

## **CONSUMER'S RESPONSIBILITY:**

- A. Piping on the consumer's premises must be so arranged that the connections are conveniently located with respect to the County's lines or mains.
- B. If the consumer's piping on consumer's premises is so arranged that the County is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.
- C. Where meter is placed on premises of a consumer, a suitable place shall be provided by consumer for placing such meter - unobstructed and accessible at all times to the meter reader.
- D. 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 County's rules and regulations and in full compliance with the sanitary regulations of the North Carolina Department of Human Resources, State Board of Health.
- E. The consumer shall furnish and maintain a private cutoff valve on the consumer's side of the meter: the County to provide a like valve on the County's side of such meter.
- F. The consumer shall guarantee proper protection for the County's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the County.
- G. In the event that any loss or damage to the property of the County or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his agents or employees, the cost of the necessary repairs or replacements shall be paid by the consumer to the County; and any liability otherwise resulting shall be assumed by the consumer.
- H. The amount of such loss or damage or the cost of repairs shall be added to the consumer's bill; and if not paid, service will be discontinued by the County.
- I. No connections shall be made by anyone to any County Water line without the written and signed permission of the County Engineer, and any such connection or tampering with its lines or appurtenances is prohibited and shall be deemed at least to be a misdemeanor, as provided by Section 14-4 of the General Statutes of North Carolina.
- J. Prior to connection the customer must allow the County to inspect his property to assure there is no cross connections to any well or other water supply to prevent backflow.
- K. It is the responsibility of the water customer to make sure that all water is turned off at the service address prior to installation of the water meter. Running water in the home will cause the meter not to stabilize. If the meter is unable to stabilize the technicians will be unable to leave the meter on. There will be a \$25.00 Service Charge for the technician to return to the service address to make a second attempt to stabilize the meter.
- L. Any Changes to the customer account (address, phone number, etc.) must be done in writing. Written request may be delivered in person to the Richmond County Water department or sent via fax or email.