

**RULES AND REGULATIONS
OF
RICHMOND COUNTY WATER SYSTEM**



**WATER DEPARTMENT
COUNTY OF RICHMOND
NORTH CAROLINA**

ALL USAGE OVER 2,000 GALLONS SHALL BE BILLED TO THE 10 GALLONS

First 2,000 gallons \$23.25 (Minimum charge)

2,000-5,000	\$0.0706	per 10 gallons		35,000-50,000 gallons	\$ 0.0484	per 10 gallons
5,000 - 10,000 gallons	\$0.0611	per 10 gallons		50,000-100,000 gallons	\$ 0.0425	per 10 gallons
10,00-20,000 gallons	\$0.0561	per 10 gallons		100,000-500,000 gallons	\$ 0.0384	per 10 gallons
20,000-35,000 gallons	\$0.0513	per 10 gallons		500,000 + gallons	\$ 0.0333	per 10 gallons

5000 gallons	\$44.43	35,000 gallons	\$208.03
10,000 gallons	\$74.98	50,000 gallons	\$280.63
20000 gallons	\$131.08	100,000 gallons	\$493.13

EXAMPLE CALCULATION FOR 7,250 USAGE

0-2000 gallons				\$23.25
2000- 5,000 gallons	3000/10	x 0.0706	=	\$21.18
5000-7250 gallons	2250/10	x 0.0611	=	\$13.75
TOTAL				\$58.18

COMMERCIAL USAGE

ALL USAGE OVER 2,000 GALLONS SHALL BE BILLED TO THE 10 GALLONS

First 2,000 gallons **\$31.75** (Minimum charge)

2,000-5,000 gallons	\$0.0605	per 10 gallons	35,000-50,000 gallons	\$0.0434	per 10 gallons
5,000 - 10,000 gallons	\$0.0561	per 10 gallons	50,000-100,000 gallons	\$0.0341	per 10 gallons
10,00-20,000 gallons	\$0.0502	per 10 gallons	100,000-500,000 gallons	\$0.0255	per 10 gallons
20,000-35,000 gallons	\$0.0462	per 10 gallons	500,000 -5,000,000 gallons	\$0.0156	per 10 gallons
			5,000,000 + gallons	\$0.0134	per 10 gallons
5,000 gallons	\$49.90				
10,000 gallons	\$77.95				
20,000 gallons	\$128.15				
35,000 gallons	\$197.45				
50,000 gallons	\$262.55				
100,000 gallons	\$433.05				
500,000 gallons	\$1,453.05				
5,000,000 gallons	\$8,473.05				
10,000,000 gallons	\$15,173.05				
15,000,000 gallons	\$21,873.05				
20,000,000 gallons	\$28,573.05				

EXAMPLE CALCULATION FOR 17,250 USAGE

0-2000 gallons					\$31.75
2,000-5,000 gallons	3000/10	x .0605			\$18.15
5,000-10,000 gallons	5000/10	x .0561	=		\$28.05
10,000-7,250 gallons	7250/10	x .0502	=		\$36.40
				TOTAL	\$114.35

Schedule of Fees for Water Service and Meters

A. **Tap-On Fees:**

¾” Meter – \$900.00

1” Meter- \$1,100.00

2” Meter- \$2,100.00

Larger meters may be installed to replace smaller meters by paying the difference in the standard meter charge.

B. **Water Service Fees:**

Renter Deposit	\$100.00
Account Setup Fee	\$25.00
Late Fee	\$20.00
Reconnect Fee	\$25.00
After 5:00 pm Fee	\$25.00
Return Check Fee	\$25.00
NSF Bank Draft Fee	\$25.00
Cut on After 4:00 pm	\$25.00
Relocate Meter	\$400.00

Tampering Fees

1st Offense	\$100.00
2 nd Offense	\$250.00
3 rd and each additional offense	\$500.00
Reconnect to Main	\$500.00
Pulled Meter Fee	\$25.00

Damaged Meter Fees

Meter Box Lid Replacement	\$50.00
¾" Water Meter	\$200.00
1" Water Meter	\$300.00
2” Water Meter	\$2000.00
Meter Box Replacement	\$500.00
Meter GPS Transmitter	\$200.00
Meter Box (Upper Section)	\$100.00
Transmitter Cable Replacement	\$50.00
Transmitter Housing Replacement	\$75.00

- C. The schedule of water rates and other rates are subject to change per Board approval. Fees shall be from time to time established by the County Commissioners.

III. APPLICATION FOR SERVICE:

- A. Service will be supplied only to those who make application for service.
- B. Customers will make application for service, in person, at the Water Department, Richmond County Administration Building, and at the same time make the deposit guarantee and account setup fee required below.
- C. The County may reject any application for service not available under a standard rate or which involves excessive service cost, or which may affect the supply of service to other customers or for other good and sufficient reasons.
- D. The County may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location. **Applicant's outstanding balance must be paid in full to establish service.**
- E. The County requests that applicants voluntarily provide their social security number as part of their application for water service. The County may use the applicant's social security number to check credit worthiness for purposes of establishing the amount of required deposit or determining if the applicant qualifies for additional services such as payment arrangements. Social security numbers may be released to the state of NC for use in the Debt setoff program or other governmental agencies or their agents. Social Security numbers may also be released to private debt collection agencies.
- F. Applicants must provide a signed lease agreement, deed or copy of closing documents and valid US government issued Photo ID (includes State or Country issued ID and passports).
- G. Application for service must include the names and signatures of all occupants over the age of 18 (all names/signatures on lease agreements are required).

IV. DEPOSIT:

- A. No deposit will be required for homeowner or public institutions. Home renters and owners of mobile homes that do not own the land that the home sits on will make minimum deposit of \$100.00. **Deposit must be paid via cash, credit card or money order. No personal checks will be accepted for the required deposit fee.** Commercial establishments and others may be required to deposit an amount not to exceed two months estimated consumption or \$100.00 whichever is larger. Deposits shall not draw interest accruable to the customer. **All new accounts will be charged a onetime Account Setup Fee of \$25.00 that is non-refundable.**

- B. The individual in whose name the deposit is made shall be responsible for payment of all bills incurred in connection with the service furnished.
- C. A separate deposit is required for each meter installed.
- D. The deposit receipt is not negotiable and can be redeemed only at the office of the Water Department.
- E. Where the County finds that the request for a deposit refund is questionable, the County may require the applicant for refund to produce the deposit receipt properly endorsed.
- F. The County reserves the right to charge a higher deposit to applicants who refuse to provide a social security number as part of their application.

V. INITIAL OR MINIMUM CHARGE:

- A. The initial or minimum charge, as provided in the rate schedule shall be made for each meter installed, regardless of location. Each meter requires a separate meter reading sheet, and each meter reading sheet shall cover a separate and individual account.
- B. In areas, where service is furnished to a consumer during certain months only, the minimum charge per service for the period of non-use shall be the regular minimum as set out in the published rates of the County.
- C. Water furnished for a given lot shall be used on that lot only. Each consumer service must be separately metered at a single delivery and metering point. Each commercial unit and each storeroom or stall used for business purposes shall have a separate meter. All commercial use, including storerooms and stall for business purposes, shall be metered separately from any residential use and vice versa, whether now in service or to be installed in the future.

VI. MULTIPLE UNIT CONNECTIONS:

Connections of the system to multiple living units **are not allowed** with the **requirement being** a meter for every installation and water to be used for that installation only.

It is recognized that under certain apartment arrangements and mobile home layouts that a meter for each unit may prove impractical. Multiple use of a meter will not be allowed except where a customer shall make a special application for permit for such installation and each such permit shall be subject to review and approval required of the governing body established for the system.

Upon approval of a special permit for multiple unit connection, the Owner of the property shall assume full responsibility for all water passing through the metered connection and shall pay for same on the heretofore established schedule.

Please note that multiple users utilizing water out of one meter will be billed the two thousand water usage rate.

VII. SPRINKLER SERVICE FOR FIRE PROTECTION:

Connection to the system for service to sprinkler systems to provide fire protection may be secured upon application of the customer and upon payment of all charges involved in making the connection.

No service other than for fire protection shall be tapped onto or taken from a sprinkler connection.

VIII. COUNTY'S RESPONSIBILITY AND LIABILITY:

- A. The County of Richmond shall run a service line from its distribution line to the property line where the distribution line runs immediately adjacent and parallel to the property to be served, and for which a tap-on fee then in effect for each size of meter will be charged.
- B. The County may install its meter at the property line or, at the County's option, on the Consumer's property or in a location mutually agreed upon.
- C. When two or more meters are to be installed on the same premises for different consumers, they shall be closely grouped and each clearly designated to which consumer it applies.
- D. The County does not assume the responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore.
- E. The County reserves the right to refuse service unless the consumer's lines or piping are installed in such manner as to prevent cross-connections or backflow.
- F. The County shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises, unless such damage results directly from negligence on the part of the County. The County shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures or appliances on the consumer's premises. The County shall not be responsible for negligence of third persons or forces beyond the control of the county resulting in any interruption of service.
- G. Under normal conditions, the consumer will be notified of any anticipated interruption of service.
- H. The details of an account may not be disclosed to individuals who are not listed on the account.
- I. The County reserves the right to merge customer accounts.

IX. 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.

X. RICHMOND COUNTY EXTENSION POLICY:

It is the policy of Richmond County that all County Water System extensions/expansions are the responsibility of the person requesting the service. However, under certain circumstances, the County may participate in constructing a public extension to serve a development or a previously developed area.

All requests for water service extensions must be directed to the County Engineer. The County Engineer will assist the petitioner with the process and advise the petitioner on the possibility of County participation in the project.

Areas not served by the County Water System may receive such service by following the applicable procedures.

I. Proposed developments with existing County water adjacent to property

1. The developer is responsible for all costs associated with installing waterlines, including materials, construction, and applicable tap fees, to serve the lots within the proposed development. Each lot must have an individual tap.
2. If the developer chooses, the County will purchase the materials through one of our vendors with the developer responsible for the actual cost.
3. A registered Professional Engineer licensed to practice in North Carolina must design the waterline plans in accordance with all Richmond County and North Carolina standards and specifications.
 - a. The County Engineer will design the waterline if the developer provides adequate base map(s) and the Engineer's workload permits. Engineering charge will be based on upfront estimate of time. All engineering fees shall be paid to the Richmond County Water/Sewer Enterprise Fund.
4. The County Engineer and the State of North Carolina must approve the plans before construction begins.
5. All construction shall be inspected and approved by the County Engineer or their designee.

6. All necessary public easements and constructed public waterlines must be dedicated to Richmond County before the waterline is put into service.

II. Proposed developments with no existing County water available

1. The developer is responsible for all costs associated with installing waterlines, including materials, construction, and applicable tap fees, to serve the lots within the proposed development. Each lot must have an individual tap.
2. The developer is responsible for extending County water (materials and construction) to the proposed development. The developer is only responsible for the actual material costs for the line size required to serve the proposed development. If the County requires a waterline larger than is required to serve the development, the County will pay the difference between material cost for the required line size and material cost for a 6" line. The County may install the waterline to the development's property line if all of the following conditions are met:
 - a. The extension is along a public (NCDOT) right of way.
 - b. The developer pays for the materials, the extension can be performed by County forces (no creek crossings, railroad crossings, solid rock, etc.), scheduling allows for reassignment of County forces, and the estimated payback period for the County is 10 years or less. The payback calculation is based on the actual number of taps/customers that will be immediately added to the system. If the developer does not meet the originally agreed upon obligation, then Section IV of this policy will apply.
 - c. The Richmond County Board of Commissioners approves the project.
3. If the developer chooses, the County will purchase the materials through one of our vendors with the developer responsible for the actual cost.
4. A registered Professional Engineer licensed to practice in North Carolina must design the waterline plans in accordance with all Richmond County and North Carolina standards and specifications.
 - a. The County Engineer will design the waterline if the developer provides adequate base map(s) and the Engineer's workload permits. Engineering charge will be based on upfront estimate of time. All engineering fees shall be paid to the Richmond County Water/Sewer Enterprise Fund.
5. The County Engineer and the State of North Carolina must approve the plans before construction begins.
6. All construction shall be inspected and approved by the County Engineer or their designee.

7. All necessary public easements and constructed public waterlines must be dedicated to Richmond County before the waterline is put into service.

III. Existing development with no County water available

1. A petition must be submitted to the County Engineer requesting water service. The petition must state the area and/or road number requesting the service, distance and number of customers. The petition must be signed by every member of household requesting County water.
2. The petitioners are responsible for all costs associated with installing waterlines, including materials, construction, and applicable tap fees, to serve the lots within the requested service area.
3. The County may install the materials if all of the following conditions are met:
 - a. The extension is along a public (NCDOT) right of way.
 - b. The petitioners agree to tie onto County water and pay all applicable tap fees. The petitioners must tie onto the water or buy a tap and pay the minimum monthly use charge whether they tie on or not. Each household must have an individual tap.
 - c. The petitioners pay for the materials, the extension can be performed by County forces (no creek crossings, railroad crossings, solid rock, etc.), workload allows for reassignment of County forces, and the estimated payback period for the County is 10 years or less. The payback calculation is based on the actual number of taps/customers that will be immediately added to the system. Section IV of this policy will apply to all structures that exist at the time of construction that do not participate.
 - d. The Richmond County Board of Commissioners approves the project.
4. If the petitioners choose, the county will purchase the materials through one of our vendors with the petitioners responsible for the actual cost.
5. A registered Professional Engineer licensed to practice in North Carolina must design the waterline plans in accordance with all Richmond County and North Carolina standards and specifications. The County Engineer will design the waterline if the Engineer's workload permits. Engineering charge will be based on upfront estimate of time. All engineering fees shall be paid to the Richmond County Water/Sewer Enterprise Fund.
6. The County Engineer and the State of North Carolina must approve the plans before construction begins.
7. All construction shall be inspected and approved by the County Engineer or their designee.
8. All necessary public easements and constructed public waterlines must be dedicated to Richmond County before the waterline is put into service.

IV. Existing structure connection

Any existing structure that does not tie onto a newly activated waterline extension at the time of construction or within 90 days after activation will be subject to **the existing tap fees as shown on page 4 of this document**. If the customer is over the age of 65 the charge will only be \$500 (for **¾” and 1” meters**). The connection fee is for the physical connection of each and every existing structure that does not tie onto a newly constructed waterline extension. The fee is due and payable at the time the **tap application is submitted**. The connection fee will be assessed in addition to any and all other fees which may be charged at the time of the water connection.

Richmond County offers a \$500 discount for any customer that applies and pays for a tap within 90 days following activation of any newly constructed waterline Affected customers shall be notified @ 60 days in advance of the discount deadline date. There will be no exceptions or extensions to the 90 day discount.

NOTE: A plumbing permit is required prior to any tap application being accepted.

The fee is to be waived in the following circumstances:

1. The residential or commercial connection structure is located more than 650 feet (measured perpendicular) from an active Richmond County water line situated along the highway or street from which the structure obtains its address.

If the Richmond County water line exists in NCDOT Right of Way or designated easement, measurement shall be made 650 feet from and perpendicular to the centerline of the road. In the event the road consists of multi lanes, measurement shall be made from the centerline of the lane nearest the structure.

2. The residential or commercial connection is made within 90 days of the date a County water line is made active along the highway or street from which the structure obtains its address.
3. The residential or commercial customer has paid, commencing within 90 days of the availability of water (see Item 2.) for the equivalent of the minimum residential or commercial rate, as applicable, for water each and every month after the water has been made available and at no time has the customer been more than two consecutive months in arrears on their water bill.

No payment of any costs or fees, submitting of any petition or any other act to receive water service shall guarantee that such service shall be forthcoming. The County shall have the right at any and all times to refuse to extend service upon any reasonable grounds. Specifically for any use detrimental to the water system, non-payment of required fees, or if, in the sole opinion of the county it is economically unfeasible.

Extensions that are necessary for engineering purposes or County water expansions are excluded from this policy.

XI. ACCESS TO PREMISES:

- A. Duly authorized agents of the County shall have access at all reasonable hours to the premises of the consumer for the purpose of installing or removing County property, inspecting piping, reading or testing meters or for any other purpose in connection with the County's service and facilities.
- B. Each consumer shall grant or convey or shall cause to be granted or conveyed, to the County a perpetual easement and right of way across any property owned or controlled by the consumer wherever said perpetual easement and right of way is necessary for the County water facilities and lines so as to be able to furnish to the consumer.

XII. FIRE HYDRANT USAGE:

- A. In construction of water lines, fire hydrants are placed 1,000 feet apart or at the discretion of the Water Department.
- B. If an individual or company wishes to obtain water from any fire hydrant belonging to the County **they must complete the hydrant meter application/permit and follow all procedures as outlined below.** The user must have the permit on their person at the time of using the hydrant. The user or company is responsible for reporting to the Water Department the number of gallons used. They will be billed for this from the Water Collections Department.

PURPOSE

To establish regulations and procedures regarding the usage and metering of water from public hydrants in non-residential areas for the purchase of bulk water by any person(s) or commercial businesses.

SCOPE

All customers requesting access to a hydrant must set up an account and complete a hydrant meter service application at the Richmond County Water Administration Office located at 1401 Fayetteville Rd, Rockingham, NC. Our hours of operation are Monday through Friday from 8:00am to 5:00 pm, excluding holidays. The application must be accompanied by a deposit of \$500.00. This deposit will be applied to the final bill and a refund shall be provided to the customer in the event that final amount due is less than the \$500 deposit. Hydrant meter assemblies are limited and subject to availability.

HYDRANT ACCESSABILITY

A. Permanently Installed Hydrant Meters

For control and ease of access, the Richmond County Public Works Department has permanently installed hydrant meters at various locations throughout the County. Locations are listed below. These hydrant meters will be monitored for usage from our Water Administration Office via GPS. To **ensure proper billing** to all customers, please be sure user completes all paperwork properly with correct information as required. These forms should be turned in to the Richmond County Water Administration Dept. no later than the 15th of each month.

NO OTHER HYDRANTS OTHER THAN THOSE LISTED BELOW SHALL BE UTILIZED WITHOUT THE APPROVAL OF THE RICHMOND COUNTY WATER DEPARTMENT

1. Richmond County Airport–653 Airport Road, Rockingham, NC
2. Richmond County Water Treatment Plant–326 Old Charlotte Highway, Rockingham, NC
3. Marston Volunteer Fire Dept.–2279 US Hwy 1 North, Rockingham, NC

B. Non Permanently Installed Hydrant Meter (Approval Required)

Should the Richmond County Water Department determine that the above fixed locations are not suitable then permission may be granted for customers to utilize another hydrant at a location designated by the Richmond County Water Department. In the event another hydrant is to be utilized other than those listed at the addresses above, the customer will have to obtain a hydrant meter from the Water Administrative Dept. and install at the hydrant location as directed. Hydrant meters are limited and subject to availability.

SPECIAL USE PROVISION

1. All vehicles utilized in the transportation of water from a fire hydrant shall be equipped adequately with proper air gap (separation must be 2x the diameter of the pipe) and/or protected from cross connection via backflow prevention device.

AT NO TIME SHALL ANYONE HOOK UP TO A FIRE HYDRANT WITHOUT A PROPER BACKFLOW PREVENTION DEVICE IN PLACE

2. Hose connections shall not be allowed to remain on any fire hydrant unattended. All hoses must be removed after each tank filling.
3. Only approved fire hydrant wrenches shall be permitted to be used to open and close fire hydrants. **ABSOLUTELY NO PIPE WRENCHES ARE ALLOWED**
4. A copy of the service application shall be kept in each vehicle that has been authorized to obtain water from a Richmond County fire hydrant.
5. Any repairs due to damage or destruction of meter(s) or hydrant(s) shall be paid for by the user. The cost to replace a damaged hydrant meter is \$2,200.

HYDRANT OPERATION

ALWAYS ENSURE HYDRANT IS OFF PRIOR TO REMOVING CAP

1. In order to prevent water hammer, which can cause damage to water mains and/ or customer appurtenances, all hydrants must be opened and closed slowly. Typically one turn per second.
2. It is important to **NEVER** over tighten a hydrant in the open or closed position. This can cause severe damage to the hydrant and render it inoperable.
3. Always replace hydrant caps when hydrant is not in usage and tighten to prevent unauthorized removal.

PAYMENT

1. Bills are due when rendered. If payment is received after the due date then a \$20 late will be applied to the customers' account and customer may have their hydrant use application suspended.
2. Water shall be billed per gallon at the current commercial rate billing schedule.

****Cost to Replace a Damaged Hydrant Meter is \$2,200****

XIII. CHANGE OF OCCUPANCY:

- A. Not less than three day notice must be given in person or in writing, at the County Water Department Office, to discontinue service for a change in 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 remaining occupants must contact the County to have service restored. The County will provide the remaining occupants with a new customer number at this time.

XIV. METER READING - BILLING – COLLECTING:

- A. Meters will be read **on the 15th** of each month and bills rendered on the 1st day of each month; but the County 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 County's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter readings.
- C. Charge for service commences when meter is installed and connection made, whether used or not. Sixty (60) days may be allowed for hookup on initial installation of the water system.
- D. Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be for the same or different premises, or for the same or different consumers, or for the same or different services, except as may be specifically authorized by resolution of the Board of Commissioners of the County of Richmond.
- E. Bills are due when rendered and become delinquent **15** days thereafter whereupon a penalty of **\$20.00** per month will be added; and if not paid in **10 days**, the county will discontinue service.
- F. Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from payment.

- G. There will be no second notice sent.
- H. All individuals listed on the account are legally liable for usage, miscellaneous charges and tampering fees.

XV: RETURN CHECK POLICY

Richmond County water customers agree to the terms and conditions for the County Return Check Policy.

- A. Richmond County Water Department return check charge and NSF bank draft charge is **\$25.00**
- B. When the Water Department receives the first returned check for an account, the customer will be notified and required to make payment within five (5) working days. Payment will be the total outstanding balance plus the return check charge. In the event there was a bank error, the customer is required to provide appropriate bank documentation.
- C. If there is a second offense within six (6) months, the customer will be required to pay by cash, credit card or money order for the next twelve (12) months.
- D. At the end of the year timeframe, the customer may request in writing to be allowed to use personal checks as payment. In addition, the customer will also be required to post a deposit equal to three month's bills with the minimum amount being \$100.00. This deposit will be held until the account is closed and paid in full and will not bear interest.
- E. In the event a check is returned that was used to pay for a previous balance, service will be immediately disconnected upon notification. If the check was returned, essentially the past due amount was never paid. The account will be considered as having gone into cut-off status on the cut-off date. The entire account balance will become due and payable in full, plus the \$25.00 returned check fee, and also the \$25.00 reconnection fee.
- F. All written requests to be reinstated to pay by check must be addressed to:

Richmond County Water Department
PO Box 504
Rockingham, NC 28380

XVI: SUSPENSION OF SERVICE:

- A. When services are discontinued and all bills are paid, the deposit will be refunded.
- B. Upon discontinuance of service for nonpayment of bills, the deposit will be applied by the County toward settlement of the account. Any balance will be refunded to the

consumer; but if the deposit is not sufficient to cover the bill, the County may proceed to collect the balance in the usual way provided by law for the collection of debts.

- C. Service discontinued for nonpayment of bills will be restored only after bills are paid in full.
- D. The County reserves the right to discontinue its service without notice for the following additional reasons:
 - 1. To prevent fraud or abuse.
 - 2. Consumers willful disregard of the County's rules.
 - 3. Emergency repairs.
 - 4. Insufficiency of supply due to circumstances beyond the County's control.
 - 5. Legal processes.
 - 6. Direction of public authorities.
 - 7. Strike, riot, fire, floods, accident or any unavoidable cause.
 - 8. In the event service is suspended for reasons set forth above in paragraph D(1) or D(2) notice of suspension of service shall be mailed to the customer five days prior to the termination and the right of such customer to discuss the matter with the Water Supervisor shall be set forth in the notice. In the event service is terminated under paragraph D (1) or D (2) for exigent reasons prior to notice being given, then the customer shall be provided notice of the reason for termination of services and shall be notified of a right to discuss the correctness of the action with a Water Supervisor. Such notice shall be left at the customer's address at the time of termination of service and shall be mailed to customer.
- E. If a discontinued service is reinstated without authorization, than the meter may be removed, an additional charge of one hundred dollars (\$100.00) for the first offense, **\$250 for second offense, \$500 for 3rd and each subsequent offense**. The owner or person responsible for such unauthorized installation will be subject to all penalties, civil or criminal, now provided by law. The water meter will be **removed** each time tampering has occurred at the address. After the ~~third~~ **second** offense has occurred the meter **will be removed** and the water line will be disconnected from the main water line. A fee of five hundred dollars (\$500.00) will be charged to the account **for reconnection**. The account has to be paid in full before service will be restored to address. The County may, in addition to prosecution by law, permanently refuse service to any consumer who tampers with a meter or other measuring device. A copy of the County's policy pertaining to meter tampering may be obtained from the County Water Department.

- F. Customers who question the correctness of their bills have a right to discuss this matter with a water department employee prior to the 10th of the month.
- G. The Richmond County Water Department operates on a five day week, working 8:00 am to 5:00 pm. Should a customer have their water disconnected for non-payment of a water bill, payment must be received early enough to allow the crew working the cut-off to restore the service to the customer and return to the Water Department well before closing. There will be a \$25.00 fee charged for reconnection of a service after 4:00 pm. **After hour calls for water disconnected will have to show printed receipt to water technician before services can be restored. Document will have to be signed showing you understand that a fee will be added for the after hours service which is additional to any other charges that will be added for reconnection**

XVII. CROSS CONNECTIONS

- A. Cross-connections are expressly prohibited, and may result in removal of the meter supplying such connection as well as all other penalties, civil or criminal, provided by law. An example of this would be the interconnection of a well water supply with a potable public water supply. Upon discovery of a cross-connection upon any property being furnished water through the Richmond County Water System, the owner of the property is to be notified that the cross-connection must be discontinued immediately; and, that a failure to remove or correct the cross-connection immediately will result in the removal of his meter. If the correction is not made immediately, the meter is to be removed.

XVIII: 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 Water Department, before the bill becomes delinquent. The water bill will be deemed to be correct if no protest is filed within ten (10) days from date of billing.

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. If a 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.
- C. If the customer has a water leak the County will make an adjustment to the bill. The customer must provide a receipt showing that the leak has been fixed. Customers can receive an adjustment once every **three** years. The adjustment is calculated by splitting the highest water bill in half and adding the customers six month average bill to half of the bill. The customer is responsible for half of the high bill plus the average and the County is responsible for the other half.

XIX: TRESPASSING

- A. It shall be unlawful for any person to enter upon, walk, ride, bathe, swim, boat, skate, hunt, fish, or trespass in any manner upon any portion of any pond, reservoir, watershed, or any land or building owned, leased or controlled by the County, and used either directly or indirectly in association with the County Water System and related facilities.

XX: ABRIDGEMENT OR MODIFICATION OF RULES

- A. No promise, agreement or representative of any employee of the County shall be binding upon the County except as it shall have been agreed upon in writing, signed and accepted by the Board of Commissioners of Richmond County.
- B. No modification of rates or any of the rules and regulations shall be made by any agent of the County except as may be approved by Resolution of the Board of Commissioners of the County of Richmond.
- C. These rules and regulations shall become effective as stated under Item XX and shall on adoption by the Board of Commissioners of the County of Richmond, render null and void any prior rules and regulations, customs, or acknowledged practices found to be in conflict with these rules and regulations.

XXI: AUTHORITY

These rules and regulations may be amended from time to time by the Board of County Commissioners, and in no way affects contracts which may be in force between the Board of Commissioners and other bodies, public or private; and shall in no way restrict the Commissioners negotiating future contracts with other bodies, public or private.

XXII. ADOPTION OF RULES:

Until further order of the Board of Commissioners of the County of Richmond, the rules and regulations as the same are herein below set out are hereby adopted as of the date hereof to become effective on and after.

Resolved this the _____ day of _____, 20___ by the Board of Commissioners of the County of Richmond, North Carolina in regular meeting of the said Board of Commissioners.

County of Richmond, NC

BY: _____
Kenneth R. Robinette, Chairman
Board of Commissioners

Attest:

BY: _____
Dena R Cook, NCCCC
Clerk to the Board