hill, VA 20141, between the hours of 8:30 a.m. and 4:30 p.m., Monday through Friday. Cash, check, credit card or money orders are accepted.

- **Before/After Hours Drop Box:**

The Town offers two secure Night Depository Boxes. One is located in front of the Town Office and the other is located on the backdoor of the Town office. Both are accessible 24 hours a day.

Wise Water Usage



The American Water Works Association estimates that the average person uses between 40-80 gallons of water per day. For a family of four, that amounts to between 14,000 and 29,000 gallons of usage per bi-monthly billing period, (this does not include any irrigation, filling of swimming pools, etc.).

Irrigation systems and leaking toilets are two of the most common causes of high-water usage resulting in costly water bills. Below are some tips for saving water:

Bathroom:

- Replace the parts inside your toilet tanks every few years. Leaking toilets can send over 100 gallons of water down the drain in a single day.
- Install water saving low-flow showerheads.
- When replacing fixtures, install water saving models
- A bathtub filled half full holds about 50 gallons of water. Consider showering instead.
- Limit the length of showers to two to three minutes.

Lawn Watering:

- Avoid excessive watering. Most lawns need only an inch of water per week to stay healthy.
- Reduce evaporation by watering in the evening or early in the morning.
- Set sprinklers on timer. This will help limit usage.

Pipe Liability

The Town owns and maintains the pipes that run underground from the street side of the water meter. Our responsibility is generally from the water main and sewer main in the street to the property line. It is important to note that the Town of Round Hill did not install the water and sewer service lines between your home and the property line – your homebuilder did. The homeowner is responsible for maintaining these lines.

Water and Sewer Service Laterals are the pipes that run underground from the meter or valve near the street to the main water valve inside the house. They are typically made of copper, plastic, or sections of both. These pipes are your property and responsibility.

You can help protect your sewer line by ensuring nothing goes down the drain or is flushed into the toilet that should not be. These items include baby and cleaning wipes, cooking oil and pan grease, meat scraps, plastics or metals, or caustic liquid items such as oven cleaner.

Typical homeowners' insurance does not cover repair or replacement of a water main service or sewer line. However, sewer and water line insurance coverage may be available through purchase of a rider to the homeowners' coverage policy, or through other specialty insurance options.



Miss Utility – Call Before You Dig!

"Miss Utility" is a free service that will locate and mark buried utility lines using safety paint or flags. Knowing where all the lines are buried before you dig can avoid damaging a utility line that could cause serious injury, costly repairs, or service outages for you and your neighbors.








- Dial 811 or 1-800-552-7001 before you dig.
- Allow the required time for marking.
- Respect and protect the marks / flags.
- Excavate with care!
- The Town of Round Hill is a member of "Miss Utility".



Water and sewer service lines on private property are the responsibility of the homeowner and will not be marked by "Miss Utility".

For more information, call "Miss Utility" at 811 or 1-800-552-7001, or visit www.missutilityofvirginia.com or www.call811.com

Utility Color Codes:

	Red	electric power lines, cables, conduit, and lighting cables
	Orange	telecommunication, alarm or signal lines, cables, or conduit
	Yellow	natural gas, oil, steam, petroleum, or other gaseous or flammable material
	Green	sewers and drain lines
	Blue	potable (drinkable) water
	Purple	reclaimed water, irrigation, and slurry lines
	White	proposed excavation limits or route

Cross Connection/Backflow Prevention

A cross connection is a temporary or permanent connection between a potable (drinking) water supply and a non-potable source. The most common example is the pipes connecting the public water system to an irrigation system.

Backflow is the undesirable flow of non-potable water or other substances through a cross connection back into the consumer's plumbing system or public water system. Backflow into the public water system can pollute or contaminate the water, making it unsafe to drink. It is important for everyone to make sure their cross connections are controlled.

Typical Residential Cross-Connections

- ◆ **Hose Bibs**
- ◆ **Lawn Irrigation**
- ◆ **Jacuzzis**
- ◆ **Swimming Pools**
- ◆ **Toilet Ball-cocks**

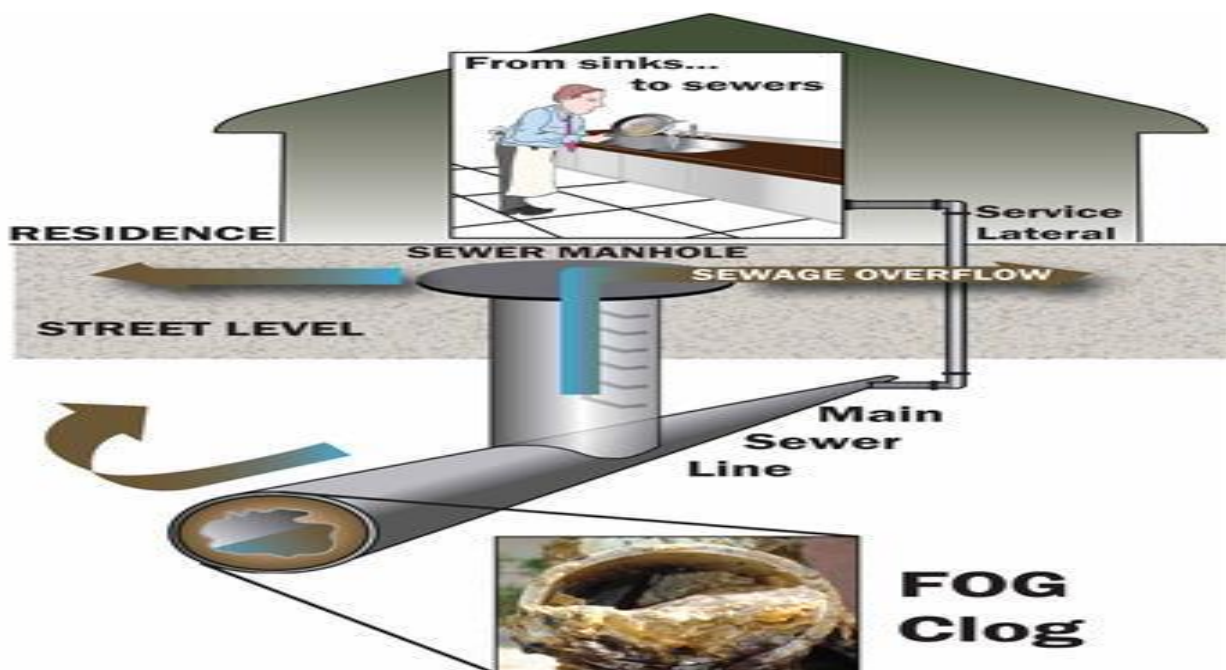


Fats, Oils and Grease in Sewer System

Sanitary sewer overflows and backups commonly occur due to fats, oils and grease (FOG). FOG includes food scraps, cooking oils, fats from meats, butter, margarine, shortening, gravy, sauces, mayonnaise, salad dressings, dairy products and baking goods. In short, anything that leaves a slippery film on your skin can and will cause a sewer overflow or backup by sticking to drainpipes, building up and eventually causing them to clog. FOG gets into the sewer through household sink drains, toilets and neglected food industry grease traps and interceptors. Not only are overflows and backups expensive to repair, but they can also cause health and environmental hazards.

Kitchen appliances do not prevent FOG from clogging your drain and the pipes leading from your home or business to the street. Dishwashers only clean dishes, they do not break down residual oils and grease. Running hot water down the sink with items such as bacon fat only pushes the problem further down your pipes. Garbage disposals shred garbage into small pieces that can stick to the FOG in your pipes, increasing your likelihood of causing a sewer overflow or backup.

Fortunately, overflows and backups can be avoided. The best way to prevent FOG from entering your sewer system is to properly dispose of it in the garbage, not in the sink or the toilet. Following this simple tip will help reduce sewer overflows and backups, household expenses, and will help maintain a healthier environment.



Water and Sewer Bill - Account FAQ's

How do I start, stop, or update my water service?

You can start, stop, or update your water and sewer service by completing and submitting the [Start, Stop, or Update Service form](#) on our website. For more information call 540-338-4772, ext. 2 or please visit the [Water and Sewer page](#) for additional information on these services and related billing or account setup.

- Please allow at least 24-hour notice to start or stop water service.
- The Town cannot back-date the closing of your account, and any water consumed up to the closing date will be included in your final bill.
- The town does except advance notice of closing of accounts. You can reach us at 540-338-4772, ext. 2, Monday through Friday 7:00 a.m. to 3:00 p.m. or you can complete an on-line form requesting service to stop.
- When closing your utility account please provide a forwarding address so that your final bill can be sent to you. It is extremely important for tenants to provide a forwarding address as you may be eligible for a refund from the deposit that was paid when your account was set up.

Are there any fees when setting up my new utility account?

Yes. There is a non-refundable service charge for all new customers. This charge will be applied to your first utility bill. The service charge for water and sewer service is \$25.

Is a water and sewer deposit required?

Yes, for all rental properties. For rental properties within the corporate limits of town the deposit is \$204.00 (water-\$81.00, sewer-\$123.00) for rental properties not in the corporate limits the deposit is \$348.00 (water-\$142.00, sewer-\$206.00) which is due at the time the new account is set up along with a [Water/Sewer Application](#). The deposit is applied to the final bill when the account is closed.

Can I set up automatic payments?

Automatic payments can be set up online through the [Town's payment system](#) found on the Town's website. It is the customers responsibility to maintain their automatic payments.

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When are utility bills sent out?

The Town of Round Hill bills bi-monthly. Meters are read at the end of the month for billing in February, April, June, August, October, and December.

Bills are sent out no later than the 5th of the following month after meter readings (example: Meter read at end of February, bill will go out by March 5th and is due April 5th).

Can I arrange to be billed monthly instead of bi-monthly?

While the town **cannot** change the billing schedule, we **are** able to take payments on an account whether or not it has been billed yet.

If you are making a payment on an account that has no current balance due, the payment will be applied to the account as a credit, which will then be applied towards the next bill. Please make sure to include your account number or service address when making your payment. If you do not know your account number, please call 540-338-4772 ext. 2 or email billing@roundhillva.org and your account number will be provided to you.

I cannot pay my water bill in full. Can I make payment in installments?

Payment arrangements can be made on water and/or sewer bills. A payment arrangement cannot exceed 120 days. A payment arrangement allows you to make weekly, biweekly, or monthly payments and ensures that the service remains uninterrupted. A 6% late fee is applied to the balance remaining on the account after the due date printed on your bill. Please call 540-338-4772, ext. 2 or e-mail billing@roundhillva.org if you would like to establish an installment agreement. At that time, the Payment Arrangement Policy & Payment form will be emailed to you to complete and return to the Utility Billing Administrator. **It is the customers responsibility to ensure that the plan is followed to avoid service disconnection. It is also the customers responsibility to pay by the listed date. If the plan is not followed there will be NO NOTICE SENT TO THE CUSTOMER PRIOR TO DISCONNECTION.**

What if I cannot pay my bill by the due date?

If you know you are going to need a little extra time to pay please call us at 540-338-4772, ext. 2 before the due date of your bill to discuss your account

If arrangements are not made before the due date of the bill, then a 6% late fee will be applied to the account. ***The Town will make every effort to work with you regarding your account balance.***

If the balance of the account is not paid by the disconnect date shown on the bill, the service will be disconnected, and a \$125.00 disconnect/reconnect fee will be added to the account balance. Reconnection of service will only be made upon payment of the full amount due, including late penalties and connection fee charges.

When and what charges are assessed if my utilities would be disconnected for non-pay?

Accounts carrying past due balances are subject to disconnection after the last day to pay on the Reminder Notice. Payment of the entire account balance, reconnection fee and a possible security deposit may be required to restore your utility service.

How is usage calculated? How is the total amount billed determined?

Your bills are based on the actual amount of water that passed through your meter. Sewer is not metered; therefore, your sewer usage is based on the amount of water usage delivered to your home. Water and sewer charges are based on 1000-gallon increments. Water and Sewer rates are set by the Town council annually. Usage x current rate = total amount billed.

Can I read my meter to check my water consumption?

No. The meter unit belongs to the Town and customers are discouraged from accessing their meter. If damage were to occur, the customer would be held responsible and would be charged for the total cost of repairs.

What can cause spikes in my water bill?

The following items could contribute to higher usage; worn toilet flappers, broken toilet float valves, outside faucets or hoses left running, washing machine lines, water softeners, refrigerator icemaker lines, leaks in crawl spaces (leaking or broken pipes), watering your lawn or garden, turning on sprinklers, filling swimming pools or fishponds.

Can the Town help me to determine if I have a leak?

Yes, we can help to determine whether you might have a leak. Please call us at 540-338-4772, ext. 2 or e-mail billing@roundhillva.org to request a leak check.

How do I check for toilet leaks?

Put several drops of food coloring in the tank of the toilet. If, within 20-30 minutes, color appears in the bowl of the toilet without flushing, you have a “silent” toilet leak. It is the homeowner’s responsibility to repair the leak.

Can you adjust my utility bill if I have a leak?

Under certain circumstances, the Town does allow for adjustments due to leaks. Please review the [Leak/High Usage Adjustment Policy](#) on our website. If you believe you may qualify, please contact 540-338-4772, ext. 2 to discuss your bill with the Town’s Billing Administrator.