



Draper Aden Associates

Engineering • Surveying • Environmental Services

The 23rd Annual Virginia Water and Wastewater Rate Report 2011



Virginia Section

of the American Water Works Association





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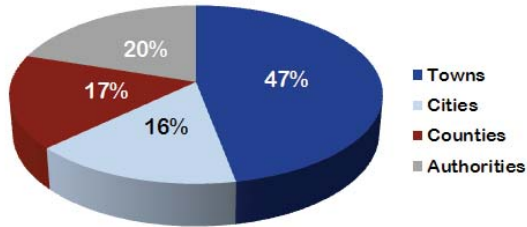
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The data presented herein was provided by respondents and is assumed to be correct. In some cases, the respondent was contacted by telephone and interviewed to verify or clarify responses. However, Draper Aden Associates, the Virginia Association of Counties, the Virginia Municipal League, the Virginia Section of AWWA, and the Virginia Water Environment Association cannot warrant the accuracy of the information presented in this report.

The 2011 Survey

The data and summaries offered in this report are the result of 67% of those surveyed (268) choosing to participate in our annual survey. The responses are from municipal water and wastewater providers made up of towns, cities, counties and authorities.

Response Breakdown



Rates rarely, if ever, decrease and once again, as nearly every year of survey results have reflected, the average charges and fees have risen overall. Water and wastewater providers face a variety of economic challenges in recovering existing and future costs of operation. We provide this survey and subsequent report free of charge as a useful tool for analysis as utility providers struggle with the issue of “how much should we charge” for water and wastewater.

This year our special section looked at administrative costs and miscellaneous fees. Participants were asked to respond to a variety of questions focused on those fees charged to offset expenses incurred in the billing process of providing water and wastewater services.

Our interactive Rate Dashboard, created in partnership with the EPA’s Environmental Finance Center at UNC-Chapel Hill, is located at www.daa.com.

Abbreviations & Terms

B/C/I = Business/Commercial/Industrial

In = Inside Municipal Boundaries

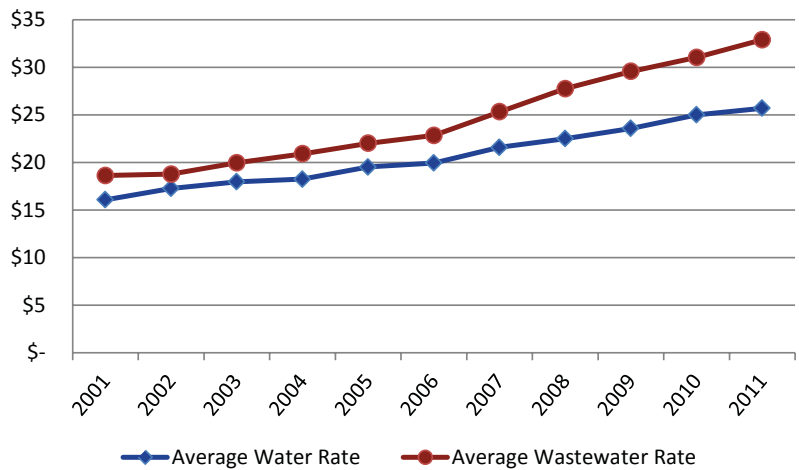
Out = Outside Municipal Boundaries

Control Group Data

Our control group is comprised of twenty (20) water and wastewater providers who represent a cross section of utilities across the Commonwealth and who have faithfully participated in the survey for the past 16 years. The information below is reflective of responses from this group. The rates shown reflect residential charges based on consumption of 5,000 gallons per month.

The average monthly residential water rate increased \$0.70 or 2.8% from last year. Over the past decade water rates have risen \$9.61 or 59.7%.

The average monthly residential wastewater rate increased \$1.85 or 6% during the same time period. Since 2001, wastewater rates have risen \$14.25 or 76.5%.



	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011
Average Water Rate	\$16.09	\$17.28	\$17.97	\$18.25	\$19.52	\$19.94	\$21.59	\$22.50	\$23.58	\$25.00	\$25.70
Average Wastewater Rate	\$18.63	\$18.77	\$19.96	\$20.91	\$22.01	\$22.83	\$25.32	\$27.74	\$29.56	\$31.03	\$32.88

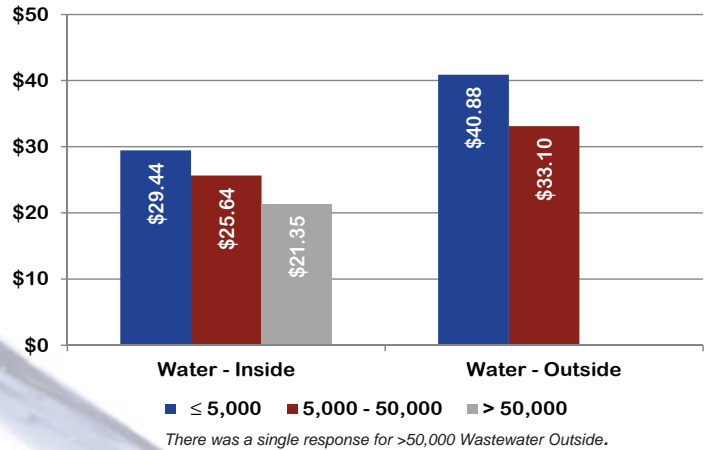
Water and Wastewater Rate Trends

Survey participants were asked to provide information concerning the monthly residential water bill based on consumption of 5,000 gallons of water (or 670 cubic feet) per month and to "include all water and wastewater-related charges that are included on the customer's bill such as account service fees, billing fees, debt service fees, rehab fees, etc." Since some providers charge higher rates for customers outside the municipal boundaries, the survey instrument provided an opportunity to list both the inside and outside rates. In instances where participants entered the same fee for both charges, only the inside municipal boundaries fee is reported herein and included in our calculations.

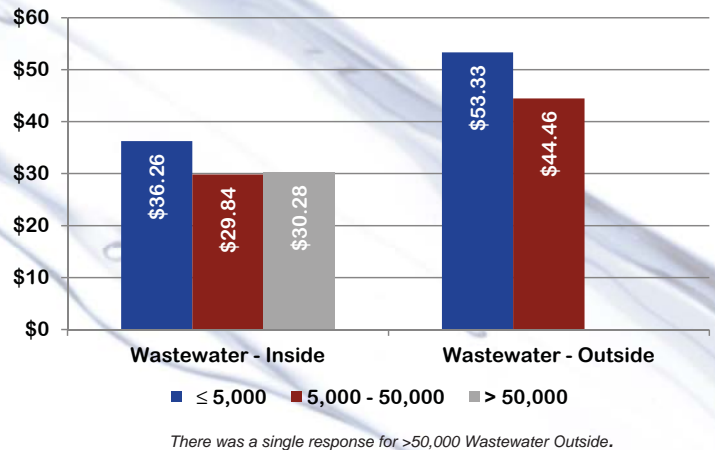
Summary

Water Rate Summary	Replies	Avg.	Median
Residential Connections	174	10,283	1,748
Non-residential Connections	173	698	164
Monthly Residential Rate (In) per 5,000 gallons	177	\$28.14	\$26.46
Monthly Residential Rate (Out) per 5,000 gallons	81	\$39.64	\$38.00
Monthly B/C/I Rate per 1 million gallons (In)	152	\$4,613	\$4,014

By System Size

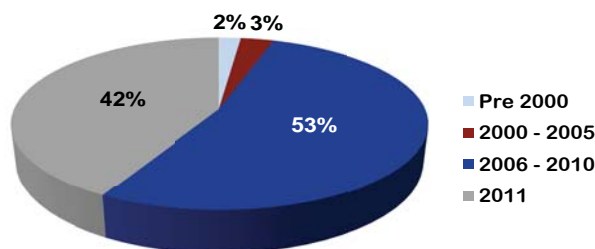


Wastewater Rate Summary	Replies	Avg.	Median
Residential Connections	161	9,892	1,575
Non-residential Connections	158	766	167
Monthly Residential Rate (In) per 5,000 gallons	164	\$34.30	\$34.12
Monthly Residential Rate (Out) per 5,000 gallons	64	\$51.48	\$45.39
Monthly B/C/I Rate per 1 million gallons (In)	142	\$5,845	\$5,147

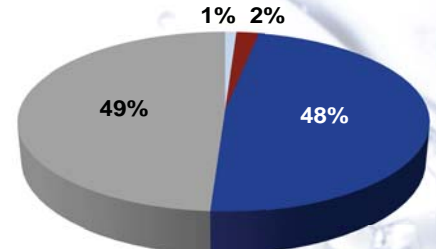


Last Rate Change

Sixty-seven percent (67%) of water providers and 74% of wastewater utilities adjusted rates during 2010 or 2011. Only nine water providers and four wastewater utilities have not changed rates since 2005.



Water



Wastewater

The tables and charts on this and the following page were compiled from all data submitted and are not limited to the control group.

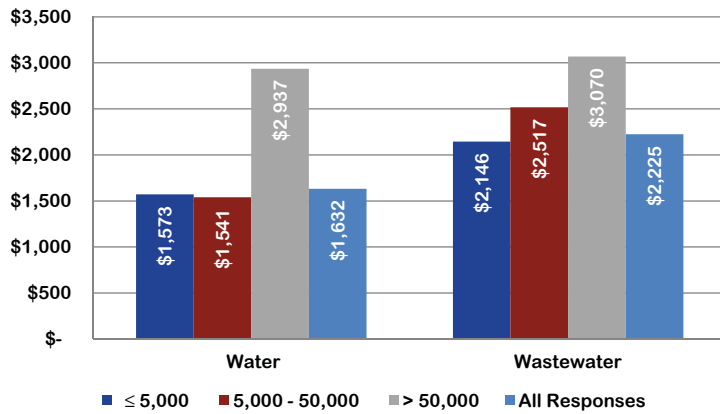
Connection Fees & Capital Recovery Charges

The 2011 survey asked a series of questions designed to provide information concerning the costs included in residential connection fees and in capital recovery charges. While many utilities charge connection fees and capital recovery charges, the terms used to describe these types of charges vary from one utility to another. For the purposes of this survey and report, connection fees are defined as “charges for tapping into the water main and running a line to the water meter or tapping into a sewer line and running a service line to the property line.” Capital recovery charges are “charges for buying into the existing system or charges that recognize the cost of adding capacity to the system.”

By System Size

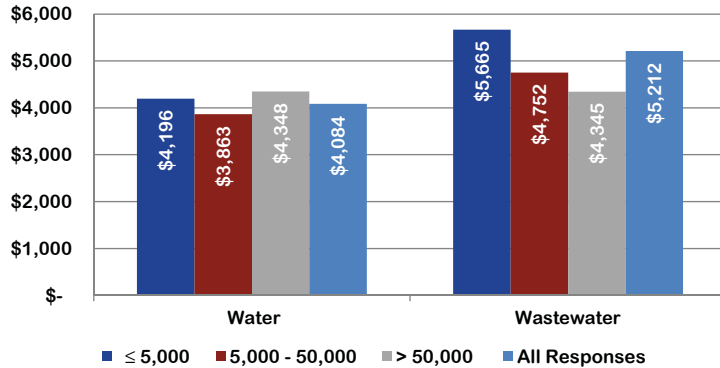
Summary

Connection Fees

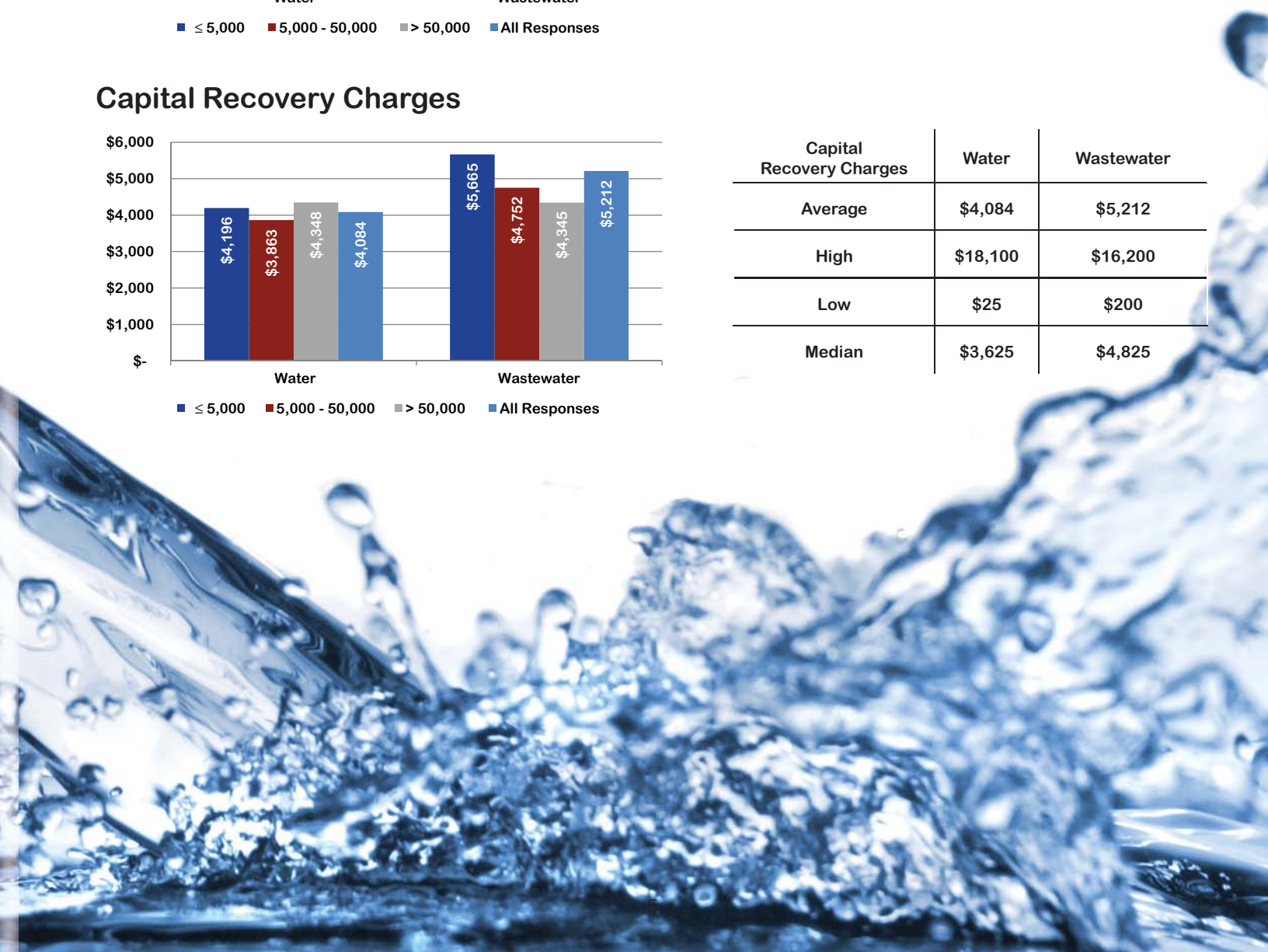


Connection Fees	Water	Wastewater
Average	\$1,632	\$2,225
High	\$7,500	\$10,265
Low	\$20	\$20
Median	\$1,000	\$1,000

Capital Recovery Charges



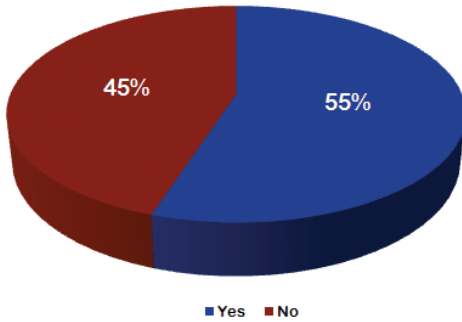
Capital Recovery Charges	Water	Wastewater
Average	\$4,084	\$5,212
High	\$18,100	\$16,200
Low	\$25	\$200
Median	\$3,625	\$4,825



Administrative Fees

In this year's survey we asked a number of questions related to miscellaneous administrative fees and charges. The responses to those questions are below with comparisons to the same questions we asked in the 2002 survey.

Establishing a New Account



Ninety-six respondents (55%) indicated that an administrative fee is charged to establish an account. The amount charged ranged from \$5.00 to \$75.00. The median fee reported is \$25.00. Eighty respondents (45%) do not charge a fee to establish a new account.

* In 2002, 43% of our survey respondents said they charged a fee to establish a new account and 57% indicated they did not.

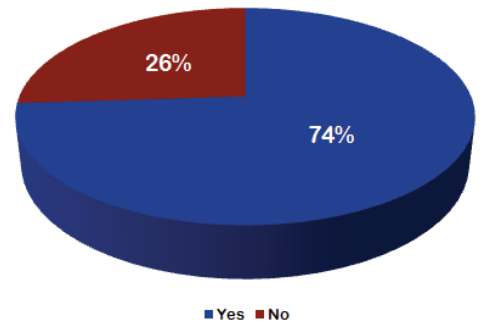
Security Deposits

Seventy-four percent (74%) of respondents charge a security deposit. The deposits collected range from \$10 to \$200. The average deposit is \$90 and the most frequently cited deposit is \$100. Ten respondents (10) noted that security deposits are required from renters or tenants only.

Other policies cited include:

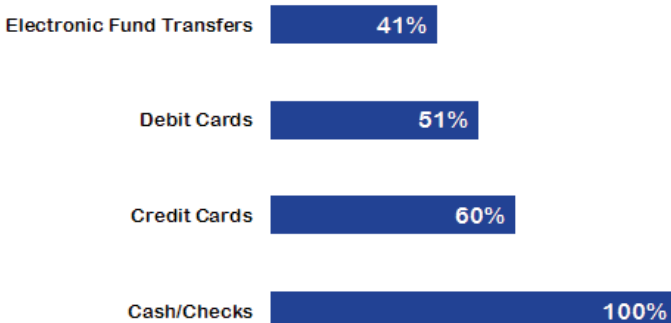
- Deposit is 1.5 times the estimated average bill.
- Deposit is 2 times the monthly bill.
- Deposit is 3 times the average monthly bill.
- Good credit report will allow utility to waive deposit.

* In 2002, 78% of survey participants required a security deposit for a new customer. Twenty-five percent (25%) indicated security deposits were required from renters or tenants only.



Payment Options

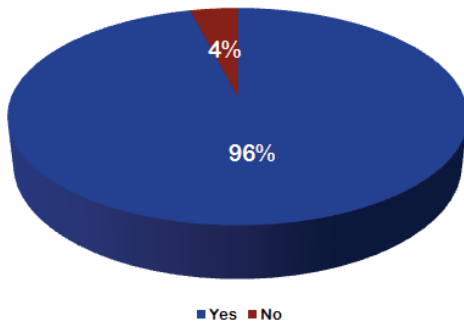
Utilities were asked to indicate the accepted options for payment of bills. In addition to payments made by cash or check, 60% of respondents report accepting credit cards; 51% accept debit cards; and 41% accept electronic fund transfers.



Fifty-one percent (51%) of utilities who accept payment by credit card charge an additional fee when payment is made by credit card. Forty-four percent (44%) of those who accept debit card payments charge an additional fee when payment is made by debit card. Twenty-one (21) utilities reported credit card fees that ranged from 2% to 3% of the payment, with 13 utilities reporting 3%. Twenty-eight (28) utilities charge a flat fee when a utility bill is paid with a credit card. The fees ranged from \$1.00 to \$5.00; and the average fee was \$3.49, while the fee most often cited was \$3.95; most utilities charged the same or similar fees when a debit card was used for payment.

* This question was not included in the 2002 survey.

Late Payment Fees



Ninety-six percent (96%) of the utilities responding to the survey report that a late fee is charged when payment is not received by the due date. One hundred and thirty-three (133) utilities assess the late fee based on a percentage of the bill. The penalty ranges from 1% to 18% of the overdue bill with the average being 9% and the most frequently cited charge is 10%.

Twenty-three (23) utilities charge a flat fee that is not based on the overdue amount. These fees range from \$1.00 to \$30.00; the average is \$8.68 and the median is \$5.00. Fourteen (14) utilities charge a late fee that is either a flat fee or a percentage of the overdue bill. The flat fees range from \$1.50 to \$10 and the penalty ranges from 2% to 10%. In most cases, the fee assessed is the greater of the flat fee or the penalty.

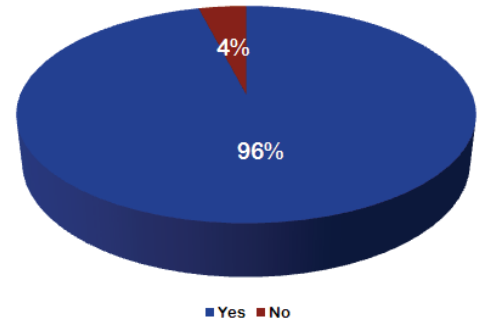
* In 2002, 89% of survey participants charged a late fee for overdue payment. Most reported a fee of 10% of the overdue bill.

Non-Payment Restoration Fee

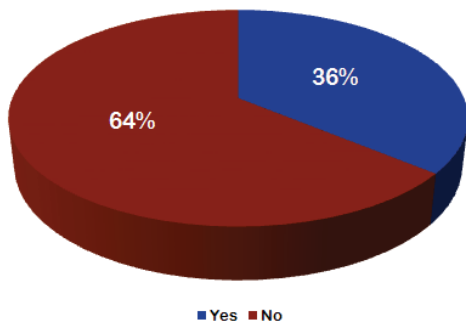
Most utilities charge a fee for restoring service when the service has been discontinued due to non-payment. Ninety-six percent (96%) of the respondents charge a restoration fee. Seven utilities (4%) do not. The fee charged to restore service ranged from a low of \$15 to a high of \$168. The fee most frequently charged is \$25 and the median fee is \$35.

Forty-five utilities (27%) of those responding, report charging a higher fee to restore service after normal business hours. In many cases, the fee to restore service after hours is two times the regular fee. The fees reported range from \$10 to \$100. The most frequently reported fee is \$50.

* In 2002, 85% of survey participants charged a fee to restore service when terminated due to non-payment.

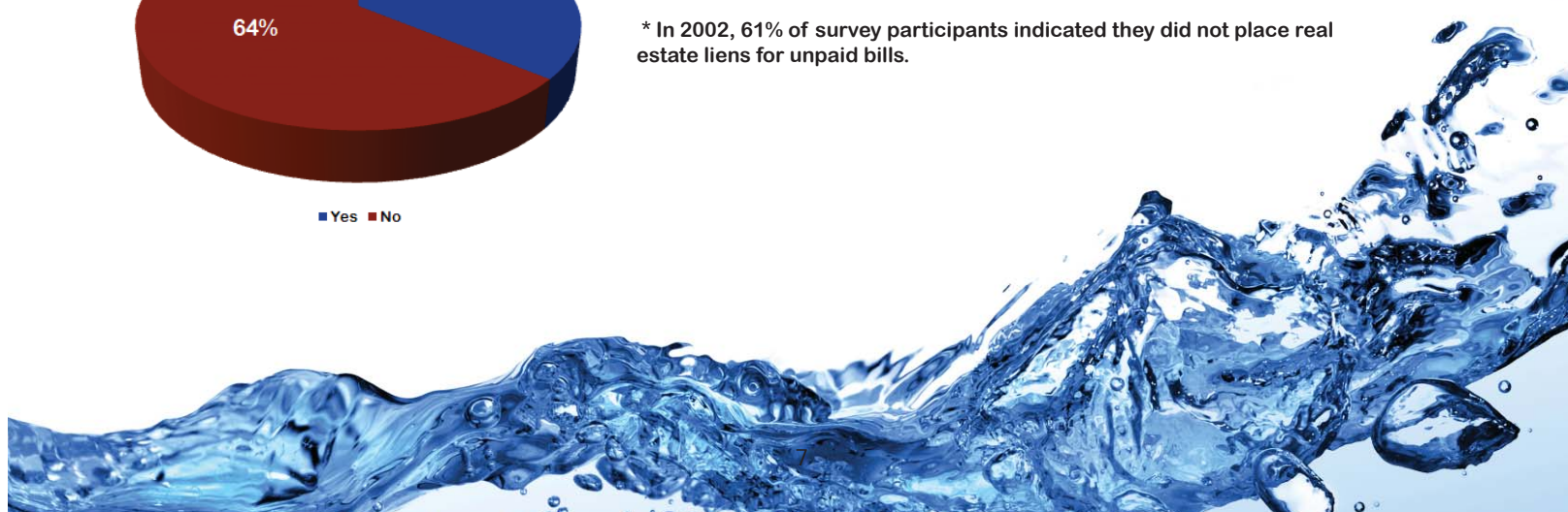


Liens on Real Estate for Non-Payment of Utility Charges



Sixty-four utilities (36%) of respondents, report that the utility places liens on real estate for unpaid bills. Sixty-four percent (64%) of respondents report that liens are not placed on real estate.

* In 2002, 61% of survey participants indicated they did not place real estate liens for unpaid bills.



In the following data tables, the columns for Connection Fees and CRC have several entries other than an actual monetary amount:

- “Cost” or “Time + Mat’ls” means customer pays the cost of making the connection;
- “Cost +” means the customer pays the cost to make the connection, plus an additional fee;
- “DFU” means customer is charged that fee per the number of drainage fixture units in the household;
- “Fixture” means customer is charged that fee per the number of fixture units in the household.

Several localities indicated separate rate structures for commercial and industrial customers. In such cases, commercial rates have been printed.

Water Data								
Locality	# Residential Water Units	# Non-Residential Water Units	Residential Water Rate Inside (5,000 gallons./month)	Residential Water Rate Outside (5,000 gallons./month)	Last Water Rate Change	Water Rate- Business Inside (1 million gal./month)	Residential Connection Fee	Residential Capital Recovery Charge
Albemarle County Service Authority	24,175	2,768	\$29.32		2009	\$6,265.75	\$1,006	\$5,912
Alberta, Town of	224	19	\$23.96	\$47.92	2008		\$2,103	
Alleghany County	2,518	186	\$37.00		2010	\$6,504.50	\$1,000	
Altavista, Town of	1,651	55	\$9.00	\$18.00	2011	\$1,800.00	\$350	\$350
Amelia County	294	147	\$22.44		2000	\$4,716.00	Cost + 100%	\$6,000
Amherst County	6,926	516	\$30.37		2010	\$4,292.60	\$1,040	\$2,260
Amherst, Town of	1,155	168	\$30.00	\$56.00	2011	\$7,333.33	\$500	\$1,700
Appalachia, Town of	1,134	28	\$30.50	\$42.65	2010	\$4,293.75	\$300	
Appomattox, Town of	913	203	\$29.00		2008	\$5,800.00	\$1,200	\$1,200
Arlington County	35,006	2,090	\$18.40		2011	\$3,680.00	\$3,200	\$72 / DFU
Augusta County Service Authority	15,586	1,067	\$28.22		2011	\$4,348.60	\$1,060	\$2,645
Bath County Service Authority	797	101	\$23.40		2007	\$3,008.40	\$100	\$400
Bedford, City of	3,037	546	\$19.13	\$28.43	2011	\$2,376.87	\$795	\$2,000
Bedford County Public Service Authority	8,185	487	\$37.00		2011	\$5,464.00	\$1,000	\$2,250
Big Stone Gap, Town of	2,062	1,871	\$34.03	\$51.90	2011	\$5,257.78	\$20	
Blacksburg, Town of	8,608	334	\$22.22	\$38.84	2011	\$3,922.62	\$1,650	\$556
Bland County Service Authority	457	146	\$43.75			\$3,677.50	\$650	
Bluefield, Town of	2,200	100	\$33.95	\$50.93	2010	\$4,647.20	\$350	
Boones Mill, Town of	245	38	\$33.00	\$47.00	2009	\$4,015.00	\$2,500	
Botetourt County	994	185	\$31.00		2007	\$4,750.12	\$1,000	\$3,000
Bridgewater, Town of	2,021	127	\$19.70	\$25.98	2011	\$3,747.90	\$2,500	
Bristol Virginia Utilities	6,832	1,111	\$26.23	\$39.35	2011	\$2,829.42	\$900	
Broadway, Town of	1,342	116	\$18.38		2011	\$3,571.06	\$3,000	
Brookneal, Town of	552	88	\$41.89		2008		\$600	
Buchanan County Public Service Authority	6,869	543	\$36.00		2007	\$4,512.50	\$750	
Buckingham County	315	95	\$30.43		2009	\$10,408.28	\$2,000	
Buena Vista, City of	2,515	199	\$24.40		2006	\$4,880.00	\$500	
Campbell County Utilities and Service Authority	9,136	500	\$37.56		2011	\$6,088.05	\$1,500	\$1,900
Cape Charles, Town of	1,162	88	\$50.89		2011	\$5,006.75	\$875	\$4,875
Capron, Town of	98	15	\$21.00		2008			
Caroline County	796	107	\$21.52		2010	\$1,554.93	≤ Cost + 20%	\$8,000
Carroll County Public Service Authority	2,808	219	\$43.80		2010	\$4,300.00	\$1,250	
Charlotte Court House, Town of	231	20	\$37.00		2010	\$3,997.00	\$1,450	\$25
Charlottesville, City of	13,068	1,715	\$33.19		2011	\$5,846.20	\$30	\$2,800
Chatham, Town of	762	232	\$17.00	\$26.50	2010	\$3,400.00	\$500	
Chesterfield County	115,158	3,999	\$16.89		2011	\$1,911.24	\$1,615	\$4,795
Chincoteague, Town of	2,509		\$34.73		2010	\$5,021.95	\$670	\$3,819
Claremont, Town of	285	15	\$18.50		2009	\$3,003.50	\$1,100	
Clarke County Sanitary Authority	406	44	\$43.85		2011	\$8,770.00		\$13,800

Water Data								
Locality	# Residential Water Units	# Non-Residential Water Units	Residential Water Rate Inside (\$/1,000 gallons /month)	Residential Water Rate Outside (\$/1,000 gallons /month)	Last Water Rate Change	Water Rate-Business Inside (1 million gal. /month)	Residential Connection Fee	Residential Capital Recovery Charge
Clarksville, Town of	730	130	\$44.00	\$87.65	2011	\$6,979.03	\$1,000	\$1,000
Coeburn, Town of	1,539	164	\$31.35	\$40.76	2010	\$4,956.60	\$400	
Colonial Beach, Town of	2,445	98	\$14.10	\$21.15	2009	\$1,256.25	\$4,500	
Colonial Heights, City of	7,512	636	\$8.16	\$10.93	2008	\$1,030.37	\$2,000	
Courtland, Town of	667	48	\$11.00	\$13.00	1994		\$1,200	
Craig-New Castle Public Service Authority	447	68	\$31.75		2007	\$10,009.50	\$2,000	
Culpeper County	341	15	\$43.11		2011			
Culpeper, Town of	5,817	625	\$29.10	\$43.10	2011	\$3,494.00		\$6,500
Cumberland County	25	20	\$37.00		2006	\$4,017.00	\$3,970	
Dendron, Town of	148	10	\$25.00		1994	\$3,020.00		
Dinwiddie County Water Authority	3,436	176	\$20.87		2011	\$2,369.10	\$2,260	
Dungannon, Town of	240	15	\$32.00	\$35.00	2009	\$5,065.00	\$125	
Eastville, Town of	220	20	\$17.50	\$22.50	2010	\$3,500.00	\$3,000	
Edinburg, Town of	641	65	\$29.25	\$43.95	2011	\$3,760.50	\$5,000	
Elkton, Town of	994	148	\$18.25		2010		\$4,800	
Emporia, City of	4,987	819	\$28.41		2011	\$3,924.96	\$3,000	
Exmore, Town of	605	135	\$21.00	\$24.00	2009	\$2,503.50	\$500	
Fairfax, City of	10,181	1,280	\$22.25		2011	\$4,254.91	\$989	\$4,000
Fairfax Water	308,070	8,875	\$12.98		2011	\$2,087.88	\$1,000	\$12,100
Falls Church, City of	30,927	2,829	\$17.64		2005	\$3,090.40	\$2,356	\$5,775
Farmville, Town of	2,939	619	\$19.77	\$29.66	2010	\$2,190.42	\$2,500	
Fauquier County Water and Sanitation Authority	5,409	270	\$35.94		2011	\$7,110.54		\$6,500
Ferrum Water & Sewer Authority	188	29	\$32.00		2010	\$5,065.00	\$1,000	\$1,500
Floyd-Floyd County Public Service Authority	386	133	\$26.20		2008		Cost + 20%	\$1,000
Franklin, City of	3,226	252	\$26.77	\$33.54	2008	\$2,842.62	\$3,500	
Fredericksburg, City of	5,968	1,743	\$17.19		2011	\$2,210.84	\$950	\$2,250
Frederick County Sanitation Authority	13,007	847	\$25.45		2010	\$3,754.81	\$2,250	\$6,080
Front Royal, Town of	5,000	950	\$20.48	\$40.96	2011	\$6,744.93	\$4,340	
Galax, City of	2,450	450	\$20.50	\$41.00	2010	\$3,030.63	\$1,000	
Gate City, Town of	1,104	177	\$36.00	\$43.00		\$7,001.00	\$650	
Glasgow, Town of	460	10	\$13.00		2010	\$758.50	\$1,000	
Gloucester County	4,753	881	\$45.54		2009	\$9,427.34		
Goochland County (General County)	934	216	\$29.45		2011	\$7,384.00	\$4,000	
Goochland County (Tuckahoe Creek)	934	216	\$21.70		2011	\$5,306.00	\$4,000	
Grayson County	399	19	\$37.50		2010		\$900	
Greensville County	1,718	99	\$25.47		2010	\$5,349.09	\$960	\$400
Gretna, Town of			\$26.04	\$52.08	2010	\$3,011.04	\$160	
Halifax County Service Authority	3,739	903	\$25.95	\$34.25	2010	\$2,556.00		\$1,250
Hamilton, Town of	669	10	\$40.00	\$47.00	2009	\$11,482.50	\$3,400	\$18,100
Hanover County	18,599	1,782	\$19.56		2011	\$3,349.22		\$5,161
Harrisonburg, City of	12,203	2,503	\$12.33	\$21.18	2011	\$2,051.33	\$2,500	\$1,250
Henrico County	86,650	5,434	\$21.52		2011	\$3,411.16	\$4,065	
Henry County Public Service Authority	13,126	963	\$30.00		2006	\$6,015.00	\$1,300	
Herndon, Town of	7,190	472	\$17.00		2009	\$2,952.08	\$3,120	\$4,863
Highland County	59	17	\$42.50		2006	\$7,505.00	\$200	
Hillsboro, Town of	31		\$83.89		2011			

Water Data								
Locality	# Residential Water Units	# Non-Residential Water Units	Residential Water Rate Inside (\$/1,000 gallons /month)	Residential Water Rate Outside (\$/1,000 gallons /month)	Last Water Rate Change	Water Rate-Business Inside (1 million gal. /month)	Residential Connection Fee	Residential Capital Recovery Charge
Hillsville, Town of	1,250	199	\$25.11	\$35.75	2011	\$5,782.06	\$690	
Independence, Town of	465	138	\$25.00	\$31.25	2006	\$3,756.25	\$325	
Isle of Wight County	3,387	109	\$40.50		2010	\$5,298.75	\$4,000	
James City Service Authority	18,919	625	\$14.25		2009	\$3,450.00	\$500 / Fixture	\$1,300
Kenbridge, Town of	498	96	\$26.00	\$34.43	2008	\$5,498.50	\$500	
Keysville, Town of	431	97	\$25.50	\$51.00	2004	\$3,010.50	\$750	
Kilmarnock, Town of	808	283	\$20.75	\$31.12	2006	\$5,613.50	\$345	\$1,710
King George County Service Authority	1,752	71	\$27.62		2011	\$4,076.75	\$1,054	\$6,803
La Crosse, Town of	378	38	\$29.72	\$51.70	2009	\$4,110.22	\$550	
Lawrenceville, Town of	843	151	\$20.20	\$35.35	2010	\$3,406.40	Cost + \$400	
Lebanon, Town of	1,531	278	\$24.81	\$32.81	2010	\$4,556.05	\$750	
Leesburg, Town of	15,882	979	\$25.95	\$33.65	2010	\$3,850.80	Cost + \$50	\$4,683
Lexington, City of	2,362	400	\$19.23	\$23.08	2010	\$8,352.00	\$1,000	
Loudoun Water	73,992	2,242	\$18.22	\$22.43	2011	\$3,743.00	\$6,187	
Louisa County Water Authority (Northeast Creek)	92	68	\$17.50		2010	\$3,500.00	\$1,000	\$3,750
Louisa County Water Authority (Zion Crossroads)	322	37	\$17.50		2010	\$3,500.00	\$1,000	\$3,750
Louisa, Town of	586	166	\$27.29	\$30.84	2011	\$3,171.49	\$6,640	
Lovettsville, Town of	610	20	\$30.80	\$77.00	2011		\$1,000	\$8,100
Luray, Town of	2,009	300	\$33.50	\$50.25	2010	\$4,973.00	\$1,000	\$3,320
Lynchburg, City of	22,000	2,000	\$17.16		2011	\$3,063.35	\$950	\$1,220
Marion, Town of	3,800	200	\$23.12	\$46.21	2011	\$5,047.87	\$450	
Martinsville, City of	6,700	500	\$23.00	\$30.18	2010	\$2,669.83	\$900	
Middleburg, Town of	374	111	\$87.18	\$124.24	2011		\$1,000	\$6,620
Mineral, Town of	255	50	\$36.20	\$39.80	2011	\$7,100.70	\$4,000	
Montgomery County Public Service Authority	2,625	25	\$40.67		2011	\$6,806.67	\$725	\$2,500
Montross, Town of	228	79	\$12.00	\$18.00	2009		Cost + \$500	
Narrows, Town of	1,037	6	\$41.14	\$56.14	2010		\$400	
Nelson County	83	13	\$32.10		2006	\$6,101.60		\$2,000
Nelson County Service Authority (Lovingston)	730	25	\$48.70		2011	\$9,096.80		\$4,000
Nelson County Service Authority (Wintergreen)	2,313	70	\$62.35		2011	\$9,096.80		\$4,000
New Kent County	2,101	97	\$30.18		2011	\$3,831.33	\$4,650	
New Market, Town of	1,010	125	\$20.09	\$35.12	2011	\$3,612.04	\$6,000	
Newport News Waterworks / Wastewater	144,000	8,210	\$24.70		2011	\$4,478.00	\$690	\$1,840
Norton, City of	1,946	354	\$32.05	\$49.95	2009	\$3,768.30	\$240	
Onancock, Town of	625	125	\$35.22		2009	\$7,897.57	\$1,150	
Orange, Town of	1,956	378	\$26.60	\$64.90	2006	\$4,013.20		\$2,000
Pamplin, Town of	92	15	\$22.00				\$60	
Parksley, Town of	372	48	\$24.50	\$30.63	2011		\$2,000	
Pearisburg, Town of	1,583	143	\$33.50	\$58.63	2009	\$4,738.60	\$500	
Pennington Gap, Town of	973	134	\$25.40	\$29.40	1999	\$6,691.90	\$825	
Petersburg, City of	10,105	1,176	\$10.68		2011			\$2,840
Phenix, Town of	133	15	\$27.00		2010		\$600	
Pittsylvania County Service Authority	3,475	80	\$23.00		2008	\$4,000.00	\$645	
Portsmouth, City of	29,480	2,709	\$32.94	\$46.33	2011	\$5,478.60	\$200	
Pound, Town of	1,088	77	\$33.10	\$44.10			\$400	
Powhatan County		54	\$24.21		2011	\$2,950.38		\$4,100

Water Data								
Locality	# Residential Water Units	# Non-Residential Water Units	Residential Water Rate Inside (\$/1,000 gallons /month)	Residential Water Rate Outside (\$/1,000 gallons /month)	Last Water Rate Change	Water Rate-Business Inside (1 million gal. /month)	Residential Connection Fee	Residential Capital Recovery Charge
Prince Edward County			\$26.93		2009			
Prince William County Service Authority	81,096	2,941	\$19.10		2010	\$3,398.50		\$4,200
Pulaski, Town of	4,411	268	\$20.04	\$40.03	2011	\$2,060.00	\$470	
Radford, City of	5,186	262	\$17.90	\$17.95	2010	\$2,510.00	\$100	\$800
Rapidan Service Authority	7,063	484	\$19.50		2001	\$3,303.00	Time + Mat'ls	\$10,000
Remington, Town of	565	33	\$23.00	\$38.50	2007	\$3,008.00	\$7,500	
Richlands, Town of	2,309	275	\$25.50	\$34.50	2009	\$3,768.50	\$400	
Richmond, City of	51,889	10,050	\$29.49		2011	\$3,261.48	\$5,000	\$650
Rockbridge County PSA	2,385	348	\$27.50		2010	\$4,245.57	\$1,025	\$4,000
Rockingham County	3,383	252	\$15.67		2011	\$3,796.00	\$3,275	
Rocky Mount, Town of	2,442	389	\$17.95	\$35.90	2007	\$3,157.20	\$1,000	
Round Hill, Town of	1,178	25	\$36.85	\$55.30	2011		\$500	\$4,946
Rural Retreat, Town of	1,050	106	\$26.60	\$46.30	2011	\$5,495.70	\$1,000	
Rye Valley Water Authority	531	32	\$30.00		2001	\$4,012.00	\$500	
Saint Paul, Town of	634	69	\$19.88	\$36.38		\$3,253.63	\$750	
Salem, City of	8,634	1,526	\$26.75		2011	\$4,325.50	\$1,050	
Saltville, Town of	990	123	\$26.00	\$38.00	2010	\$5,348.00	\$540	
Smyth County	2,550	23	\$46.97		2010	\$9,163.43	\$520	
South Hill, Town of	2,243	436	\$30.50	\$61.00	2009	\$3,760.00	\$1,000	
Spotsylvania County	26,640	1,705	\$23.34		2011	\$8,614.07	\$1,240	\$4,920
Stafford County	30,650	1,639	\$15.17		2011	\$3,142.17	\$1,450	\$6,900
Stanley, Town of	1,522	82	\$19.50	\$23.50	2011	\$843.25	\$2,500	\$1,125
Staunton, City of	11,145	752	\$19.43	\$29.15	2010	\$3,886.00	\$2,100	\$2,705
Stoney Creek Sanitary District	1,545	10	\$37.00		2010		\$7,000	
Strasburg, Town of	2,511	96	\$47.15	\$66.01	2011	\$13,153.60	\$228	\$11,950
Suffolk, City of	28,382	1,419	\$45.48		2011	\$8,676.20	\$1,100	\$5,520
Surry, Town of	203	37	\$13.12	\$25.00	2011		\$500	
Tazewell County Public Service Authority	6,265	321	\$40.75		2011	\$6,083.00	\$750	
Tazewell, Town of	1,743	288	\$32.75	\$48.95	2010	\$3,764.00	\$540	
Timberville, Town of	1,309	44	\$17.64	\$20.34	2011	\$3,739.42	\$3,000	
Toms Brook-Maurertown Sanitary District	524	22	\$41.50		2010		\$7,000	
Troutville, Town of	272	82	\$35.70		2011	\$4,160.90	\$2,700	
Victoria, Town of	870	54	\$32.58		2006		\$200	
Virginia Beach Public Utilities, City of	175,854	6,344	\$26.46		2010	\$4,469.01	Cost	\$92 / DFU
Warrenton, Town of	4,243	489	\$13.30	\$19.95	2003	\$3,097.80	Time + Mat'ls	\$4,950
Washington County Service Authority	19,313	1,530	\$35.37		2011	\$3,793.27	\$1,200	\$2,720
Western Virginia Water Authority (Franklin Co.)	1,486	103	\$40.00		2010	\$8,000.00	\$2,000	\$2,500
Western Virginia Water Authority (Roanoke City/Co.)	51,880	6,017	\$22.75		2011	\$3,695.00	\$2,000	\$2,500
West Point, Town of	1,148	136	\$15.00		2007	\$4,393.00	\$500	\$3,500
Williamsburg, City of	3,400	790	\$21.50	\$25.80	2011	\$4,300.00	\$800	\$5,000
Winchester, City of	9,785	1,395	\$30.33	\$45.60	2011	\$4,808.97	\$5,000	
Windsor, Town of	1,019	73	\$26.75	\$29.75	2009	\$5,350.00	\$1,030	\$5,000
Wise, Town of	2,505	251	\$22.10	\$44.15	2011	\$3,385.20	\$500	
Woodway Water Authority	1,354	26	\$41.00		2007		\$500	
Wythe County	1,867	149	\$47.00		2010	\$9,002.00	\$1,000	
Wytheville, Town of	3,955	680	\$28.10	\$56.20	2009	\$2,653.93	\$1,500	

In the following data tables, the columns for Connection Fees and CRC have several entries other than an actual monetary amount:

- “Cost” or “Time & Mat’ls” means customer pays the cost of making the connection;
- “Cost +” means the customer pays the cost to make the connection, plus an additional fee;
- “DFU” means customer is charged that fee per the number of drainage fixture units in the household;
- “Fixture” means customer is charged that fee per the number of fixtures.

Several localities indicated separate rate structures for commercial and industrial customers. In such cases, commercial rates have been printed.

Wastewater Data	# Residential Wastewater Units	# Non-residential Wastewater Units	Residential Wastewater Rate Inside (5,000 gal./month)	Residential Wastewater Rate Outside (5,000 gal./month)	Last Wastewater Rate Change	Wastewater Rate-Business Inside (1 million gal./month)	Residential Connection Fee	Residential Capital Recovery Charge
Locality								
Abingdon, Town of	4,458	734	\$34.24	\$45.83	2010	\$5,299.43	\$1,000	
Albemarle County Service Authority	21,034	2,534	\$36.05		2009	\$7,210.00	Cost	\$5,402
Alberta, Town of	136	9	\$34.74	\$64.48	2008		\$3,310	
Alexandria Sanitation Authority	23,165	3,570	\$34.26		2010	\$6,571.34		
Alleghany County	1,765	133	\$37.00		2010	\$7,748.25	\$1,000	
Altavista, Town of	1,272	52	\$10.71	\$21.42	2011	\$2,142.00	\$500	\$500
Amelia County	239	119	\$20.25		1995		Cost + 100%	\$8,000
Amherst County	1,135	243	\$28.81		2010	\$5,762.00	\$950	\$2,785
Amherst, Town of	699	144	\$35.00	\$70.00	2011	\$9,666.66	\$500	\$2,500
Appalachia, Town of	808	20	\$38.13	\$53.32	2010		\$300	
Appomattox, Town of	801	203	\$41.25		2008	\$8,250.00	\$1,900	\$1,900
Arlington County	34,646	1,778	\$42.55		2011	\$8,510.00		\$110/DFU
Augusta County Service Authority	9,812	723	\$44.52		2011	\$7,438.77	\$1,000	\$4,900
Bath County Service Authority	772	54	\$24.00				\$100	\$400
Bedford, City of	2,446	486	\$36.09	\$49.59	2011	\$4,940.46	\$1,040	\$2,800
Bedford County Public Service Authority	1,366	225	\$45.00		2011	\$7,064.00	\$1,000	\$3,000
Big Stone Gap, Town of	2,009	638	\$34.65	\$56.35	2011	\$6,796.56		
Blacksburg, Town of	7,925	314	\$25.90	\$45.34	2009	\$4,652.65	\$802	\$2,500
Bland County Service Authority	237	21	\$34.50			\$9,719.50	\$400	
Boones Mill, Town of	39	26	\$33.00	\$47.00	2009	\$4,015.00	\$2,500	
Botetourt County	2,522	296	\$27.00		2007	\$4,750.12	\$1,250	\$2,500
Bridgewater, Town of	1,919	112	\$36.55		2011	\$7,312.10	\$6,500	
Bristol Virginia Utilities	6,677	1,028	\$23.24	\$34.86	2011	\$2,914.53	\$1,180	
Broadway, Town of	1,282	93	\$17.65	\$17.65	2011	\$3,299.24	\$3,100	
Brookneal, Town of	461	79	\$14.16		2011		\$600	
Buchanan County Public Service Authority	1,238	311	\$36.00		2007	\$3,517.50	\$750	
Buckingham County	177	42	\$30.43		2009	\$10,408.28	\$2,500	
Buena Vista, City of	2,426	167	\$26.95		2006	\$5,390.00	\$300	
Campbell County Utilities and Service Authority	2,292	254	\$36.73		2011	\$6,361.78	\$2,200	\$2,200
Cape Charles, Town of	1,162	88	\$44.33		2010	\$7,775.45	\$875	\$7,475
Caroline County	532	90	\$62.44		2010	\$8,971.13	≤ Cost + 20%	\$8,500
Carroll County Public Service Authority	800	164	\$49.00		2010	\$6,400.00	\$1,250	
Charlottesville, City of	12,629	1,593	\$33.86		2011	\$5,979.90	\$0	\$3,210
Chatham, Town of	479	140	\$22.55	\$44.30	2010	\$4,510.00	\$500	
Chesterfield County	99,608	3,482	\$24.01		2011	\$2,300.44		\$3,730
Claremont, Town of	36		\$47.00		2009	\$3,032.00	\$6,300	
Clarke County Sanitary Authority	300	38	\$44.76		2011	\$9,879.90		\$16,200

Wastewater Data								
Locality	# Residential Wastewater Units	# Non-residential Wastewater Units	Residential Wastewater Rate Inside (\$/1,000 gal./month)	Residential Wastewater Rate Outside (\$/1,000 gal./month)	Last Wastewater Rate Change	Wastewater Rate-Business Inside (1 million gal./ month)	Residential Connection Fee	Residential Capital Recovery Charge
Clarksville, Town of	682	128	\$29.75	\$67.75	2011	\$8,159.03	\$800	\$800
Coeburn, Town of	994	131	\$40.76	\$59.35	2010	\$6,443.58	\$375	
Colonial Beach, Town of	2,441	95	\$45.90		2009	\$3,779.55	\$7,500	
Colonial Heights, City of	7,456	563	\$23.77	\$29.62	2008	\$1,881.36	\$3,000	
Craig-New Castle Public Service Authority	379	62	\$38.75		2007	\$6,261.50	\$2,000	
Culpeper County	374	18	\$46.54		2011			
Culpeper, Town of	5,658	577	\$30.35	\$46.55	2011	\$5,381.00		\$10,000
Cumberland County	219	63	\$25.00		2006	\$3,745.93	\$2,725	
Dinwiddie County Water Authority	3,347	129	\$30.00		2011	\$3,149.31	\$4,305	
Dungannon, Town of	230	15	\$32.00	\$35.00	2009	\$4,990.00	\$50	
Edinburg, Town of	627	69	\$28.22	\$42.35	2011	\$3,759.50	\$10,000	
Elkton, Town of	643	143	\$38.00				\$5,200	
Emporia, City of	4,987	819	\$36.75		2011	\$5,183.35	\$4,000	
Exmore, Town of	196	95	\$38.00		2011	\$5,066.67	\$3,500	
Fairfax, City of	6,998	902	\$21.67		2011	\$4,144.79		\$7,247
Fairfax County	334,064	26,247	\$31.72		2011	\$6,011.67	\$600	\$7,750
Falls Church, City of	3,491	472	\$37.92		2011	\$7,251.67	\$75	\$6,700
Farmville, Town of	2,916	619	\$23.72	\$35.58	2010	\$2,628.50	\$2,500	
Fauquier County Water and Sanitation Authority	3,634	230	\$52.96		2011	\$7,449.58		\$1,400
Ferrum Water & Sewer Authority	145	29	\$34.00		2010	\$5,605.00	\$1,000	\$2,000
Floyd-Floyd County Public Service Authority	294	123	\$34.50		2008			\$1,000
Franklin, City of	3,186	252	\$36.56	\$45.43	2008	\$3,946.90	\$4,500	
Fredericksburg, City of	5,922	1,743	\$27.18		2011	\$4,356.20	\$2,100	\$4,750
Frederick County Sanitation Authority	12,573	489	\$31.61		2010	\$4,516.78	\$1,575	\$11,394
Front Royal, Town of	5,000	950	\$35.64	\$71.28	2011	\$11,249.79	\$9,750	
Galax, City of	2,450	450	\$20.50	\$41.00	2010	\$3,030.63	\$1,000	
Gate City, Town of	845	145	\$36.00	\$43.00		\$7,008.00	\$900	
Glasgow, Town of	465	10	\$30.00		2010	\$1,030.00	\$1,000	
Gloucester County	1,089	692	\$23.33		2009	\$3,036.20		
Goochland County (<i>General County</i>)	279	80	\$41.70		2011	\$10,835.00	\$6,000	
Goochland County (<i>Tuckahoe Creek</i>)	279	80	\$37.05		2011	\$9,711.88	\$6,000	
Greensville County	1,608	93	\$35.03		2010	\$6,823.05	\$1,320	\$835
Gretna, Town of			\$20.00	\$40.00	2010	\$3,005.00	\$400	
Halifax County Service Authority	3,809	779	\$38.05	\$41.60	2010	\$3,767.16		\$1,500
Hamilton, Town of	547	12	\$52.00	\$63.00	2009	\$17,464.50	\$5,000	\$12,400
Hampton, City of	42,800	3,200	\$9.92		2008	\$1,983.00	Cost/Lot Width	
Hanover County	16,953	1,651	\$39.84		2011	\$4,948.86		\$7,838
Harrisonburg, City of	10,928	2,065	\$24.66	\$38.51	2011	\$4,860.46	\$4,500	\$3,400
Henrico County	84,546	4,658	\$27.97		2011	\$3,618.26	\$4,970	
Henry County Public Service Authority	7,507	769	\$30.00		2006	\$6,015.00	\$1,300	
Herndon, Town of	7,190	472	\$18.77		2009	\$3,720.00	\$600	\$7,490
Hillsville, Town of	1,050	184	\$32.29	\$46.39	2011	\$6,040.74	\$683	
Hopewell, City of	8,328	244	\$18.40		2009	\$2,824.48	\$150	\$2,026
Independence, Town of	470	138	\$34.75	\$43.44	2006	\$4,761.00	\$250	
Isle of Wight County	3,420	188	\$25.00		2010	\$4,213.80	\$4,000	
James City Service Authority	20,551	625	\$14.00		2007	\$2,800.00	\$400 / Fixture	\$1,050

Wastewater Data									
Locality	# Residential Wastewater Units	# Non-residential Wastewater Units	Residential Wastewater Rate Inside (\$,000 gal./month)	Residential Wastewater Rate Outside (\$,000 gal./month)	Last Wastewater Rate Change	Wastewater Rate-Business Inside (1 million gal./ month)	Residential Connection Fee	Residential Capital Recovery Charge	
Kenbridge, Town of	435	84	\$42.00	\$63.00	2008	\$4,022.00	\$500		
Keysville, Town of	390	98	\$32.00	\$64.00	2003		\$1,000		
Kilmarnock, Town of	768	271	\$39.38	\$59.07	2006	\$12,516.25	\$250	\$7,790	
King George County Service Authority	1,862	144	\$55.60		2011	\$8,923.63	\$1,054	\$9,089	
La Crosse, Town of	265	32	\$32.28	\$40.30	2010	\$5,411.28	\$1,100		
Lawrenceville, Town of	728	130	\$18.20	\$31.85	2010	\$3,402.40	Cost + \$400		
Lebanon, Town of	1,396	255	\$25.81	\$33.81	2010	\$4,557.05	\$750		
Leesburg, Town of	15,882	979	\$32.25	\$43.50	2010	\$5,110.80	Cost + \$50	\$7,292	
Lexington, City of	2,248	400	\$45.43			\$19,481.00	\$1,000		
Loudoun Water	74,209	2,281	\$26.00	\$27.76	2011	\$3,725.53	\$7,578		
Louisa County Water Authority (Northeast Creek)	36	43	\$23.75		2010	\$4,750.00	Cost	\$5,250	
Louisa County Water Authority (Zion Crossroads)	322	31	\$23.75		2010	\$4,750.00	Cost	\$5,250	
Louisa, Town of	580	166	\$36.13	\$52.61	2011	\$6,264.83	\$10,265		
Lovettsville, Town of	605	20	\$46.20	\$115.50	2011		\$1,000	\$11,900	
Luray, Town of	1,874	274	\$47.20	\$70.80	2010	\$5,490.95	\$1,000	\$5,940	
Lynchburg, City of	18,500	2,000	\$39.62		2011	\$7,555.33	\$1,100	\$1,950	
Marion, Town of	2,700	100	\$22.43	\$44.77	2011	\$4,818.33	\$300		
Martinsville, City of	6,300	450	\$20.87		2011	\$2,737.22	\$900	\$200	
Middleburg, Town of	370	111	\$71.19	\$99.88	2011		\$1,000	\$9,746	
Mineral, Town of	110	33	\$38.00		2011	\$7,102.70	\$8,000		
Montgomery County Public Service Authority	1,485	25	\$42.00		2011	\$7,106.50	\$725	\$3,000	
Narrows, Town of	933	6	\$41.14	\$45.20	2010		\$400		
Nelson County	170	16	\$37.09		2006	\$6,852.84		\$2,000	
Nelson County Service Authority (Lovingston)	349	22	\$56.95		2011	\$8,640.90		\$4,000	
Nelson County Service Authority (Wintergreen)	2,155	70	\$82.20		2011	\$8,640.90		\$4,000	
New Kent County	916	67	\$41.92		2011	\$5,810.50	\$9,275	\$5,075	
New Market, Town of	920	112	\$64.35	\$112.59	2011	\$12,024.25	\$9,000		
Newport News Waterworks/Wastewater			\$16.95		2011	\$3,390.00	\$581		
Norton, City of	1,719	390	\$42.96	\$84.90	2011	\$6,572.65	\$175		
Onancock, Town of	615	125	\$56.70		2009	\$15,458.25	\$1,200		
Orange, Town of	1,608	343	\$45.38	\$92.22	2010	\$4,064.29		\$8,220	
Parksley, Town of	10	36	\$66.00				\$3,750		
Pearisburg, Town of	1,290		\$33.13			\$3,907.88	\$400		
Pennington Gap, Town of	957	129	\$33.10	\$41.74	2011	\$4,709.60	\$300		
Petersburg, City of	10,079	1,176	\$20.73		2011			\$5,140	
Pittsylvania County Service Authority	1,078	50	\$24.00		2008	\$4,000.00	\$1,545		
Portsmouth, City of	29,480	2,709	\$21.03		2011	\$4,206.00	\$150		
Pound, Town of	491	60	\$38.01	\$46.00			\$400		
Powhatan County	40	71	\$34.73		2011	\$4,560.68		\$8,100	
Prince Edward County			\$29.62		2009				
Prince William County Service Authority	79,719	2,891	\$36.25		2010	\$6,619.60		\$9,900	
Pulaski County Sewerage Authority	880	134	\$23.00		2010	\$4,023.00	\$500		
Pulaski, Town of	3,768	268	\$29.04	\$89.03	2011	\$6,175.72	\$600		
Radford, City of	5,021		\$27.95		2011	\$5,590.00	\$1,500	\$800	
Rapidan Service Authority	5,756	276	\$46.06		2010	\$7,608.06	Time + Mat'l's	\$10,000	
Richlands, Town of	2,185	258	\$25.50	\$34.50	2009	\$3,768.50	\$300		

Wastewater Data									
Locality	# Residential Wastewater Units	# Non-residential Wastewater Units	Residential Wastewater Rate Inside (\$5,000 gal./month)	Residential Wastewater Rate Outside (\$5,000 gal./month)	Last Wastewater Rate Change	Wastewater Rate-Business Inside (1 million gal./ month)	Residential Connection Fee	Residential Capital Recovery Charge	
Richmond, City of	50,554	8,270	\$45.47		2011	\$6,048.67	\$200	\$1,250	
Rockbridge County PSA	1,259	267	\$41.78		2010	\$7,232.89	\$850	\$4,500	
Rockingham County	3,482	210	\$25.45		2011	\$5,090.00	\$5,925		
Rocky Mount, Town of	1,714	294	\$17.85	\$35.70	2007	\$3,057.85	\$1,000		
Round Hill, Town of	1,105	25	\$55.25	\$82.90	2011		\$825	\$11,355	
Rural Retreat, Town of	877	90	\$26.20		2011	\$5,011.30	\$400		
Saint Paul, Town of	379	69	\$27.83	\$50.93	2011	\$4,555.08	\$350		
Salem, City of	8,313	1,025	\$35.00		2011	\$3,864.00	\$1,900		
Saltville, Town of	977	108	\$23.55	\$31.39	2011	\$5,305.33	\$540		
Smyth County	1,008	58	\$48.30		2010	\$9,423.52	\$675		
South Hill, Town of	1,933	379	\$30.50	\$61.00	2009	\$3,760.00	\$1,500		
Spotsylvania County	25,505	1,643	\$23.07		2011	\$4,756.37	\$2,220	\$4,920	
Stafford County	28,121	1,337	\$29.64		2011	\$4,321.79	\$2,100	\$3,500	
Stanley, Town of	927	60	\$31.32	\$29.87	2010	\$1,769.00	\$3,000	\$1,125	
Staunton, City of	10,729	742	\$29.75	\$44.62	2010	\$5,950.00	\$2,100	\$5,100	
Stoney Creek Sanitary District	1,575	10	\$43.00		2010		\$8,500		
Strasburg, Town of	2,443	94	\$49.47	\$69.26	2011	\$12,734.78	Cost	\$11,825	
Suffolk, City of	24,927	1,061	\$53.33		2011	\$10,666.40	\$1,450	\$6,000	
Surry, Town of	203	37	\$30.62	\$31.25	2011		\$1,500		
Tazewell County Public Service Authority	2,215	212	\$40.75		2011	\$6,088.00	\$700		
Tazewell, Town of	1,585	254	\$37.65	\$56.50	2010	\$4,316.15	\$540		
Timberville, Town of	1,160	44	\$22.15	\$27.34	2011	\$4,052.38	\$3,000		
Toms Brook-Maurertown Sanitary District	566	41	\$42.50		2010		\$8,500		
Victoria, Town of	860	54	\$21.58		2011		\$200		
Virginia Beach Public Utilities, City of	175,084	5,673	\$22.12		2011	\$275.94	Cost	\$13-\$59/DFU	
Warrenton, Town of	3,842	448	\$29.40	\$44.10	2003	\$6,198.40	Time + Mat'l's	\$7,300	
Washington County Service Authority	1,365	165	\$56.32		2011	\$6,175.57	\$900	\$2,900	
Western Virginia Water Authority (Franklin Co.)	3	16	\$38.00		2010	\$7,600.00	\$2,000	\$9,075	
Western Virginia Water Authority (Roanoke City/Co.)	47,574	5,814	\$28.70		2011	\$3,836.00	\$2,000	\$2,500	
Williamsburg, City of	2,200	670	\$20.40		2011		\$800	\$3,000	
Winchester, City of	9,810	1,400	\$39.10		2011	\$7,820.00	\$7,400		
Wise, Town of	2,059	173	\$27.63	\$55.19		\$4,231.50	\$500		
Wythe County	397	70	\$35.80		2003	\$8,869.60	\$500	\$500	
Wytheville, Town of	3,805	680	\$20.69	\$41.38	2009	\$4,272.29	\$1,500		
York County	22,036	922	\$18.75		2009	\$3,240.00	\$8,625		

The following utilities responded to the wastewater questions and are provided wastewater treatment services by the Hampton Roads Sanitation District (HRSD): Gloucester County, Isle of Wight County, James City Service Authority, York County, City of Newport News, City of Portsmouth, City of Suffolk, City of Virginia Beach, City of Williamsburg, and the City of Hampton. Draper Aden Associates has reviewed the responses to questions regarding the monthly sewer bill for residential customers and has determined that the City of Suffolk and the City of Williamsburg included \$20.44 per month to reflect the charges paid to HRSD for treatment. The other localities did not include the HRSD fee of \$20.44 per month in their response. Based on water usage of 5,000 gallons per month, the HRSD fee for wastewater treatment is \$20.44 per month. Similarly, HRSD charges a facility fee, or capital recovery charge, for new connections. For a single-family home using a 5/8 inch meter, the facility charge collected by HRSD is \$1,895. This fee is in addition to any fees charged by the local utility. Again, this fee is not included in the responses listed above. As a result, when comparing the fees and charges in the communities served by HRSD to other localities, it is important to be aware that the fees reflected in the table above do not reflect the total cost of wastewater service in these localities.



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