



Rates, Rules and Regulations

Alexandria Renew Enterprises

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The Rates, Rules and Regulations as herein set forth, and as they may hereafter be amended, shall govern the rendering of wastewater service as defined herein. Every customer with premises connected to the City of Alexandria sewer collection system shall be bound by these Rates, Rules, and Regulations.

I. Rates, Fees and Charges

SECTION 1 - RATES FOR SERVICE

SCHEDULE A – WASTEWATER

This schedule shall apply to all individually metered residential customers and commercial customers discharging sewage to and/or requiring wastewater treatment service by Alexandria Renew Enterprises (wastewater customers). Commercial wastewater customers include all commercial, industrial, government and other public agencies, master-metered residential, and all other accounts or customers not classified as individually metered residential customers.

The wastewater customer’s monthly bill for wastewater collection, treatment and disposal services (sewer service) shall be based upon the sum of: i) the base charge and ii) the wastewater treatment charge calculated based on water meter readings at the customer premise. The base charge shall serve as the minimum monthly bill for sewer service for all customers receiving wastewater service from Alexandria Renew Enterprises.

Wastewater Treatment Charge - A charge per 1,000 gallons of water consumption will be billed monthly for wastewater customers at the rates shown below.

Description	Meter Size	Effective Oct 1, 2017	Effective July 1, 2019	Effective July 1, 2020
		Per 1,000 Gallons	Per 1,000 Gallons	Per 1,000 Gallons
Individually Metered Residential Service - Wastewater Treatment Charge*	All Meters	\$6.77	\$7.63	\$8.50
Commercial Service - Wastewater Treatment Charge	All Meters	\$6.77	\$7.63	\$8.50

***The Individually-metered Residential Wastewater Treatment Charges are based upon the lesser of: a) a customer’s actual monthly metered water use; or b) the customer’s determined monthly wastewater treatment billing cap as further defined in subsequent sections of the Rates Rules and Regulations.**

Base Charge - a charge per account predicated on the size of the meter size serving the customer premise, will be billed to all wastewater customers at the rates shown below.

Description	Meter Size	Current Effective Oct. 1, 2017	Proposed Effective July 1, 2019	Proposed Effective July 1, 2020
Residential Base Charge	All Meters	\$9.61	\$10.83	\$12.05
Commercial Base Charge	5/8"	\$28.83	\$32.49	\$36.14
	¾"	\$28.83	\$64.97	\$72.29
	1"	\$72.07	\$81.22	\$90.36
	1-1/2"	\$144.16	\$162.43	\$180.71
	2"	\$230.65	\$259.88	\$289.14
	3"	\$432.47	\$487.28	\$542.14
	4"	\$720.77	\$812.13	\$903.56
	6"	\$1,441.56	\$1,624.26	\$1,807.13

	8"	\$2,306.50	\$2,598.81	\$2,981.40
Minimum Deposit Based on Meter Size		\$0.00	\$0.00	\$0.00
New Residential Customer Activation Fee		\$15.00	\$15.00	\$15.00

Monthly Wastewater Treatment Billing Cap:

Individually metered residential (single family) customers may use water for outdoor uses such as to irrigate lawns, plants, and other landscaping during non-winter months. This flow does not typically enter the wastewater collection system; as such, Wastewater Treatment Charges for residential customers are based on water used during the winter period to obtain a more representative measure of indoor water use that better approximates the true quantity of wastewater entering the wastewater collection system from the individually metered residential (single family) customer’s premise for treatment and disposal by Alexandria Renew Enterprises.

The individually metered residential (single-family) customer’s monthly Wastewater Treatment Charges shall be based on water meter readings at the customer’s premise. Individually-metered Residential Customers shall be billed the Wastewater Treatment Charges utilizing a monthly wastewater treatment billing cap that shall be determined annually. The wastewater treatment billing cap per customer shall be established based on the greater of: a) 4,000 gallons a month; or b) the customer’s average monthly metered water consumption (gallons) recognized on bills rendered during the winter period which is defined as the months of December, January, and February. The monthly wastewater treatment billing cap is not effective for bills rendered during the winter period months. If no bills are rendered to the customer for water service during the winter period, then the monthly wastewater treatment billing cap shall be established at 4,000 gallons a month until a winter period average can be established.

The Wastewater Treatment Charges billed to Commercial customers will be determined based on the total metered water delivered to the premise and shall not be eligible for the monthly “wastewater treatment billing cap”. To the extent a Commercial customer has a water-only meter serving the property such metered water consumption would not be charged the Wastewater Treatment Charge. An example of a water-only service would include a meter exclusively used by the customer to measure outdoor water irrigation.

Customers receiving wastewater service only and obtaining water from sources other than Virginia American Water Company shall install a water meter on their water supply which will be read as the basis for calculating wastewater treatment charges. A charge shall be added to each bill to offset the cost of reading the independent customer’s water meter.

SCHEDULE B – REUSE (RECLAIMED) WATER

Customers which receive reclaimed water service from Alexandria Renew will pay a charge of \$1.77 per 1,000 gallons of metered reclaimed water delivered to the customer premise. All reclaimed water to be delivered to a customer premise will be metered.

SECTION 2 – OTHER RATES, FEES AND CHARGES

SCHEDULE A – PRETREATMENT PERMIT FEE

In accordance with US EPA Regulations (40 CFR 403) and the Code of the City of Alexandria, Virginia, 1981, as amended, Alexandria Renew maintains and regulates an industrial pretreatment program.

Industrial users are those customers meeting the definition in Section 5-6-102(mm) of the Code of the

City of Alexandria, Virginia, 1981, as amended.

Non-significant industrial users are those industrial users meeting the definition in Section 5-6-102(mm)(3) & (4) of the Code of the City of Alexandria, Virginia, 1981, as amended.

The annual Pretreatment Permit Fee for permitted industrial users shall be:

Significant Industrial User - \$1,500 per year.

Non-significant Industrial User - \$500 per year.

Additionally, the permit application fee is \$100 with an additional \$100 charged in the event of a permit revision. A permit includes pretreatment requirements, discharge limits, and special conditions for significant industrial user or categorical sites. The fee covers AlexRenew's costs in administering the permit and the permits are issued for up to five years. Lastly, Letters of Approval are issued for one time discharges of limited duration for a fee of \$100.

SCHEDULE B – DEDUCT METERS CHARGE

Alexandria Renew Enterprises commercial and industrial customers that have a portion of their wastewater flow that does not enter the wastewater collection system may apply for a deduct meter. The application for a deduct meter must be certified by an independently licensed plumber. Customers participating in the deduct meter program shall receive flow adjustments for the billing of the Wastewater Treatment Charges only through the proper operation of the approved deduct meter(s). Residential customers are not eligible for deduct meters.

When a deduct meter permit is issued by Alexandria Renew Enterprises to allow for a new connection and/or meter to be installed, a deduct meter permit fee shall be paid by the applicant. The permit fee is designed to defray the cost of the required deduct meter inspection at the time of meter installation and to establish the customer billing and service requirements at the time of installation.

The Deduct Meter Permit fee for users shall be \$500, paid in full at the time of application. This is a one-time application fee.

The charge for reading the Deduct Meter is \$50 per reading per account if all of the deduct meters billed to the account have the same premise address. If an account has different premise addresses associated with its Deduct Meters, there is a \$50 charge per reading at each specific premise address. This charge will be in addition to the payment of Base Charges for those Commercial customers that have been approved for and have installed a deduct meter.

The charge for inspecting the Deduct Meter by Alexandria Renew Enterprises shall be \$100 per inspection for each inspection performed after the installation of the Deduct Meter. An inspection of the Deduct Meter will be required every 2 years to verify the flow accuracy of the meter, condition, and other aspects associated with providing this service.

SCHEDULE C – NEW ACCOUNT ACTIVATION FEE

All Residential Customers opening a new account to i) establish wastewater service or ii) re-establish wastewater treatment service will be charged a \$15.00 new account activation fee.

SCHEDULE D – SERVICE TERMINATION FEES

All customers whose water service has been disconnected for non-payment for wastewater service or for violation of these Rules and Regulations will be assessed a non-negotiable service termination fee of

\$45.00 added to the account. This charge, together with any arrears that may be due Alexandria Renew Enterprises, shall be paid before the utility service will be turned on. In addition, a service restoration fee of \$45.00 will be assessed and added to the account for a request to restore wastewater treatment service.

Customers will be charged a \$35.00 returned check fee per occurrence.

II. Rules and Regulations

Rule No. 1 – Definitions

Unless the context specifically indicates otherwise, the meaning of terms used in this publication of Rates, Rules and Regulations shall be as follows:

- a. "Alexandria Renew" shall mean the City of Alexandria, Virginia Sanitation Authority d/b/a Alexandria Renew Enterprises.
- b. "City of Alexandria" shall mean the City of Alexandria, Virginia.
- c. "City Sanitary Sewer Maintenance Fee" shall mean City of Alexandria's sanitary sewer maintenance fee calculated by multiplying the number of thousands of gallons of water consumption (based on water meter readings) by the rate established by the City of Alexandria from time to time and which rate is applied to all customers on a "per 1,000 gallons of billed water consumption" which will also serve as the same basis for billing the Wastewater Treatment Charges by Alexandria Renew Enterprises. Amounts collected from this fee will be remitted to the City of Alexandria to fund the operations and maintenance of the City's sanitary sewer system and are not for use or considered as revenue by Alexandria Renew Enterprises.
- d. "Customer" shall mean every property owner or tenant whose Premises are connected to the City of Alexandria wastewater collection system and shall be responsible for paying for the cost of receiving wastewater service. Normally, a customer is provided potable water by the Water Company. Each customer shall be served by a separate service connection.
 - i. "Residential Customer" shall mean every Customer whose Premises is a single-family dwelling connected to a water meter that serves only that dwelling.
 - ii. "Commercial Customer" shall mean every other Customer whose Premises is not a single family dwelling individually connected to a water meter that serves only that dwelling. Commercial Customers include, but are not limited to, multi-family dwellings, whether the dwellings are leased or in a condominium form of ownership, other uses such as retail, office, government and other public agencies, and industrial, and all other accounts or customers not classified as (individually metered) residential customers.
- e. "Person" shall mean any individual, firm, company, association, society, corporation, or group.
- f. "Interceptor" shall mean a sewer conveyance line which is owned and controlled by Alexandria Renew.

- g. "Public Sewer" shall mean a sewer conveyance line that is, owned and maintained by the City of Alexandria.
- h. "Sewer Service Connection" shall mean the fittings through which the building sewer is joined to the public sewer and constitutes the point of service for Alexandria Renew Enterprises. A "Cross-Connection" is an actual or potential link between the potable water supply (water safe for human consumption) and a non-potable source (any other type of liquid, gas or substance not fit for consumption and that can affect water quality).
- i. A "Sewer Meter" is a device utilized to measure the quantity of sewer discharge into the Public Sewer from a premise.
- j. "Deduct Meter" shall mean the meter that is installed on the Commercial Customer property subsequent or downstream from the primary water meter that measures the amount of water that does not enter the wastewater collection system for such Customer. All water use by the Customer is assumed to be discharged to the wastewater collection system for treatment unless specifically identified through metering pursuant to a Deduct Meter. Water measured by the Deduct Meter is subtracted from the total water measured by the primary water meter to calculate the Wastewater Treatment Charges for the Customer.
- k. "Premises" shall mean:
 - i. Each residential dwelling structure.
 - ii. Each residential dwelling unit in a duplex, triplex, apartment building, or in any other building that is used for residential purposes.
 - iii. Each unit contained in a structure serving more than one tenant, lessee, or owner; and used for any purpose other than residential.
 - iv. Each structure or group of contiguous structures, that is owned, rented, or leased by one person and occupied by that person. The following shall also be considered one premise:
 - 1. Residence used as a rooming house
 - 2. Dwelling or building for transients
 - 3. Apartment building or residential condominium where the water utility bill is included in the rent or condominium fee.
- l. An "Extended Absence" is any absence greater than 60 days.
- m. "Water Company" shall mean Virginia American Water Company, its successors or assignees which provide potable water to customers within the City of Alexandria.

Rule No. 2 – General

- a. There shall be no free service rendered by Alexandria Renew, and, if any local, state, or federal government, or any department, agency or instrumentality thereof, or any other public body shall desire service to be rendered by Alexandria Renew, it shall apply for and receive such service pursuant to the rules and regulations herein contained and shall pay for the same at the established rates, fees, and other charges.
- b. The service pipes, building sewers, meters, piping and fixtures on the Customer's

Premises shall be accessible to Alexandria Renew for observation or inspection at reasonable hours.

- c. Employees or agents of Alexandria Renew are expressly forbidden to demand or

accept any compensation for any service rendered to its customers except as covered by its Rates, Rules and Regulations.

- d. No employee or agent of Alexandria Renew 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. Any complaint against the service or employees of Alexandria Renew should be made in writing or electronically to Alexandria Renew.

Rule No. 3 – Special Contracts

Alexandria Renew may enter into contracts with any person, firm, or corporation, including municipalities, sanitary districts and other political subdivisions and public bodies, for the rendering of any wastewater service; provided, however, that the rates or charges to be paid thereunder shall not be less than an amount which is fair and equitable, taking into account the cost to Alexandria Renew for providing such service.

Rule No. 4 – Extension of Public Sewers

Applicants for service to a premises not already having direct access to an adequate existing public sewer must make application to the City of Alexandria to extend and/or upgrade the public sewer system. In addition to City ordinance requirements, applicants must provide, free of charge to Alexandria Renew, any easement necessary for installation, operation and maintenance of sanitary sewers or other facilities owned by Alexandria Renew.

Connections to the public sewers shall be regulated and authorized by the City of Alexandria. No private connection shall be permitted to any Interceptor or other facility owned or operated by Alexandria Renew unless expressly authorized in writing by Alexandria Renew.

It is the responsibility of the Water Company to establish and maintain cross-connection control programs to detect, prevent, and eliminate cross-connections that may create an imminent and substantial danger to the public health.

Rule No. 5 – Quantity and Quality Determinations for Continuing Service Charge

- a. The quantity of sewage discharged into the public wastewater system shall be assumed to be equal to the quantity of water registered by the water meter or meters measuring the entire flow to the premises; less those flows that are separately metered by Alexandria Renew through the installation of a Deduct Meter that serves only appliances and/or facilities that are not connected to the public sewer in any manner.
- b. Where discharge to the public sewer from a specific appliance or process is of significantly lesser volume than that registered by the meter, the quantity discharged may be measured as the basis for the quantity of sewer service. Alexandria Renew reserves the right, at its sole discretion, to estimate the quantity of sewer service required by such specialized appliance or process.
- c. Alexandria Renew reserves the right to determine the quantity and/or quality of sewage by any accurate method of measurement and/or analysis of discharge from the premises sewer. If the quantity is found to be in excess of the quantity measured by the customer's water meter or meters, the customer shall be back charged not

less than six months on the basis of the greater flow and shall be required to install meter or meters in such a manner as may be specified by Alexandria Renew.

- d. If the quality of wastewater discharge does not comply with the requirements of Alexandria Renew, immediate steps shall be taken by the customer to comply, and costs of necessary analysis and compliance shall be paid by the customer.

Rule No. 6 – Meters and Meter Installation

- a. All water meters except Deduct Meters are installed, owned, maintained and read by the Water Company. All customer meters are read monthly by the Water Company and the billed water use measured in thousand gallons and meter size used to service the Customer as provided by the Water Company is provided to and relied upon by Alexandria Renew for purposes of billing its Customers the monthly Wastewater base charges and wastewater treatment charges. Alexandria Renew reserves the right to estimate the amount of wastewater flow if the water meter readings are considered inaccurate; Alexandria Renew will correct billings to its Customers upon the receipt of subsequent corrected information as an adjustment in the subsequent bill for wastewater service or on some other basis as may be determined by Alexandria Renew.
- b. Deduct Meters will be read monthly by Alexandria Renew or its designee.
- c. The customer shall promptly notify Water Company and Alexandria Renew of any calibration failure, defect in, or damage to the meter or its connection.

Rule No. 7 – Sewer Meters

- a. Alexandria Renew may, at its sole discretion, enter into agreements with Commercial Customers to measure its sewer service through the use of a sewer meter or meters.
- b. The sewer meter shall be installed by the applicant, in a place readily accessible to Alexandria Renew for reading. If access is deemed unsafe by Alexandria Renew or its designee, Customer will be responsible for moving the sewer meter to an accessible location. Upon installation of the meter by the applicant, the sewer meter shall be contributed to and become the property of Alexandria Renew.

Rule No. 8 – Deduct Meters

- a. Where Alexandria Renew is to issue a permit for the use of a Deduct Meter, an application for Deduct Meter service shall be made by the property owner or their designated agent at the offices of Alexandria Renew.
- b. All customers with Deduct Meters are responsible for maintaining the Deduct Meter and remote read device in a good working condition. Meter shall be calibrated annually by an appropriate licensed contractor and results submitted to Alexandria Renew; if a Customer does not provide Alexandria Renew a copy of the deduct meter calibration results, Alexandria Renew reserves the right to discontinue the recognition of the deduct meter water flows in the application of Wastewater Treatment Charges.
- c. Alexandria Renew staff shall review the application fee from time to time and make a recommendation for any changes. All customers with Deduct Meters are responsible for the sub-meter and remote meter device and for readings to be performed.

- d. Should any meter and/or its appurtenances become damaged, including any damage that may result from allowing the meter to become frozen, it shall be the responsibility of the property owner to get the meter repaired. No Deduct Meter credit adjustment will be made for or during the period when the Deduct Meter is out of service for repair.

Rule No. 9 – Customer's Liability for Charges

- a. A Customer who has made an application for or received service at a Premises shall be held liable for all service furnished to such premises until such time as the Customer has properly notified the Water Company to discontinue the service for the account.

Rule No. 10 – Bills for Service

- a. Customers are responsible for furnishing their correct addresses and corresponding service information to the Water Company.
- b. Failure to receive bills will not be considered an excuse for nonpayment nor permit an extension of the date when the account will be considered delinquent.
- c. If bills are to be sent to an address other than the Premises served, the Water Company shall be notified by the Customer of any change of address.
- d. If requested in writing by the owner-customer, Alexandria Renew 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 charges, in accordance with the Virginia Water and Waste Authorities Act (Chapter 51, Title 15.2, Section 5100 et seq., Code of Virginia, 1950 as amended.)
- e. Payments shall be made by mail to the lockbox provider selected by Alexandria Renew or such other places or methods as may be designated by Alexandria Renew.
- f. Alexandria Renew reserves the right to correct any bills rendered in error.
- g. Each Customer, as defined in Rule No. 1, shall be billed separately for service.
- h. Bills will be rendered monthly.

Rule No. 11 – Terms of Payment

- a. Bills for sewer service shall be payable on or before stated due date.
- b. If a bill is not paid within twenty-one (21) days after the billing due date, and payable, and after notice has been properly provided by Alexandria Renew to the Customer of record, water and wastewater service may be discontinued, and the wastewater deposit, if any, may be applied against such bill and any other arrears due by the Customer.
- c. There may be a lien upon the real estate for the amount of any rates, fees, and other charges made by Alexandria Renew to the owner or lessee or tenant of such real estate for the services rendered by Alexandria Renew 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.

- d. There shall be a handling charge corresponding to bank fees for all returned checks which have been submitted to Alexandria Renew for payment of any applicable charges.
- e. A late payment charge of ten percent of the unpaid balance on accounts not paid within 21 days of their billing date shall be charged and collected by Alexandria Renew.
- f. Alexandria Renew may report the failure of a Customer to make payments within 95 days to appropriate credit reporting agencies in accordance with federal and state law.

Rule No. 12 – Abatement

There shall be no abatement of the service charges in whole or in part by reason of an extended absence of the customer, unless service has been discontinued at his request.

Rule No. 13 – Service Termination Fee

If any premise violates these Rules and Regulations and it has become necessary to discontinue water service, a non-negotiable service termination fee will be assessed and added to the account. In cases where service disconnection has occurred, this charge, together with any arrears that may be due Alexandria Renew, shall be paid before the water will be turned on.

Rule No. 14– Discontinuance of Service

- a. As per Va. Code Section 15.2-5138, water service may be discontinued by Alexandria Renew, through the Water Company after ten (10) days' notice for any of the following reasons:
 - i. Willful or indifferent waste of water due to any cause.
 - ii. Failure to protect and maintain the service pipe or plumbing fixtures including the water meter and its protective devices, and drainage system on the property of the customer in a condition satisfactory to Alexandria Renew.
 - iii. Tampering by the Customer or others with the knowledge of the customer, with any meter, connection, service pipe, curb stop, seal, drainage system, piping or any other appliance of the Water Company or Alexandria Renew controlling or regulating the Customer's water supply or sewage flow.
 - iv. Failure to provide Alexandria Renew's and/or the Water Company's employees free and reasonable access to the premises served, or for obstructing the way of ingress to the meter or other appliances controlling or regulating the Customer's water supply or sewage flow.
 - v. Nonpayment of any account for wastewater service, or for any fee or charge accruing under these Rates, Rules and Regulations.
 - vi. Violation of any rule or regulation of Alexandria Renew.
 - vii. Failure to correct cross connection violations as identified by Alexandria

Renew, in accordance with Rule 4 herein.

- viii. In case of death of the Customer, in whose name the account is opened, parties that continue service at a premise must contact the Water Company to change the account Customer name. Failure to change the named customer is a violation of Alexandria Renew's "Rates, Rules and Regulations".
- b. Service may be discontinued by one of the following methods:
 - i. Where water is supplied by the Water Company, supply will be cut off and the meter removed.
 - ii. Where water is furnished by the owner, or by other than the Water Company, Alexandria Renew reserves the right to (a) remove the sewer meter used for measuring the flow to the wastewater facilities, (b) seal the building drain or sewer, or (c) remove the connection to the public sewer.
- c. Discontinuing wastewater service or the supply of water to a premises for any reason shall not prevent Alexandria Renew from pursuing any lawful remedy by action at law or otherwise, for the collection of monies from the Customer.
- d. When service to a customer has been terminated for any of the above stated reasons, other than temporary vacancy of the premises, it will be renewed only after the conditions, circumstances, or practices which caused the service to be discontinued are corrected to the satisfaction of Alexandria Renew and upon payment of all charges due and payable by the Customer in accordance with these Rates, Rules and Regulations.

Rule No. 15 – Restoration of Service

- a. When it becomes necessary to discontinue service to any Customer because of a violation of these Rules and Regulations or because of nonpayment of any bill, charges shall be made as follows:
 - i. If service was discontinued only by turn-off of water supplying the Premises, the Customer shall pay a connection charge as presented in Section 2, Schedule D of these Rates, Rules, and Regulations for turning on the water plus any arrears that may be due to Alexandria Renew for charges related to turn-off/turn-on and associated administrative costs.
 - ii. If service was discontinued by removal of the meter, or by sealing the building drain, or by removal of the connection to the public sewer, Customer shall pay as a charge the actual cost of restoring the service, including all labor, materials, and overhead plus 100% of said actual costs including labor, materials and overhead. Said charge shall be estimated by Alexandria Renew upon application for restoration of service and the Customer shall pay the amount of the estimate prior to restoration of service. Any adjustments in actual cost will be made upon completion of restoration of service.
- b. Restoration of service for nonpayment of wastewater service will only occur during regular business hours for Alexandria Renew Enterprises. Same-day water service restoration will not be provided. It is the Customer's responsibility to ensure payment has been received by Alexandria Renew.

- c. If at the time of such discontinuance of service for nonpayment of bill the customer has not made a deposit, Alexandria Renew may require a deposit, whether Customer is property owner or not, as a guarantee of payment of future bills. Deposit shall equal the amount of the estimated bill for two regular billing periods and, in no case, be less than the minimum deposit established codified by these Rates, Rules, and Regulations, before the water and the corresponding wastewater service will be turned on. The deposit will be refunded when service has been discontinued, after deducting any charges due on final settlement of the Customer's account.
- d. When a Customer has requested discontinuance of water service because of temporary vacancy, wastewater service is being furnished by Alexandria Renew, and where all bills have been paid, Alexandria Renew will charge a turn-on fee as presented in Section 2, Schedule D for the restoration of both water and wastewater service.

Rule No. 16 – Water Leaks and Adjustments

- a. In the event of a water leak, the Customer shall immediately notify the Water Company.

Alexandria Renew is not responsible for maintaining the public water main and water service connection or individual Customer notifications.

- b. Alexandria Renew may consider, on a case-by-case basis, whether to adjust wastewater bills based on documented water leaks. Among the factors to be considered will be whether the Water Company accepts responsibility for the leak or potential misread of the meter. If an adjustment is made, the maximum amount will be 50% of the bill and a one-time courtesy adjustment will be allowed per Customer account owner.
- c. If a leak is found not to be the responsibility of Alexandria Renew, the Customer will be notified and shall have the leak repaired by a registered plumber at his expense.

Rule No. 17 – Refund policy

Customers that overpay an account in error shall not receive a refund of the over-payment unless the over payment is greater than two (2) times the average billing amount. Over-payments shall be credited to a Customer account and used to offset/pay the next bill due. In a situation where a refund is appropriate, Alexandria Renew will apply credits to the same credit card accounts rendering the payment. Customers making payments by check may apply for a check refund that may be made after a 30 day clearing period (no exceptions).

Rule No. 18 – Adjustment of Fixed Charges Based on Oversized Meters

Upon request of a Customer, the Chief Executive Officer (CEO) may apply the fixed charge for a smaller meter, if the CEO determines at his/her discretion that:

- a. The Customer's actual water usage over the multiple billing periods is significantly less than the typical consumption for the size of water meter installed; and
- b. The potential for significantly higher water usage in the future is unlikely based on one or more of the following factors:

- i. Whether the meter combines fire flow and potable water uses;
- ii. The size and use classification of the structure served limited water usage; and
- iii. Other legally binding use restrictions limit water usage.

Alexandria Renew further reserves the right to apply the fixed charge for the actual meter size if any of these factors change in the future.

III. Amendment and Interpretation

Alexandria Renew reserves the right to revise and/or amend these Rates, Rules, and Regulations to interpret the meaning of all statements made herein.

IV. Effective Date

The Rates, Fees, and Other Charges; Rules and Regulations herein contained shall become effective as revised on July 1, 2019 and shall remain in effect thereafter until further revised.