

## NICHOLSON WATER AUTHORITY

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### **SERVICE RULES AND REGULATIONS**

The Board of Directors of the Nicholson Water Authority has adopted the following basic rules and regulations that will be observed by both the Authority and its customers.

#### **I. Types of Service**

- A. The rate schedule set forth below contemplates a *single user*, such as a one-family dwelling with appurtenances, or one commercial operation.
- B. Extraordinary circumstances, such as subdivision extension, multiple dwelling units, industrial users, and fire protection shall be governed by special contract agreements made by the Board of Directors.

#### **II. Residential Rate Schedule**

For the service contemplated by Paragraph I (A) above:

0 - 1,000 gallons	\$13.00 minimum
1,001 - 6,000 gallons	\$ 6.60 per 1,000 gallons
6,001 – 10,000 gallons	\$ 7.10 per 1,000 gallons
10,001 and up	\$ 8.60 per 1,000 gallons

Rates subject to change as Director's mandate.

#### **III. Application for Service**

- A. The consumer will make application for service, in person, at the office of the Authority and at the same time make the necessary deposits as required.
- B. A payment of \$4,000 per ¾" (standard) connection will be required of all consumers when making application for service. (See part V-C for other connection pricing).
- C. A security deposit of \$125.00 will be required of all consumers.

#### **IV. Minimum Charge**

- A.** Water furnished for a given house or location shall be used for such house or location only, together with its appurtenances.
- B.** Except for fire protection, the Authority shall not under any condition furnish water free of charge to anyone. Every service must be metered.

#### **V. Authority Responsibility and Liability**

- A.** The authority shall run a service line from its distribution line to the property line where the distribution line exists, or is to be constructed, and runs immediately adjacent and parallel to the property to be served. No service charge will be made for a 5/8" x 3/8" meter. A proportionately greater charge will be made for a meter of larger dimension.
- B.** The authority may make connections to service other properties not adjacent to its lines upon payment of reasonable costs for the extensions of its distribution lines as may be requires rendering such service.
- C.** Any new line extension work is subject to approval, inspection, and acceptance of the Water System Operator and must be approved before burial. No main line taps will be made by individual contractors; all taps are to be done by the Water Authority.
  - 1.** A tap fee of \$4,000.00 for stub-out from 3/4" main
  - 2.** A tap fee of \$8,000.00 for stub-out from 1" main
  - 3.** A tap fee of \$25,000.00 for each individual 2" service line
  - 4.** Individual 4" and 6" service line tap fee will be priced individually
  - 5.** A \$40.00 per hour fee for inspection of any new line extension
  - 6.** Meter set only - \$500.00

Any new line extension not done according to acceptable water system standards will not be connected to present system.

- D.** The Authority may install its meter at or near the property line or, at the Authority's option, on the consumer's property within three (3) feet of the property line.
- E.** The Authority reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross-connections or backflow.

- F. Under normal conditions, the consumer will be notified of any anticipated interruption of service.

## **VI. Consumer's Responsibility**

- A. Where meter or meter box is placed on the premises of a consumer, a suitable place shall be provided by the consumer, therefore unobstructed and accessible at all times to the meter reader.
- B. The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter, the Authority to provide a like valve on its side of such meter.
- C. The consumer's piping and apparatus shall be installed and maintained by the consumer at the consumer's expense, in a safe and efficient manner and in accordance with the Authority's rules and regulations and in full compliance with the sanitary regulation of the State Health Department.
- D. The consumer, members of his household, and employees, shall use water furnished by the Authority for consumption only. The consumer shall not sell water to any other person or permit any other person to use said water. Each individual residence or business must have a separate meter, for its specific use only. Water shall not be used for irrigation, fire protection, or other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

## **VII. Access to Premises**

- A. Duly authorized agents of the Authority shall have access, at all reasonable hours to the premises of the consumer for the purposes of installing or removing Authority property, inspecting piping, reading and testing meters, or for any other purposes in connection with the Authority's service and facilities.
- B. Extensions to the system shall be made only when a consumer shall grant or convey, or shall cause to be granted or conveyed, to the Authority a permanent easement or right-of-way access any property traversed by the lines.

## **VIII. Change of Occupancy**

- A. Not less than three (3) days notice must be given in person or in writing, at the Authority office, to discontinue service or to change occupancy.
- B. The outgoing party shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever period is longest.
- C. The new occupant will apply for water service within forty-eight (48) hours after occupying the premises and failure to do so will make new occupant liable for the water consumed since the last meter reading.

**IX. Meter Reading – Billing – Collecting**

- A. Meters will be read and bills rendered monthly, but the Authority reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- B. Bills for water will be figured in accordance with the Authority's rate schedule and will be based on: (a) the amount consumed for the period covered by the meter readings, (b) should a consumer order turn-off less than one month after turn-on, the minimum bill to such consumer for such period shall be equal to the minimum charge for one (1) full month's service.
- C. The minimum monthly bill for all meters is regulated by the rate schedule (Section II) and the consumer will be billed this charge monthly, once entered into the system.
- D. Readings from different meters will not be combined for billing.
- E. Minimum bills for undeveloped properties, where meters have not been installed, may be combined.
- F. Bills shall be paid at the *place specified by the Authority.*
- G. Bills are due when rendered, delinquent after fifteen (15) days, and a ten percent (10%) penalty shall automatically be added to such bills if not paid within said fifteen (15) day period.
- H. Delinquent notices may be mailed to the consumer, but whether mailed or not, if payment is not made within sixty (60) days after the due date, service will be discontinued. If you have a hardship, you will need to fill out the necessary paperwork, prior to disconnection, to attend and speak at our regular Board Meeting. The consumer will then state their case to the Board who will determine if this is a hardship. If it is, payment

arrangements will be made. Failure to follow through with the payment arrangements will result in automatic disconnection. This rule does not apply to arranged leak payments unless they become 60 days delinquent.

- I. Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.

## **X. Suspension of Service**

- A. When services are discontinued, and all the bills are paid, the security deposit will be refunded.
- B. Upon discontinuance of service for non-payment of bills, the security deposit will be applied by the Authority toward settlement of the account. Any balance will be refunded to the consumer but if the security deposit is not sufficient to cover the bill, the Authority may proceed to collect the balance in the usual way provided by law for collection of debts.
- C. Service disconnected for nonpayment of bills will be restored only after past due bills and all fees are paid in full, such security deposit as may be required by the Board of Directors is made, and a service charge of \$50.00 paid for each meter reconnected.
- D. The Authority reserves the right to discontinue its service without notice for the following additional reasons:
  - 1. To prevent fraud or abuse;
  - 2. Consumer's willful disregard to the Authority's rules;
  - 3. Emergency repairs;
  - 4. Insufficiency of water to supply due to circumstances beyond the Authority's control;
  - 5. Legal processes;
  - 6. Direction of public authorities;
  - 7. Strike, riot, fire, flood, accident, or any unavoidable cause.
- E. The Authority may, in addition to prosecution by law, permanently refuse service to any consumer who tampers with a meter or other measuring device. Should service be restored a \$250.00 tampering fee will be imposed for the 1<sup>st</sup> offense, \$500.00 for the 2<sup>nd</sup> offense.

## **XI. Complaints – Adjustments**

- A.** If the consumer believes his bill to be in error, he shall present his claim, in person, at the office of the Authority before the bill becomes delinquent. Such claim, if made after the bill has become delinquent, shall not be effective in preventing discontinuance of service as heretofore provided. The consumer may pay such bill under protest and said payment shall not prejudice his claim.
- B.** The Authority will make a special meter reading at the request of a consumer for a fee of \$25.00 provided, however, that if such special reading discloses that the meter was over-read, no charge will be made.
- C.** Meters will be tested at the request of the consumer upon payment to the Authority for the actual cost of making the test (\$125.00), provided, however, that if the meter is found to over-register beyond three percent (3%) of the correct volume, no charge will be made.
- D.** If the seal of a meter is broken by other than the Authority's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills and/or from other proper data.

Adopted this 12<sup>th</sup> Day of April 1999  
Amended this 6<sup>th</sup> Day of February 2007  
Amended this 2<sup>nd</sup> Day of October 2012  
Amended this 11<sup>th</sup> Day of December 2018  
Amended this 11<sup>th</sup> Day of October 2020  
Amended this 10<sup>th</sup> Day of May 2022