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Loudoun Water
Recommendations from the Loudoun County Government Reform Commission
Sep. 27, 2012

The Government Reform Commission recommends to the Board of Supervisors and Loudoun Water that the following changes to the policies of Loudoun Water and the County of Loudoun be considered:

1. **Transparency:** Loudoun Water should place as much information as possible on the Loudoun Water website and make it accessible to customers in a timely manner, with including information about the finances related to the operation of community water systems.
2. **Standards of Appointment.** The Board of Supervisors should create guidelines related to the credentials and standards for the appointment of members to the Board of Directors of Loudoun Water. These guidelines could include a college degree and/or professional experience in the fields of civil engineering, finance, utility construction, hydrology or hydrogeology. Announcements about vacancies or potential re-appointments should be placed in the local media and in the bills of rate payers.
3. **Annual Report.** Loudoun Water should amend its governing documents to require an annual written report and oral presentation of Loudoun Water's operations to the Board of Supervisors, with emphasis on policies that relate to potential rate adjustments and the financial health of Loudoun Water.
4. **Uniform Rates.** The Board of Supervisors should consider amending County policies that set non-uniform rates for community systems. Should the Board of Supervisors amend such policies, Loudoun Water should set uniform rates for all residential customers regardless of whether the customer is served by the central or a community system.
5. **New Community Systems.** The Board of Supervisors should review County land use policies as these may relate to the promotion of or requirement to employ community systems, as opposed to individual well and septic systems.
6. **Use of County Calendar.** Loudoun County government's web site should include the dates and times of Loudoun Water's public meetings, including input sessions on rate increases, to broaden the dissemination of this information to the citizens of the County. These notices should also be sent to the customers of Loudoun Water in their monthly bills.

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7. **Appeal Process.** Loudoun Water should incorporate an independent, formal appeal process in its governing documents so citizens and property owners can appeal any final decision of the Loudoun Water without the necessity of filing suit in the Circuit Court. Such a process will give more credibility to the fairness and openness of the organization.
8. **Review Zoning Regulations.** The Board of Supervisors should review and consider amending zoning regulations to exempt lots created for the purpose of providing water and sewer facilities from meeting the zoning criteria that are established for building lots (size, confirmation, street frontage, etc.).

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