

## **Massanutten Water and Sewer Authority**

### **Background**

The Massanutten Water & Sewer Authority (the “Authority”) was created in 2020 by the Rockingham County Board of Supervisors to research concerns with Massanutten Public Service Corporation/Nexus Water Group (“MPSC”). The Authority contracted with attorneys to assist with the acquisition. As of October 6<sup>th</sup>, we fully expect that the acquisition of the water and sewer system will be complete. The Authority will hold title, operate, and set rates.

The Authority is a separate enterprise fund, governed by the members of the Massanutten Water and Sewer Authority, and operated by the Rockingham County Department of Public Works. An enterprise fund is required to operate with all revenues covering its expenses. Property owners will have the opportunity to provide input on rates and system issues.

The current plan is that the Authority will own the system effectively October 6, 2025. On closing day, all accounts and assets will be transferred to the Authority. The purchase of the system is made through the Authority, and the users of the system will contribute to debt service.

The user fees and rates will be set by the Authority. Initially, minor changes will be made to the rate structure, however, generally the rate structure will not change. Rates will be set to cover the cost of the system and will be reviewed during the annual budget process, which will be set in a public meeting.

Customer service for the Authority can be reached at 540-564-3020.

### **Connection Fees**

- Availability Fee – To cover the fixed costs associated with providing and maintaining the utility's infrastructure, ensuring that capacity is available even if you don't use it. This includes treatment facilities, distribution mains, and overall system upgrades. Availability fees are not prepaid connection fees. The Authority will not charge the availability fee.
- Connection Fee – A one-time charge to cover the actual costs of installing the connection from the utility's main line to the customer's property with the remaining balance allocated to future capital improvements.

## **Customer Service**

- The last customer bills will be sent by MPSC in October, based on September usage. All outstanding payments to MPSC are to be paid directly to MPSC.
  - All disputes with MPSC are to go to MPSC Customer Service.
  - All outstanding balances with MPSC are to be paid directly to MPSC.
  - Any deposit made with MPSC is to be refunded by MPSC.
- The first customer bills that will be sent by the Authority in the second week of November, based on October usage and will be billed monthly. For all accounts transferred directly from MPSC, no customer application or deposit will be required.
  - The first month's bill with the Authority will be paid via cash or check. No direct deposit will be initiated until the second billing cycle.
  - Direct deposit will have to be set up with the Authority.
  - Online bill pay is available on the County website and will be made available as soon as possible.

## **Water Pressure Concerns and Capital Improvement Planning**

The Authority will be addressing concerns with water pressure and fire hydrants, these and other issues as quickly as we can. The Fire and Rescue Department is aware of the fire hydrant concerns and plan to address those concerns.

The Authority will develop a capital improvement plan as they have time to assess the assets.