

**Rapidan Service Authority**  
**PO Box 736**  
**Locust Grove, VA 22508**  
**540-972-2133 (Maintenance on call 24/7)**  
**rsa@rapidan.org**

**Lake of The Woods Only**

Welcome to Rapidan Service Authority (RSA). The following is general information about RSA that may be helpful to you as a customer.

A deposit & setup fee is required from all customers connected to the public system. However, as an OWNER, your deposit may be credited to your account after 12 months of consecutive “on-time” payments. Otherwise, the deposit will be applied to your final bill.

**General Information**

<b>User Billing Cycle</b>	<b>Monthly</b>
<b>Non-User Billing Cycle</b>	<b>Quarterly</b>
<b>(Non-user -lots only - please see section entitled Lake of the Woods Non-user Fee)</b>	
<b>Due Date</b>	<b>20 days from bill date</b>

**Late Payment Penalty 10%**

**Payment Options**

- **RSA Office on Rte 3**
- **Return Mail**
- **EFT (Electronic Funds Transfer)**
- **xpress-pay.com**

If you do not receive your bill please call our office. Failure to receive your bill does not waive responsibility. When paying by mail,

allow sufficient mail time for delivery by the due date.

Past due accounts are subject to disconnection after 30 days. If your account is past due this amount must be received in the RSA office before the “DISCONNECTION DATE” printed on your bill in order to avoid disconnection of service. If your service is disconnected for non-payment, the total due plus a \$50 service fee is required before service can be restored. A deposit may also be required.

**Lake of the Woods Non-User Fee**

If you own an undeveloped lot in the Lake of the Woods subdivision (LOW), you will receive a quarterly non-user bill. All lots in LOW are assessed the non-user fee as allowed in the LOWA Restrictive Covenants. As explained in the Covenants, an owner pays the fee until service is connected. This fee reserves capacity in the water and sewer plants and infrastructure for the lot. Once connected, the owner pays user fees based on consumption.

The RSA Board uses funds collected from the non-user fees to pay debt service as well as operation and maintenance expenses. The non-user fee was originally set up as part of the general revenue rate base when the system was developed in the 1970’s. The RSA Board continued that concept when it became the owner of the system in the late 1980’s.

Non-users are billed \$60.00 each quarter for the preceding 3 months.

**Wilderness Water System**

RSA’s water supply is the Rapidan River. The water is treated at the Wilderness Water Treatment Plant. RSA installs and maintains all lines and equipment up to and including the meter. The line from the meter to the house is the customer’s private service line. RSA does not repair problems on the customer’s side of the meter. Only RSA staff is authorized to turn the meter on and off, except in emergency situations. The customer or plumber is allowed to turn the meter on/off if RSA staff is not available.

**Wilderness Sewer System**

RSA’s sewer system in Lake of the Woods is a vacuum system, which is complex and maintenance intensive. Your sewage travels from your house to a holding tank which is located on RSA’s easement. This line from the house to the holding tank, is owned by the homeowner. From the tank, it enters a main sewer line and travels to a vacuum pumping station. From there, it goes to RSA’s Wilderness Wastewater Treatment Plant.

Your holding tank may experience problems due to various conditions. If you see back-ups or liquid excreting from the pipe above the tank, have flushing problems, or hear strange noises call RSA immediately, 540-972-2133. Call RSA before you call a plumber. Failure to do so obligates you to pay any plumbing bills. If you call after business hours,

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RSA's answering service will relay your call to our maintenance personnel.

**What Should Not Be Put In Sewer System:**

Non-biodegradable materials (non-flushing wet wipes or diapers), plastics, chemicals, grease, wax, personal hygiene items, and hypodermic needles.

**Where Does The Water Go?**

The average American Family of 4 uses 280 gallons of water a day inside the home!

Shower	2.5 gallons per minute
Sink	4-5 gallons per minute

Toilet	2-7 gallons per flush
Dishwasher	5-25 gallons a load
Washer	35 gallons per load

**Look out for Leaks!**

Toilets often have "silent" leaks. Here's a handy way to tell.

Put 12 drops of food coloring into the tank. Wait 15 minutes. If any dye appears in the toilet bowl, water is leaking from the tank. Your toilet needs repair!

To reduce the amount of water used per flush, you can install a plastic jug full of water in the tank. Be sure installation doesn't interfere with operating parts. **DO NOT** use a brick - it may disintegrate and cause problems.

**Check Your Water System for Leaks**

1. Locate your water meter. The meter is usually located at your property line near the road.
2. Read meter twice  
First at night, after the days water use has ended; again in the morning, before any water is used.
3. Find the difference  
Subtract the first from the second reading, to tell you how much water (if any) leaked out overnight.
4. If you suspect a leak  
Find it by checking pipes, connections, etc. Have it repaired quickly.

Remember, the customer is responsible for the maintenance of the service line from the meter to the house. Repair leaks quickly!

**Help us keep costs down!**

If you notice a water main leak on the road or if you see someone taking water from a fire hydrant other than for emergency fire use, please report this to RSA. All water hauling must be authorized by RSA except for emergency fire use.

**Inside or Outside Water Leak?**

1. Make sure that no one is using water.
2. Then check your water meter to see if the leak detector is turning. The leak detector is located on the face of the meter and is usually a small red triangle. If the leak detector is turning, water is going somewhere!
3. Next, turn off the main shut-off valve to your home. This valve is usually located where the water line enters the home.
4. Go back and check the meter again. If the detector on the meter is not turning then you've determined that the source of your leak is inside the home. If the detector continues to turn, then the leak is in the outside line.

Using water wisely saves in more ways than one. Not only are you helping to conserve a vital resource but you're also saving energy and money!