

**ARTICLE VI**  
**Billing**

- Section 1 Customers are responsible for furnishing the Town with their correct mailing address. Failure to receive bills will not be considered an excuse for non-payment nor permit an extension of the date when the account will be considered delinquent.
- Section 2 If bills are to be sent to a mailing address other than the premises served, the Town shall be notified in writing by the customer of any change of mailing address.
- Section 3 If requested in writing by the Owner-Customer, the Town will send bills to and receive payments from agents or Tenant-Customers. However, this accommodation will in no way relieve the Owner-Customers of the liability for all water charges, in accordance with provisions of the Virginia Water and Sewer Authorities Act (Chapter 28, Title 15.1, Section 1239 et seq., Code of Virginia, 1950 amended).
- Section 4 For those premises occupied by tenant-customers, the Town shall require a deposit be paid prior to establishing a customer account. The amount of said deposit shall be periodically set by the Council and shall be roughly the equivalent of the average monthly charge for premises of similar use. This deposit shall be refunded, without interest, at the time the account is closed. In addition, a one time, non-refundable, administrative processing fee shall be levied to cover the Town's cost in administering these accounts. This fee shall also be periodically set by the council.
- Section 5 Payments shall be made at the office of the Town of Round Hill, Virginia.
- Section 6 The Town reserves the right to correct any bills rendered in error.
- Section 7 Each customer, as defined in Article I shall be billed separately for service.
- Section 8 If the meter should fail to register for any reason or if the meter reader should be unable to gain admittance to the premises at the time the meter is due to be read, an estimated bill will be submitted. Such bill will be based on an average of the consumption shown by three (3) previous consecutive like billing periods, or, in the case of a new customer, a reasonable estimate of consumption will be used.
- Section 9 The Town, at its discretion, may adjust customer sewer charges to account for water leaks within the building service line. No adjustment will be made for sewer charges for excessive watering of lawns and gardens, washing cars, filling swimming pools, and like activities unless a request is made in writing to the Town Administrator prior to performing such actions and approval is granted by the Town Council.
- Section 10 Bills for metered water service will be rendered regularly depending upon the class and quantity of service rendered.
- Section 11 Water bills are due and payable within thirty (30) days from the date of billing. If not subsequently paid within thirty-five days (35) from the date of the original billing, a late charge as determined by the Town Council annually will be assessed on the delinquent account. All water customers who are delinquent at the 36<sup>th</sup> day will be mailed a reminder notice. All customers with delinquent balances at fifty (50) days will have their water service disconnected, with a notice posted upon their door at the time of disconnect. Any charges normally assessed for the acts of discontinuing or starting water service shall also be charged. Water bills not promptly paid may be referred to an attorney for collection, for which attorney's fees and costs may be collected as part of the bill

- Section 12        There shall be a lien upon the real estate for the amount of any rates, fees, and other charges made by the Town to the owner or lessee or tenant of such real estate for the services rendered by the Town to such real estate from and after the time when such rates, fees, and other charges are due and payable and for the interest which may accrue thereon.
- Section 13        The Town reserves the right to refuse checks as a form of payment from customers who have had a check returned. There shall be a handling charge for all returned checks which have been submitted to the Town for payment of any applicable charges. This handling charge shall be set periodically by the Town Council.
- Section 14        A customer who has made application for or received water service at a premises shall be held liable for all water service furnished to such premises until such time as the customer has properly notified the Town to discontinue the service for his/her account.
- Section 15        There shall be no abatement of the minimum water charges in whole or in part by reason of the extended absence of the customer, unless service has been discontinued at their request, and no abatement shall be made for leaks or for water wasted by improper or damaged service pipe or fixtures belonging to the customer; except, however, in the case of an underground leak. An adjustment may be made by the Town Council of the amount of excess in a bill due to this cause, based on an average of the previous three (3) consecutive like periodic bills provided the customer promptly notifies the Town Office in writing of the leak and properly repairs such leak when detected. The property owner may be asked to state his/her case to the Town Council before any adjustment in charge occurs.