

AQUA VIRGINIA WATER UTILITIES, INC.

TARIEF

RATES, RULES AND REGULATIONS

For

Water and Sewer Service in
Territory Served by the Company in
Various Counties, Virginia

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I. GENERAL NATURE OF SERVICE TO BE PROVIDED

The primary purpose of Aqua Virginia Water Utilities, Inc. (“Company”) is to provide water and/or wastewater (sewer) service to the areas in Virginia listed in Section IV (System Listing). These areas consist of year-round residences, vacation homes, community facilities and commercial areas.

1. The utility office is located at:
Aqua Virginia Water Utilities, Inc.
2414 Granite Ridge Road
Rockville, Virginia 23146
2. The telephone number for billing and service questions is:
877.WTR.AQUA (877.987.2782).
3. Water emergencies after hours or on weekends and holidays should be reported to the same number (877.987.2782).

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II. SCHEDULES OF RATES & FEESMISCELLANEOUS FEES & CHARGES APPLICABLE TO ALL GROUPSTRANSFER OF SERVICE FEE

When a customer applies to initiate service, a charge of thirty (\$30.00) dollars will be assessed to cover the cost of activating the service.

RECONNECTION FEE

Reconnection charges during normal scheduled working hours associated with customer requests for temporary service disconnection, seasonal customers, as well as non-payment and rules violation situations, will be \$50.00.

RETURNED CHECK FEE

An additional charge of \$20.00 will be made for all returned checks tendered.

FIRE SPRINKLER SERVICE CONNECTIONS

The monthly fee charged for each private fire service connection and/or private fire hydrant shall be as follows:

<u>Con</u>	<u>nection Size</u>	<u>Monthly Minimum Charge</u>
1	inch	\$ 10.39
1½	inch	\$ 20.77
2	inch	\$ 33.23
3	inch	\$ 66.46
4	inch	\$ 103.85
6	inch	\$ 207.70

Connection fees for fire and sprinkler connections shall be the actual cost, to Company, including overheads.

WATER SERVICE CONNECTION FEES: All Group I systemsService Connection Fees:

- | | |
|---|------------|
| 1. ¾" Service Connection | \$1,995.00 |
| 2. Connections over ¾", Actual cost,
To Company but in no event less than: | \$1,995.00 |

Other than Single-Family Customers may connect to the water and sewer systems for commercial rates as follows: The number of equivalent units shall be determined as follows and multiplied by the above service connection fee:

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Residential type 3/4" or 5/8" Metered Service =	1	ERC
1" Metered Service =	2 1/2	ERC's
1 1/2" Metered Service =	5	ERC's
2" Metered Service =	8	ERC's
3" Metered Service =	16	ERC's
4" Metered Service =	25	ERC's
6" Metered Service =	50	ERC's

WATER SERVICE RATE SCHEDULE: All Group I Systems

BASE FACILITY CHARGE:

Metered connections shall be charged the monthly base facility charge plus the gallonage charge for all gallons used as set forth below:

<u>Meter Size</u>	<u>Monthly Base Facility Charge</u>
5/8 x 3/4 inch	\$ 14.89
1 inch	\$ 29.78
1 1/2 inch	\$ 59.55
2 inch	\$ 95.28
3 inch	\$ 178.65
4 inch	\$ 297.75
6 inch	\$ 595.50

GALLONAGE CHARGE: Per 1,000 gallons, for all gallons used: \$ 4.93

Or, Group I unmetered connections shall be charged as set forth below:

UNMETERED ACCOUNTS: Per Month, for all gallons used: \$ 32.62

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III. RULES AND REGULATIONS

The Rules and Regulations as herein set forth, or as they may hereafter be revised with approval of the Virginia State Corporation Commission (“Commission”), shall govern the rendering of water and/or wastewater (sewer) services, including the extension of mains and the making of connections thereto, and every customer upon making application for any service rendered by the Company, or upon the taking of water service and/or sewer service, shall be bound thereby.

RULE NO. 1 - DEFINITIONS

- (a) “Clean Out” as used herein shall mean the access point to the customer’s gravity sewer line.
- (b) “Commercial Usage” as used herein shall mean all non-residential uses.
- (c) “Company” as used herein is Aqua Virginia, Inc.
- (d) “Customer” as used herein is any party contracting for and receiving water and/or sewer service through a connection.
- (e) An “Equivalent Residential Connection” (ERC) is defined as 400 gallons per day of usage which may be served by a ¾”x 5/8” meter with a nominal peak flow of 20 GPM. The number of equivalent units shall be determined as follows:
- | | | |
|------------------------|----|-------|
| 5/8” Metered Service = | 1 | ERC |
| 1” Metered Service = | 2½ | ERC’s |
| 1½” Metered Service = | 5 | ERC’s |
| 2” Metered Service = | 8 | ERC’s |
| 3” Metered Service = | 16 | ERC’s |
| 4” Metered Service = | 25 | ERC’s |
| 6” Metered Service = | 50 | ERC’s |
- (f) “Inactive Connection” as used herein is any service connection which is not being used by the customer to provide service regardless of the reason.
- (g) “Normal Household Requirements” as used herein shall mean indoor water usage for normal cooking and sanitary purposes only.
- (h) “Owner” as used herein is any party who is the legal owner of the premises for which the Company is providing water or sewer service.
- (i) “Premises” as used herein shall mean:
1. a single lot; and/or
 2. a building under one roof, owned or leased by one party and occupied as one residence or business; or

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3. a combination of buildings, owned or leased by one party in one common enclosure, occupied by one family or business, exclusive of apartment houses; or
 4. the one side of a double house, having a solid vertical partition wall; or
 5. a building owned or leased by one party, of more than one apartment, and using in common one hall and one entrance; or
 6. a building owned or leased by one party, having a number of apartments or offices and using in common one hall and one or more means of entrance; or
 7. a building owned or leased by one party, having a number of apartments, offices or lofts which are rented to tenants; or
 8. a combination of contiguous apartment buildings owned or leased by one party having a number of apartments which are rented to tenants; or
 9. a public building such as a town hall, school house, fire engine house, etc.; or
 10. a single lot or park or playground; or
 11. each building in a row having common walls.
- (j) A “Service Connection” is a pipe used to supply a single premise only and no premises shall be supplied by more than one service connection unless agreed upon between the owners and the Company.
1. A water service connection is the water service line and the service outlet connecting the Company’s water main or lateral to an owner’s service line to their premises.
 2. A sewer service connection is the sewer lateral connecting the Company sewer lateral to an owner’s sewer service; the Company’s sewer lateral shall end at the property line.
- (k) “Service Outlet” as used herein shall mean the yoke, yoke valve (including the meter) or curb stop as provided by the Company. Where a yoke, yoke valve or curb stop is not provided, then it shall mean the corporation stop at the main.
- (l) “Termination of Service” as used herein shall mean the disconnection and permanent loss of service to a premise.
- (m) “Unapproved Source” shall mean any water source or storage facility which is not approved by the Virginia Department of Health.

RULE NO. 2 – SERVICE CONNECTIONS

- (a) Before a water or sewer service connection is provided, the owner of the premises to be supplied, or his duly authorized representative, shall make application for water and/or sewer service upon forms prescribed by the Company. Upon approval of the application,

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- payment of the connection charges and the providing of any necessary easements or right-of-ways, the Company will install the appropriate residential size $\frac{5}{8}$ " x $\frac{3}{4}$ " service connection from the main to the service outlet and/or sewer tap from the main to the customer's property line provided additional water connections are allowed on the system by the Virginia Department of Health and sewer connections are allowed by the Virginia Department of Environmental Quality. All other connections larger than $\frac{5}{8}$ " x $\frac{3}{4}$ " may be constructed by the Company or the customer as a matter of agreement in accordance with the terms of the Connection Fee Schedule.
- (b) The corporation cock, yoke valve, yoke, meter, meter box and service pipe from the water main to the service outlet shall remain the property of the Company and under its sole jurisdiction. Meters will be installed in a utility easement, provided by the customer, which is adjacent to and parallel to the water main or highway right-of-way; or in a public right-of-way. The Company reserves the right to determine the location of the meter and service connection and characteristics of any easements if required.
 - (c) The service connection from the main, to and including the service outlet, will be maintained by the Company at its expense.
 - (d) Any damage done to the service connection by the customer or his agents will be repaired by the Company at the expense of the customer.
 - (e) These rules and regulations shall not apply to special connections for fire service and services of a temporary nature. Such special connections for fire service and services of a temporary nature shall be installed, maintained, replaced and removed at the expense of the owner, but such installation shall be subject to approval by the Company.

RULE NO. 3 – CUSTOMER SERVICE PIPES

- (a) The Company will specify the size, kind and quality of the materials which shall be laid between the service outlet and the structures on the premises to be supplied.
- (b) The service pipe from the service outlet to the place of consumption shall be furnished and installed by the customer at his expense and risk.
- (c) The customer's service pipes and all connections and fixtures attached thereto may be subject to the inspection and approval of the Company before the water will be turned on.
- (d) The customer's service pipe shall be laid at all points at least three feet (3') below the final surface grade of the ground and shall be installed in a trench at least ten feet (10') in a horizontal direction from any sewer trench and two feet (2') from any other trench unless otherwise specifically authorized or approved by the Company. In backfilling the trench, rock or ashes shall not be permitted within one foot (1') of the service pipe and clean soil shall be filled into a depth of at least one foot (1') over the service pipe. All installations shall conform to Commonwealth of Virginia Waterworks Regulations.

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- (e) The customer shall install a stop and waste cock for their use of a type approved by the Company on the service pipe immediately inside the foundation wall of the building supplied, or immediately outside the foundation in a suitable tile or vault, and so located as to be easily accessible to the occupants and to provide proper drainage for all of the pipe lines in the building and the meter if installed in the building.
 - (f) In the event additional equipment is necessary in order to transmit, transfer or otherwise move waste generated by the premises to the transmission main in the street, the customer shall be responsible for the installation, according to Company specifications, and shall own all such equipment. The Company reserves the right to determine the location of the sewerage service connection, grinder pump locations and characteristics of any easements if required. The Company will make all connections to its mains and will specify the size, kind and quality of all materials entering into the water service connection.
 - (g) Any repairs, maintenance, replacement or relocation necessary on the customer's service pipes or fixtures in or upon the customer's premises shall be performed by the customer at his expense and risk.

RULE NO. 4 – CROSS-CONNECTIONS AND BACK SIPHONAGE

- (a) The plumbing on all premises supplied from the Company's water system shall conform to the Commonwealth of Virginia Sanitary Code, and any county or city sanitary code that may be applicable.
- (b) The Company will operate a continuing cross-connection control and backflow prevention program as required by the Commonwealth of Virginia Waterworks Regulations. Upon request the customer shall furnish the Company pertinent information regarding the piping system on the premise. If this information indicates a possible source of contamination, the customer shall have installed at his expense the proper cross-connection and backflow prevention assemblies. The customer shall submit proof satisfactory to the Company that this has been done. Failure to install appropriate cross-connection and backflow prevention assemblies may result in termination of water service.
- (c) Each customer who has installed a backflow prevention device or low pressure cut-off device shall submit proof annually or as requested by the Company that the device has been thoroughly inspected and tested for proper operation in accordance with approved methods. Failure to provide satisfactory proof may result in termination of water service.
- (d) No water service will be provided to a premise to which an unapproved water source is or may be connected. If reasonable cause exists that an unapproved source is connected to an existing customer's water service, then upon notification by the Company to the customer water service shall be terminated to the premises unless the customer certifies

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- to the satisfaction of the Company that there is no unapproved source or the unapproved source has been disconnected. The Company may request that the Owner or Customer allow company personnel to inspect the premises to determine that appropriate action has been taken. Refusal by the customer or owner to allow an inspection will result in termination of water service.
- (e) Where the customer is not the owner of the premises, then documentation may also be required from the owner in addition to the customer.

RULE NO. 5 - METERS & METER INSTALLATIONS

- (a) The Company shall approve the type and size of any meter to be installed.
- (b) Meters, except those installed on private fire connections will be furnished, installed and removed by the Company and shall remain Company property.
- (c) Where meters are installed within the building, the customer shall provide at his expense, a readily accessible and protected location for the installation of the meter at such a point as will control the entire supply to the premises, which location must be accessible to the Company as most convenient for its service. The customer must maintain the area around the meter location for ready access by the Company.
- (d) Meters will be maintained by the Company at its expense, except damage to any meter due to causes arising out of or caused by negligence or carelessness of the customer or his agent shall be paid for by the customer.
- (e) The customer shall promptly notify the Company of any defect in or damage to the meter or its connection.
- (f) If the customer requests a larger size meter than would ordinarily be installed, the Company will comply, provided the customer pays the additional cost of installing the larger meter plus the incremental connection fee cost between the requested size and the ordinary sizes as determined by maximum theoretical meter flow rates (ERC).

RULE NO. 6 - METER TESTS AND TEST FEES

- (a) All meters are accurately tested before installation. Meters shall also be periodically tested in accordance with the Commission's Regulations. The Company may, at any time, remove any meter for routine tests, repairs or replacement.
- (b) The Company shall, upon written request of the customer, and if he desires in his presence or that of his authorized representative, make without a charge, a test of the accuracy of the meter in use at his premises, provided that the meter has not been tested by the Company or by the Commission within a period of one year previous to such

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request, and that the customer will agree to abide by the results of such test in the adjustment of disputed charges. A written report of the results of the test shall be furnished to the customer.

- (c) Whenever a test of a meter reveals it to have an average error of more than two percent (2%), the Company shall bill or refund to the customer, as the case may be, such percentage of the amount of bills, covering the consumption indicated by the meter for the previous six (6) months, as the meter was found to be in error at the time of the test.

RULE NO. 7 – PRIVATE FIRE SERVICE CONNECTIONS

- (a) All applications for private fire service connections and private fire hydrants shall be made in writing on application forms provided by the Company.
- (b) The size and location of the private fire service connection must be approved by the Company as well as all backflow prevention equipment.
- (c) The entire private fire service system shall be subject to the review and approval of the Company and satisfactory inspections and tests before service is made effective. The Company shall have the right to enter the premises at any reasonable time for the purpose of making an inspection of the entire fire service system. Any irregularities disclosed shall be cause for discontinuing service unless corrected by the customer within ten (10) days after written notice is given by the Company.
- (d) No water shall be taken or used for any purpose other than for extinguishing fires, except for the purpose of testing fire fighting equipment. Such test as mentioned above may be made only under special permit from the Company, and the Company may require that its representative be present at such test.
- (e) Hydrants and other fixtures connected with a private fire service connection may be sealed by the Company and such seals shall be broken only in the case of fire or as specially permitted by the Company, and the customer must immediately notify the Company of the breaking of the seal.
- (f) The Company shall not in any way or under any circumstances, be held liable or responsible to any party for any losses or damage resulting from fire or water or other agency that may occur due to the installation or presence of a private fire service connection, or any pipe or fixture connected therewith; or for any losses or damage resulting from any leakage or other flow of water from said private fire service connection or any of the pipes or fixtures connected therewith; or for any losses or damage resulting from any excess or deficiency in pressure or supply of water due to any cause whatsoever.

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- (g) The Company may require metering of the fire line and or a detector check valve with by-pass, including meter installed on such by-pass, to be installed by the customer just inside the building wall or other approved location on the customer's premises.
 - (h) The entire cost and expense of installing a private fire service connection or a private fire hydrant shall be paid for by the customer, and any work done by the Company in connection therewith shall be at the expense and risk of the customer. The customer shall deposit with the Company, in advance, the appropriate fire service capacity fee in accordance with the terms outlined in schedule of rates and fees. The Company may, at the expense of the customer, make the tap at the main for its actual costs plus overheads.

RULE NO. 8 – CUSTOMER DEPOSITS

- (a) The Company may at any time require of any customer a cash deposit or other suitable guarantee to secure the performance by the customer of the terms and conditions of the Company under which service is supplied. The amount of the deposit shall be determined in the following manner:
 - An amount equal to the estimated bill for one regular billing period.
- (b) The deposit will be refunded after final settlement of the customer's account and interest on the deposit will be paid as determined by the Commission annually from the date of the deposit receipt to the date the customer discontinues the use of water service.
- (c) Whenever the Company has determined that a customer's credit has been satisfactorily established for a one-year period, it shall apply the deposit to the customer's account with interest.
- (d) If the customer fails to maintain satisfactory credit with the Company, it may require a deposit from the customer which will be held until the customer has established satisfactory credit for a period of not less than one year.

RULE NO. 9 – AVAILABILITY FEES

No availability fees are applicable to these systems.

RULE NO. 10 - DISCONTINUANCE OF SERVICE

- (a) Service may be discontinued (turned off) by the Company after ten (10) days written or printed notice for any of the following reasons:

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1. For molesting or tampering by the customer, or others with the knowledge of the customer, with any meters, connection, service pipe, meter cock, seal, or any other appliance of the Company controlling or regulating the customer's service.
 2. For failure to provide the Company's employees free and reasonable access to the premises supplied, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the customer's water supply.
 3. For non-payment of any account ten (10) days past due for water supplied, or for any fee or charge accruing under these Rules and Regulations and the effective Schedule of Rates.
 4. For violation of any rule or regulation of the Company.
 5. For failure to comply in any way with the Company's cross-connection and backflow prevention control program.
- (b) Water service may be discontinued immediately and without notice at the sole discretion of the State or local Health Department or the Company if there is a potential or existing health risk to the system's customers.
- (c) Discontinuing the supply of water to a premises for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of moneys due from the customer.
- (d) When service to a premises has been discontinued for any of the above stated reasons, it will be renewed only after the conditions circumstances or practices which caused the water service to be discontinued are corrected to the satisfaction of the Company, and upon payment of all charges against the premises due and payable in accordance with these Rules and Regulations and the effective Schedule of Rates.
- (e) The customer shall notify the Company when the premises are vacant and the water service discontinued. Minimum Charges to retain water service as outlined in the Rates Section will not stop unless the owner requests that water service be discontinued.

RULE NO. 11 – TRANSFER OF SERVICE FEE

When a new customer requests that an account for water service be transferred into their name, then a service charge stated in the Schedule of Rates will be applied to the new account to cover administrative costs. This fee is not applicable to new connections.

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RULE NO. 12 – RECONNECT FEE

- (a) When it has been necessary to discontinue water service to any premises because of a violation of these Rules and Regulations, or because of non-payment of any bill, or when water service has been discontinued at the request of the customer, the charge stated in the Schedule of Rates will be required during normal scheduled working hours; and this charge, together with all other amounts which may be due the Company by the customer, must be paid before the water will be restored.
- (b) If, at the time of such discontinuance of service for nonpayment of bill, the customer does not have a deposit with the Company, the Company may require a deposit as a guarantee of the payment of future bills, as set forth in Rule No. 8, before the water will be turned on.
- (c) Reconnection charges during normal scheduled working hours associated with customer requests for temporary service disconnection, seasonal customers, as well as non-payment and rules violation situations, will be \$50.00.
- (d) Turn-on or turn-offs for reasons other than nonpayment of a bill requested by the customer after 4:00 p.m. on weekdays, or during nonscheduled working hours will be paid by the customer at a cost of \$100.00.

RULE NO. 13 – BILLS FOR WATER SERVICE

- (a) Customers are responsible for furnishing the Company with their correct 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.
- (b) If bills are to be sent to an address other than the premises served, the Company should be notified in writing by the customer of any change of address.
- (c) If requested in writing by the owner (in a form acceptable to the Company), the Company may send bills to, and may receive payments from, agent or tenants. However, this accommodation will in no way relieve the customer of the liability for all charges, and the Company shall not be obligated to notify the customer of the non-payment of bills by such agents or tenants.
- (d) Payment shall be made by mail or through other Company authorized payment locations.
- (e) The Company reserves the right to correct any bills rendered in error as to service supplied.
- (f) Each “Premises” as described in Rule No. 1 shall be billed separately for service.

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- (g) 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.
- (i) Meters will be read and bills issued in arrears of water usage. The period of time covered by these bills will be determined by the Company and shall be no less than one month.
- (j) Water for building purposes will be furnished by meter measurements only, and all water for building purposes must pass through one and the same meter. A suitable deposit, the amount to be determined by the Company, may be required.

RULE NO. 14 – TERMS OF PAYMENT

- (a) Bills for service shall be due and payable 20 days from the date on which bills are mailed or hand delivered.
- (b) If a bill is not paid within 10 days after written or printed notice properly given by the Company to the customer of record, the account will be delinquent, service may be discontinued and the meter removed by the Company, and the deposit, if any, may be applied against such bill and any other arrears due by the customer.

RULE NO. 15 – RETURNED CHECK FEE

Whenever a check tendered by a customer in payment of his bill is returned by the bank on which it is drawn unpaid, for any reason, the additional charge stated in the Schedule of Rates shall be added to the customer's bill.

RULE NO. 16 – LATE PAYMENT FEE

If a bill is not paid by the due date as indicated on the water bill, the Company will charge one and one-half percent (1-1/2%) per month late payment charge on the unpaid balance. Appropriate calculation of this late payment charge shall be made at the time of each successive, usual billing date, and the amount of such charge included as a separately identified item upon the current bill. The charge for late payment shall be calculated from the billing date. Payments will be applied to Late Payment charges first.

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RULE NO. 17 – ABATEMENTS AND REFUNDS

There shall be no abatement of the minimum water or sewer rates, in whole or in part, by reason of the extended absence of the customer, unless the customer has requested that such service be discontinued. No abatement shall be made for leaks or for water wasted by improper or damaged service pipes or fixtures belonging to the customer; except for the following cases:

- (a) In the residential and commercial classifications, a one time adjustment will be considered for an underground leak. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three (3) consecutive billing periods. Adjustments will not be considered for new construction where the permanent resident has occupied the property for less than one (1) year.
- (b) In the residential classification, a one time per five (5) year period adjustment will be considered for a leaking toilet fixture. This adjustment will be based upon fifty percent (50%) of the excess in billed amounts as calculated from the previous three (3) consecutive billing periods. Adjustments will not be considered for new construction where the permanent resident has occupied the property for less than One (1) year.

In each case where an adjustment is considered, satisfactory proof of repairs must be provided by the customer prior to processing such adjustment.

RULE NO. 18 – PRESSURE & CONTINUITY OF SUPPLY

- (a) The Company does not guarantee a sufficient or uniform pressure, or an uninterrupted supply of water, and customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured.
- (b) In high level sections where pressure is low the customer shall, if he desires a higher pressure than that furnished at the mains of the Company, install at his own expense a tank and/or booster pump, of a type and installation approved by the Company. This equipment shall be installed in such a manner that a negative pressure cannot be induced on the Company's facilities at any time.
- (c) Where the pressure to a customer's premises is greater than he wishes, it shall be his responsibility to install the proper regulating device to reduce the pressure to the extent desired.
- (d) The Company is not responsible for any damage caused by the customer's failure to protect his installation against the potential dangers of water under pressure.
- (e) The Company is not responsible for damage to the customer's property caused by freezing of water in the pipes.

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RULE NO. 19 – INTERRUPTIONS IN WATER SUPPLY

- (a) The Company may at any time shut off the water in the mains in case of accident, or for the purpose of making connections, alterations, repairs, changes, or other reasons, and may restrict the use of water to reserve a sufficient supply for public fire service or other emergencies whenever the public welfare may require it.
- (b) While it is the intention of the Company to give notice in advance of any work which must be done that will necessitate any prolonged interruption of the supply, such notice is to be considered an accommodation and not a requirement on the part of the Company. Owners must so regulate their installations connected with the water supply system that damage will not occur if water is shut off without notice.
- (c) The Company will undertake to use reasonable care and diligence in order to prevent and avoid interruptions and fluctuations in the service, but it cannot and does not guarantee that such will not occur.
- (d) The Company is not responsible for any damage to the customer's property caused by interruptions in the supply of water.
- (e) The Company is not responsible for any damage to the customer's premises or property due to emergency work or natural upset on the system which may result in discolored water or the transport of foreign matter into a customer's plumbing.

RULE NO. 20 – CUSTOMER SEWER PUMP INSTALLATIONS

- (a) Where the Company is the owner of the sewer collection system, the Company shall review and approve the entire grinder pump system, or other sewer collection apparatus fitted with a pump; from the customer sewer pump to the Company's sewer main or manhole, including the location of any grinder pump to be installed. No pump shall be located inside a building. The customer is solely responsible for the proper installation and operation of the pump system.
- (b) Customer sewer pumps shall be owned by the customer that it serves. In certain cases, if acceptable to the Company, if more than one customer may be served by the same pump, then collectively those customers shall jointly own that pump.
- (c) In the event a pump is not working properly (including overflow at the pump, a backup in the line, or the sounding of an alarm connected to the pump system), the owner(s) shall advise the Company of that fact, in which case the Company will respond to pump alarms or calls. The Company will then assess the situation and take actions to protect the area from contamination. The Company will advise the owner of their options for repair or replacement of the pump.

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- (d) There will be no charge for the Company's initial response to a customer call or alarm.
 - (e) Should the Company need to return to the premises to protect the area from contamination, the Company shall be entitled to charge a fee to the customer for the actual cost to protect the area and such costs shall include overheads.
 - (f) The Company shall be entitled to charge a fee to each customer that owns a pump who wishes to have the Company perform repair or replace the pump or apparatus. This fee shall be the actual cost to the Company for the repair or replacement and shall include overheads. This fee may be added to the regular utility bill. The customer may, as a matter of choice, have the repair or replacement of a customer's sewer pump performed by an outside contractor.

RULE NO. 21 – GENERAL

- (a) The service pipes, meter and fixtures on the customer's premises shall be accessible to the Company for observation or inspection at reasonable hours.
- (b) No person shall turn the water on or off at any street valve, corporation cock, meter cock or other connection, or disconnect or remove any meter or disturb any connection pipe or service line without the consent of the Company. Penalties provided by law for any such unauthorized action will be rigidly enforced. Charges for estimated water use, investigation costs and administrative charges may also be applied and required to be paid prior to water service being reinstated.
- (c) Employees of the Company are expressly forbidden to demand or accept any compensation for any service rendered to its customer except as covered by its Rules and Regulations and effective Schedule of Rates.
- (d) No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement or representation contrary to the letter or intent of these Rules and Regulations.
- (e) There shall be no sewer billing credits or adjustments made for the use of water for purposes other than normal household requirements.
- (f) Failure of the Company to enforce any provision of this tariff does not affect the enforcement or legal status of any other provisions of this tariff.
- (g) Any complaint against the service or employees of the Company should be made at the office of the Company and preferably in writing.

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RULE NO. 22 – EXTENSION OF MAINS

The Company will extend its water distribution systems of mains and laterals to supply consumers, where application for service has been made, under the following terms and conditions:

- (a) Where the cost of the extension does not exceed three and one-half times the estimated normal annual consumption revenue from bona fide applicants whose service pipes will be directly connected to the extension and from whom the Company has received applications for service upon forms provided by the Company for this purpose, the Company will install, at its own cost and expense, the necessary extension.
- (b) Where the cost of making an extension exceeds three and one-half times the estimated normal annual revenue, the applicant or applicants shall deposit with the Company the excess cost of the extension, that is, the difference between the estimated cost of the extension and three and one-half times the estimated normal annual revenue from the applicant or applicants and other persons whose applications are received on or before the work of making the extension has begun.
- (c) Any deposit so made shall remain without interest, in the possession of the Company, subject to refunds as follows: After the completion of the extension when and as additional bona fide consumers are secured whose service lines are directly connected to such extension, the Company will refund to the original depositor or depositors an amount equal to three and one-half times the estimated annual revenue from such additional consumers. Refunds will be made for a period of ten years only from date of original deposit, and the total of such refunds will in no event exceed the amount of the original deposit. All or any part of the deposit not refunded within said ten year period shall remain the property of the Company.
- (d) The ownership of the extensions installed under this rule shall at all times be the Company, its successors and assigns.
- (e) The Company reserves the right to determine the design necessary in making such extension including future growth potential.
- (f) The costs for making such extensions shall include but not be limited to legal, administrative engineering, easement acquisition, taxes and construction costs including any assessments for facility upgrades.

RULE NO. 23 – ADVANCES FOR CONSTRUCTION

This rule applies in particular to new connections such as new or expanding subdivisions, apartment buildings and large commercial establishments, or extensions that will require a

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substantial increase in waterworks or sewer works infrastructure or capacity. The installation of the system upgrades and expansion shall be a matter of agreement between the Company and the customer. The Company may require a new customer to deposit with the Company an advance for construction in addition to payment of the connection fee. The size of the deposit and the details of repayment shall be a matter of agreement between the Company and the customer. The deposit shall remain without interest, in the possession of the Company, subject to refunds in accordance with the agreement between the Company and the Customer. Unless otherwise specified in the agreement, refunds will be made for a period of three years only from the date of the original deposit, and the total of such refunds will in no event exceed the amount of the original deposit.

RULE NO. 24 – CUSTOMER COMPLAINT PROCEDURE

- a) Customer service representatives are available to answer questions weekdays between 7:30 a.m. and 5 p.m. at 877.WTR.AQUA or 877.997.2782. For emergencies, after hours and holidays customers can reach the Company using the same number.
- b) The Company will maintain a record of the types of complaints received in its Customer Information System (CIS). When an inquiry, service request, or complaint is received in verbal form the Company shall record the contact in CIS and retain all information for a minimum of two years.
- c) If the customer is not satisfied and wishes to pursue the complaint further, they shall be advised that they may contact the State Corporation Commission via telephone (1-800-552-7945).

IV. WATER SYSTEMS GROUP I

#	PWSID #	PWSID Name	County	Company Name
1	VA5117096	ANCHOR COVE/ANCHORAGE	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
2	VA5025500	BRUNSWICK ESTATES	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
3	VA5117125	BUCKHEAD SUBDIVISION	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
4	VA3053248	CHESDIN MANOR SUBDIVISION	DINWIDDIE	Aqua Virginia Water Utilities, Inc.
5	VA5117315	CLIFFS ON THE ROANOKE	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
6	VA5117350	FOX RUN/CHAMPION FOREST SHORES	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
7	VA5117371	GREAT CREEK LANDING/TUDOR ESTATES	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
8	VA5117375	HAWK'S NEST POINT	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
9	VA5117378	HICKS HILL SUBDIVISION	MECKLENBURG	Aqua Virginia Water Utilities, Inc.

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10	VA5117379	HOLLY GROVE ESTATES/BRANDON COVE	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
11	VA5117390	JOYCEVILLE SUBDIVISION	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
12	VA5025365	KENNON HOUSE/LAKE GASTON COLONY	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
13	VA5025480	LANE VIEW SUBDIVISION	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
14	VA9999915	LIBERTY GROVE	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
15	VA5117419	LONG BRANCH SHORES	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
16	VA9999912	MCKENNY ACRES	SUSSEX	Aqua Virginia Water Utilities, Inc.
17	VA5117450	MERRYMOUNT SUBDIVISION	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
18	VA5025550	NOTTOWAY ACRES SUBDIVISION	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
19	VA5025570	PLEASANT GROVE SUBDIVISION	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
20	VA9999913	ROLLING ACRES 1	GREENSVILLE	System has not transferred to Aqua
21	VA9999914	ROLLING ACRES 2	GREENSVILLE	System has not transferred to Aqua
22	VA5025625	SIOUAN SHORES SUBDIVISION	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
23	VA3053915	STONY SPRINGS SUBDIVISION	DINWIDDIE	Aqua Virginia Water Utilities, Inc.
24	VA5025650	SUNNYBROOK SUBDIVISION	BRUNSWICK	Aqua Virginia Water Utilities, Inc.
25	VA5117834	TANGLEWOOD SHORES - A	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
26	VA9999916	TANGLEWOOD SHORES - L	MECKLENBURG	System has not transferred to Aqua
27	VA9999917	TANGLEWOOD SHORES - N	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
28	VA5117833	TANGLEWOOD SHORES - U	MECKLENBURG	Aqua Virginia Water Utilities, Inc.
29	VA5117846	TIMBUCTU SUBDIVISION	MECKLENBURG	Aqua Virginia Water Utilities, Inc.

Note: VA99999xx numbers are assigned for systems not regulated by the Virginia Department of Health

Note: Three systems did not transfer to Aqua on August 9, 2012, due to legal issues preventing closing.

V. WATER SYSTEMS GROUP II

None. This is a placeholder for future use.

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