



Community Development / Streets and Utilities

MEETING AGENDA

Berryville-Clarke County Government Center
101 Chalmers Court, Second Floor
AB Meeting Room
Regular Session

November 25, 2025

3:30 PM

Item

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1. **Call to Order**
2. **Approval of Agenda**
3. **Unfinished Business**
 - Wayfinding Signs Update
 - Mosby/East Fairfax Sidewalk Project Update
 - Street Paving Update
 - Water Main Upgrade Update
4. **New Business**
 - Service Line Warranty Program
 - Community Service Line Inventory
5. **Other**
6. **Closed Session**
7. **Adjourn**

Item Title

Service Line Warranty

Prepared By

Jean Petti

The following text is provided by the Vendor:

BACKGROUND: The National League of Cities (NLC) Service Line Warranty Program, offered by Utility Service Partners, a HomeServe Company, was conceived in partnership with the National League of Cities to educate property owners about their service line responsibilities and to help residents avoid the out-of-pocket expense for unanticipated and potentially costly service line repairs and replacements. Our program, the only one of its kind endorsed by the NLC, will help Berryville, VA to achieve its goals by:

- Providing homeowners with affordable protection against significant and unexpected costs to remedy leaking/broken/ clogged water lines, sewer lines, and in-home plumbing lines
- Ensuring the delivery of timely, high-quality repair services in adherence to all applicable codes
- Providing exemplary service that reflects positively on the utility
- The program generates an ongoing, sustainable source of revenue for partner municipalities and stimulates the local economy by using fully vetted local contractors to complete the repairs.
- The utility can elect to receive a royalty of 10% of the payments of plan fees received from customers who enroll for the duration of the program.

COVERAGE: NLC Service Line Warranty Program offers three complete and separate voluntary programs. There is never a service fee/deductible or annual or lifetime limit. Residents can cancel the warranties at any time.

Exterior Water Service Line: Includes service to locate, excavate and repair/replace a leaking exterior water service line. Covered repairs include, but are not limited to leaks, breaks, corrosion, blockages, root intrusion, and other types of damage (such as freezing) that impair or limit the intended function of the system. Includes thawing of frozen water lines. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

Exterior Sewer Service Line: Includes services to locate, excavate and repair/replace a leaking exterior sewer service line. Covered repairs include, but are not limited to leaks, breaks, corrosion, blockages (due to fats, oils and grease), root intrusion, and other types of damage (such as from freezing) that impair or limit the intended function of the system. Includes restoration of ground surface features after excavation for service line repair, including filling, raking, reseeding, reinstallation of existing soft landscaping and shrubbery, and patching of paved surfaces.

Internal Plumbing and Drainage: Coverage includes the emergency breakdown costs of repairing or replacing interior water, sewer, and drainage pipe materials, valves and other plumbing-related material, including unblocking, repair and replacement. Repair of clogged toilets.

Product	Monthly	Annual Coverage Limit	Annual Service Calls/Per Call Coverage	Royalty for the City (optional)
External Water Line	\$5.99	Unlimited	Unlimited Calls \$8,500 Per Call	10%
External Sewer Line	\$6.99	Unlimited	Unlimited Calls \$8,500 Per Call	10%
In-Home Plumbing	\$11.99	Unlimited	Unlimited Calls \$3,000 Per Call	10%

IMPLEMENTATION: The NLC Service Line Program will utilize the City logo to brand the materials used to educate residents about our repair service plans. Program marketing literature clearly discloses that the Program and the utility are separate entities and that the program is voluntary for residents. The NLC Service Line Warranty Program will create all marketing materials with input from the utility and will submit all marketing/communications materials to the utility for final approval before each campaign. No mailing/customer data is required. Residents can choose to enroll via mail, phone or web. We bill customers directly. Customers can cancel at any time. No minimum enrollments required.

FINANCIAL IMPACT: No cost to the utility to participate. The utility would receive 10% royalty based on plan fees received from customers who enroll. – **This is optional. If royalty is turned down prices are lowered.**

Attachments:

- Standard SLWA Agreement

Item Title

Community Service Line Inventory Update

Prepared By

Jean Petti

Background/History/General Information

The US Environmental Protection Agency (EPA) and the Virginia Department of Health (VDH) are developing a *Community Service Line Inventory* to identify materials that make up water lines that serve each property. Town of Berryville staff have been reviewing water line data through construction and maintenance records for properties served by Town utilities and submitted the preliminary *Inventory* as required in October 2024.

Findings/Current Activity

All residences and businesses served by Town of Berryville utilities for which we do not have water line records have received a letter. Directions for determining the material of water service lines are included and appointments are available for anyone who requires assistance. The *Community Service Line Inventory* is available for public review and all households who may be at risk of lead exposure will be notified by the Town. All of the water mains are known (though some records require substantiation) and approximately 60% of the laterals are known. In Spring 2026, all water meter crocks will be opened to verify the material of the Town-owned and customer-owned lines. These records will be cross referenced with field inspections and customer self-reporting results.

Schedule/Deadlines

By 1 November 2027, the Town of Berryville is expected to have inventoried every main, connector, and lateral served by the Town's waterworks.

Other Considerations

Annually by December 31, the Town is required to notify every property serviced by a Lead, Galvanized Requiring Replacement, or Unknown service line. This was accomplished in 2024 and is wrapping up for 2025. Currently, there are zero lead lines known, approximately 100 galvanized, and 600 unknowns. The rest are copper or plastic.

Recommendation

None. Information only