

2021 / 2022 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 \$24.50 (Minimum charge)

2,000-5,000 gallons	\$0.0742	per 10 gallons		35,000-50,000 gallons	\$ 0.0508	per 10 gallons
5,000 - 10,000 gallons	\$0.0642	per 10 gallons		50,000-100,000 gallons	\$ 0.0447	per 10 gallons
10,000-20,000 gallons	\$0.0590	per 10 gallons		100,000-500,000 gallons	\$ 0.0403	per 10 gallons
20,000-35,000 gallons	\$0.0539	per 10 gallons		500,000 + gallons	\$ 0.0350	per 10 gallons

5000 gallons	\$46.76	35,000 gallons	\$218.71
10,000 gallons	\$78.86	50,000 gallons	\$294.91
20,000 gallons	\$137.86	100,000 gallons	\$518.41

EXAMPLE CALCULATION FOR 7,250 USAGE

0-2000 gallons				\$24.50
2000- 5,000 gallons	3000/10	x 0.0742	=	\$22.26
5000-7250 gallons	2250/10	x 0.0642	=	\$14.45
TOTAL				\$61.21

COMMERCIAL USAGE

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

First 2,000 gallons \$33.70 (Minimum charge)

2,000-5,000 gallons	\$0.0642	per 10 gallons	35,000-50,000 gallons	\$0.0460	per 10 gallons
5,000 - 10,000 gallons	\$0.0595	per 10 gallons	50,000-100,000 gallons	\$0.0362	per 10 gallons
10,00-20,000 gallons	\$0.0532	per 10 gallons	100,000-500,000 gallons	\$0.0270	per 10 gallons
20,000-35,000 gallons	\$0.0490	per 10 gallons	500,000 + gallons	\$0.0165	per 10 gallons

5,000 gallons	\$52.96
10,000 gallons	\$82.71
20,000 gallons	\$135.91
35,000 gallons	\$209.41
50,000 gallons	\$278.41
100,000 gallons	\$459.41
500,000 gallons	\$1,539.41
5,000,000 gallons	\$8,964.41
10,000,000 gallons	\$17,214.41
15,000,000 gallons	\$25,464.41

EXAMPLE CALCULATION FOR 17,250 USAGE

0-2000 gallons			\$33.70
2,000-5,000 gallons	3000/10	x .0642	\$19.26
5,000-10,000 gallons	5000/10	x .0595	\$29.75
10,000-17,250 gallons	7250/10	x .0532	\$38.57
TOTAL			\$121.28

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
3rd 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 water 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 set-off 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. This inspection shall be performed by obtaining a plumbing permit from the Building Inspections Department and having one of their representatives inspect and approve proper installation.
- 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 shall provide a similar valve on the County's side of such meter. It is also recommended that a PRV (pressure reducing valve) be installed which allows the customer to adjust or maintain a consistent water pressure.
- 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 technician will not leave the meter turned 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

- I. 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 3/4" 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 during construction or within 90 days following activation of any newly constructed waterline)** Affected customers shall be notified @ 30 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 tap fee is to be waived in the following circumstances:

- I. 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 @ 2,000 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. The 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 (App1-oval 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 reminder notice sent notifying you that your bill is due or late.
- 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 1st offense, \$250 for 2nd offense, \$500 for the 3rd and each subsequent offense will be charged to the account for tampering.

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 the 3rd 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 pe liaining 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 service that has been 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 CONNECTION ORDINANCE

See Addendum 1 Pages 1(A) – 18(A)

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.

NOTICE REGARDING LEAK ADJUSTMENTS

- D. The Richmond County Water Department will be implementing a customer focused program herein referred to as Aquahawk. This program will allow each customer to log in and monitor their personal water usage at any time, view their bill in real time and set up a leak detection notification. This notification can be set up via home phone, cell phone (text messages) and email. It will be up to each customer to adjust the leak notifications to fit their needs.

ONCE THIS PROGRAM HAS BEEN AVAILABLE FOR 6 MONTHS, THE RICHMOND COUNTY WATER DEPARTMENT WILL CEASE ANY LEAK ADJUSTMENTS AS DESCRIBED IN ITEM C ABOVE. THEREFORE, WE STRONGLY RECOMMEND TO HELP PREVENT AN ESCALATED WATER BILL CUSTOMERS UTILIZE THIS SERVICE TO ITS FULLEST EXTENT.

If a customer does not have computer access to sign up for this program, the Richmond County Water Department will, upon signed permission by the customer, assist in setting this program up at the customers request.

XIX: TRESPASSING

- A. It shall be unlawful for any person to enter upon, walk, ride, bathe, swim, boat, skate, hunt, fish, or trespass in mly 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 mid related facilities.

XX: ABIUDGEMENT 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 mid 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, upon 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 1st day of June, 2021 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

Jeff Smart, Chairman
Board of Commissioners

Attest:

BY: _____
Dena R. Cook, NCCC
Clerk to the Board of Commissioners

ADDENDUM 1 (CROSS CONNECTION CONTROL ORDINANCE)

- (a) The purpose of this cross connection control article is to define the authority of Richmond County as the water purveyor in the elimination of all cross connections within its public potable water supply.
- (b) This article shall apply to all users connected to Richmond County public potable water supply regardless of whether the user is located within the town limits or outside of the town limits.
- (c) This article will comply with the Federal Safe Drinking Water Act (PL 93-523), the North Carolina State Administrative Code (15A NCAC 18C), and the North Carolina State Building Code (Volume II) as they pertain to cross connections with the public water supply.

Objectives of article

The specific objectives of this cross connection control article for Richmond County are as follows:

- (1) To protect the public potable water supply of Richmond County against actual or potential contamination by isolating within the consumer's water system contaminants or pollutants which could, under adverse conditions, backflow through uncontrolled cross connections into the public water system.
- (2) To eliminate or control existing cross connections, actual or potential, between the consumer's potable water system and nonpotable or industrial piping system.
- (3) To provide a continuing inspection program of cross connection control which will systematically and effectively control all actual or potential cross connections which may be installed in the future.

Pursuant to an affirmative vote of 7 yeas to 0 nays the Board of Commissioners of Richmond County at its regular meeting on the 6TH day of July, 2021 ADOPTS the following ordinance as herein stated:

Ordinance Amendment

No amendments at this time

Responsibilities

(a) *Health agency*

The state department of environment and natural resources has the responsibility for promulgating and enforcing laws, rules, regulations, and policies to be followed in carrying out an effective cross connection control program. The state department of environment and natural resources also has the primary responsibility of insuring that the water purveyor operates the public potable water system free of actual or potential sanitary hazards, including unprotected cross connections. The state department of environment and natural resources has the further responsibility of insuring that the water purveyor provides an approved water supply at the service connection to the consumer's water system and, further, that he requires the installation, testing, and maintenance of an approved backflow prevention assembly on the service connection when required.

(b) *Water purveyor*

Except as otherwise provided in this article, the water purveyor's of Richmond County responsibility to ensure a safe water supply begins at the source and includes all of the public water distribution system, including the service connection, and ends at the point of delivery to the consumer's water system. In addition, the water purveyor shall exercise reasonable vigilance to insure that the consumer has taken the proper steps to protect the public potable water system. To insure that the proper precautions are taken, Richmond County is required to determine the degree of hazard or potential hazard to the public potable water system; to determine the degree of protection required; and to ensure proper containment protection through an on-going inspection program. When it is determined that a backflow prevention assembly is required for the protection of the public system, Richmond County shall require the consumer, at the consumer's expense, to install an approved backflow prevention assembly at each service connection, to test immediately upon installation and thereafter at a frequency of no less than once per year. Richmond County requires each customer to properly repair and maintain such assembly or assemblies and to keep adequate records of each test and subsequent maintenance and repair, including materials and/or replacement parts.

(c) *Plumbing inspection*

The plumbing inspection departments have the responsibility to not only review building plans and inspect plumbing as it is installed; but, they have the explicit responsibility of preventing cross connections from being designed and built into the plumbing system within its jurisdiction. Where the review of building plans suggests or detects the potential for cross connections being made an integral part of the plumbing system, the plumbing inspector has the responsibility, under the state building code, for requiring that such cross connections be either eliminated or provided with backflow prevention equipment approved by the state building code. The plumbing inspector's responsibility begins at the point of delivery, downstream of the first installed backflow prevention assembly, and continues throughout the entire length of the consumer's water system. The plan inspector should inquire about the intended use of water at any point where it is suspected that a cross connection might be made or where one is actually called for by the plans.

When such is discovered it shall be mandatory that a suitable, approved backflow prevention assembly approved by the state building code be required by the plans and be properly installed. The primary protection assembly for containment purposes only shall have approval from Richmond County, the state building code, and the state department of environment and natural resources.

(d) *Consumer*

The consumer has the primary responsibility of preventing pollutants and contaminants from entering his potable water system or the public potable water system. The consumer's responsibility starts at the point of delivery from the public potable water system and includes all of his water system. The consumer, at his own expense, shall install, operate, test, and maintain approved backflow prevention assemblies as directed by Richmond County. The consumer shall maintain accurate records of tests and repairs made to backflow prevention assemblies and shall maintain such records for a minimum period of three years. The records shall be on forms approved by Richmond County and shall include the list of materials or replacement parts used. Following any repair, overhaul, repiping or relocation of an assembly, the consumer shall have it tested to insure that it is in good operating condition and will prevent backflow. Tests, maintenance and repairs of backflow prevention assemblies shall be made by a certified backflow prevention assembly tester.

(e) *Certified backflow prevention assembly testers*

When employed by the consumer to test, repair, overhaul, or maintain backflow prevention assemblies, a backflow prevention assembly tester will have the following responsibilities: The tester will be responsible for making competent inspections and for repairing or overhauling backflow prevention assemblies and making reports of such repair to the consumer and responsible authorities on forms approved by Richmond County. The tester shall include the list of materials or replacement parts used. The tester shall be equipped with and be competent to use all the necessary tools, gauges, manometers and other equipment necessary to properly test, repair, and maintain backflow prevention assemblies. It will be the tester's responsibility to insure that original manufactured parts are used in the repair of or replacement of parts in a backflow prevention assembly. It will be the tester's further responsibility not to change the design, material or operational characteristics of an assembly during repair or maintenance without prior approval of Richmond County. A certified tester shall perform the work and be responsible for the competency and accuracy of all tests and reports. A certified tester shall provide a copy of all test and repair reports to the consumer and to Richmond County cross connection control department within ten business days of any completed test or repair work. A certified tester shall maintain such records for a minimum period of three years. All certified backflow prevention assembly testers must obtain and employ backflow prevention assembly test equipment which has been evaluated and/or approved by Richmond County. All test equipment shall be registered with Richmond County's cross connection control department. All test equipment shall be checked for accuracy annually, at a minimum, calibrated, if necessary, and certified to Richmond County as to such calibration, employing an accuracy/calibration method acceptable to Richmond County. All certified backflow prevention assembly testers must become re-certified every two years through an approved backflow prevention certification program.

Definitions.

The following words, terms and phrases, when used in this article, shall have the meanings ascribed to them in this section, except where the context clearly indicates a different meaning:

Air-gap separation means a physical separation between the free flowing discharge end of a potable water supply pipeline and an open or nonpressure receiving vessel. An approved air-gap separation shall be at least double the diameter of the supply pipe measured vertically above the overflow rim of the receiving vessel, in no case less than one inch (2.54 cm).

Approved means, as used in reference to a water supply, a water supply that has been approved by the state department of environment and natural resources; or, as used in reference to air-gap separation, a pressure vacuum breaker, a double check valve assembly, a double check detector assembly, a reduced pressure principle backflow prevention assembly, a reduced pressure principle detector assembly, or other backflow prevention assemblies or methods means an approval by Richmond County.

Backflow means the undesirable reversal of flow of water or mixtures of water and other liquids, gases, or other substances into the distribution pipes of the consumer or public potable water system from any source or sources.

Backflow prevention assembly--Approved. The term "approved backflow prevention assembly" means an assembly used for containment and/or isolation purposes that has been investigated and approved by Richmond County and has been shown to meet the design and performance standards of the American Society of Sanitary Engineers (ASSE), the American Water Works Association (AWWA), or the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California. The approval of backflow prevention assemblies by Richmond County is based on a favorable report by the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California, recommending such an approval. To be approved, an assembly must be readily accessible for in-line testing and maintenance. Richmond County reserves the right to evaluate any backflow prevention assembly through a field evaluation process for approval if necessary for a period of time established by the town.

Backflow prevention assembly--Unapproved. The term "unapproved backflow prevention assembly" means an assembly that has been investigated by Richmond County and has been determined to be unacceptable for installation within Richmond County water system. Consideration for disapproval and removal from the "approved list" shall be based upon, but not limited to, the following criteria: (i) Due to poor performance standards (i.e., significant failure rate); (ii) lack of or unavailability of repair parts; and/or, (iii) poor service or response from assembly's factory representative.

Backflow prevention assembly--Type means an assembly used to prevent backflow into a consumer or public potable water system. The type of assembly used should be based on the degree of hazard either existing or potential. The types are:

- (1) Double check valve assembly (DCVA).
- (2) Double check detector assembly (fire system) (DCDA).
- (3) Pressure vacuum breaker (PVB).
- (4) Atmospheric vacuum breaker (AVB)
- (5) Reduced pressure principle assembly (RP).
- (6) Reduced pressure principle detector assembly (fire system). (RPDA).

Backflow prevention assembly tester--Certified. The term "certified backflow prevention assembly tester" means a person who has proven his competency to the satisfaction of Richmond County. Each person who is certified to make competent tests, or to repair, overhaul, and make reports on backflow prevention assemblies shall be knowledgeable of applicable laws, rules, and regulations, shall be a licensed plumber or have at least two years' experience under and be employed by a state licensed plumber or plumbing contractor, or have equivalent qualifications acceptable to Richmond County, and must hold a certificate of completion from an approved training program in the testing and repair of backflow prevention assemblies. Backflow assembly testers who hold a certificate of completion from an approved training program shall be required to successfully complete a practical examination administered by Richmond County prior to conducting test and repair work on backflow prevention assemblies in Richmond County water system. Backflow assembly testers who hold a certificate of completion from a nonapproved training program shall be required to successfully complete a written and practical examination administered by Richmond County prior to conducting test and repair work on backflow prevention assemblies in Richmond County water system.

Backflow prevention device--Approved. The term "approved backflow prevention device" means a device used for isolation purposes that has been shown to meet the design and performance standards of the American Society of Sanitary Engineers (ASSE) and the American Water Works Association (AWWA)

Back-pressure backflow means any elevation in the consumer water system, by pump, elevation of piping, or steam and/or air pressure, above the supply pressure at the point of delivery which would cause, or tend to cause, a reversal of the normal direction of flow.

Back-siphonage backflow means a reversal of the normal direction of flow in the pipeline due to a negative pressure (vacuum) being created in the supply line with the backflow source subject to atmospheric pressure.

Check valve--Approved. The term "approved check valve" means a check valve that is drip-tight in the normal direction of flow when the inlet pressure is at least one psi and the outlet pressure is zero. The check valve shall permit no leakage in a direction reverse to the normal flow. The closure element (e.g. clapper, poppet, or other design) shall be internally loaded to promote rapid and positive closure. An approved check valve is only one component of an approved backflow prevention assembly, i.e., pressure vacuum breaker, double check valve assembly, double check detector assembly, reduced pressure principle assembly, or reduced pressure detector assembly.

Consumer means any person, firm, or corporation using or receiving water from Richmond County water system.

Consumer's potable water system means that portion of the privately owned potable water system lying between the point of delivery and point of use and/or isolation protection. This system will include all pipes, conduits, tanks, receptacles, fixtures, equipment, and appurtenances used to produce, convey, store, or use potable water.

Consumer's water system means any water system commencing at the point of delivery and continuing throughout the consumer's plumbing system, located on the consumer's premises, whether supplied by public potable water or an auxiliary water supply. The system or systems may be either a potable water system or an industrial piping system.

Containment means preventing the impairment of the public potable water supply by installing an approved backflow prevention assembly at the service connection.

Contamination means an impairment of the quality of the water which creates a potential or actual hazard to the public health through the introduction of hazardous or toxic substances or through the spread of disease by sewage, industrial fluids, or waste.

Cross connection means any unprotected actual or potential connection or structural arrangement between a public or a consumer's water system and any other source or system through which it is possible to introduce any contamination or pollution, other than the intended potable water with which the system is supplied. Bypass arrangements, jumper connections, removable sections, swivel or change-over devices, and other temporary or permanent devices through which or because of which "backflow" can or may occur are considered to be cross connections.

Double check detector assembly means a specially designed assembly composed of a line-size approved double check valve assembly with a specific bypass water meter and a meter-sized approved double check valve assembly. The meter shall register (in U.S. gallons or cubic feet) accurately for only very low rates of flow and shall show a registration for all rates of flow. This assembly shall only be used to protect against a nonhealth hazard (i.e., pollutant).

Double check valve assembly means an assembly composed of two independently acting, approved check valves, including tightly closing shutoff valves attached at each end of the assembly and fitted with properly located test cocks. This assembly shall only be used to protect against a nonhealth hazard (i.e., pollutant).

Hazard--Degree of. The term "degree of hazard" is derived from the evaluation of conditions within a system which can be classified as either a "pollutional" (nonhealth) or a "contamination" (health) hazard.

Hazard--Health. The term "health hazard" means an actual or potential threat of contamination of a physical, hazardous or toxic nature to the public or consumer's potable water system to such a degree or intensity that there would be a danger to health.

Hazard--Nonhealth. The term "nonhealth hazard" means an actual or potential threat to the quality of the public or the consumer's potable water system. A nonhealth hazard is one that, if introduced into the public water supply system, could be a nuisance to water customers, but would not adversely affect human health.

Hazard--Pollutional. The term "pollutional hazard" means an actual or potential threat to the quality or the potability of the public or the consumer's potable water system but which would not constitute a health or a system hazard, as defined. The maximum degree or intensity of pollution to which the potable water system could be degraded under this definition would cause a nuisance or be aesthetically objectionable or could cause minor damage to the system or its appurtenances.

Health agency means the state department of environment and natural resources.

Industrial fluids means any fluid or solution which may be chemically, biologically, or otherwise contaminated or polluted in a form or concentration such as would constitute a health or nonhealth hazard if introduced into a public or consumer potable water system. Such fluids may include, but are not limited to: process waters; chemicals in fluid form; acids and alkalis; oils, gases; etc.

Industrial piping system--Consumer's. The term "consumer's industrial piping system" means any system used by the consumer for transmission of or to confine or store any fluid, solid or gaseous substance other than an approved water supply. Such a system would include all pipes, conduits, tanks, receptacles, fixtures, equipment, and appurtenances used to produce, convey, or store substances which are or may be polluted or contaminated

Isolation means the act of confining a localized hazard within a consumer's water system by installing approved backflow prevention assemblies. Disclaimer: Richmond County may make recommendations, upon facility inspection, as to the usages of isolation devices/assemblies, but does not assume or have responsibility whatsoever for such installations.

Point of delivery means generally at the property line of the customer, adjacent to the public street where Richmond County mains are located, or at a point on the customer's property where the meter is located. The customer shall be responsible for all water piping and control devices located on the customer's side of the point of delivery.

Pollution means an impairment of the quality of the water to a degree which does not create an actual hazard to the public health but which does adversely and unreasonably affect the aesthetic qualities of such waters for domestic use.

Potable water means water from any source which has been investigated by the state department of environment and natural resources and which has been approved for human consumption.

Public potable water system means any publicly or privately owned water system operated as a public utility, under a current state department of environment and natural resources permit, to supply water for public consumption or use. This system will include all sources, facilities, and appurtenances between the source and the point of delivery such as valves, pumps, pipes, conduits, tanks, receptacles, fixtures, equipment, and appurtenances used to produce, convey, treat, or store potable water for public consumption or use.

Reduced pressure principle backflow prevention assembly means an assembly containing within its structure a minimum of two independently acting, approved check valves, together with a hydraulically operating, mechanically independent, pressure differential relief valve located between the check valves and at the same time below the first check valve. The first check valve reduces the supply pressure a predetermined amount so that during normal flow and at cessation of normal flow, the pressure between the checks is less than the supply pressure.

In case of leakage of either check valve, the pressure differential relief valve, by discharge to atmosphere, shall operate to maintain the pressure between the checks less than the supply pressure. The unit shall include tightly closing shutoff valves located at each end of the assembly and each assembly shall be fitted with properly located test cocks. The assembly is designed to protect against a health hazard (i.e., contaminant).

Reduced pressure principle detector assembly means a specially designed assembly composed of a line-size approved reduced pressure principle backflow prevention assembly with a specific bypass water meter and a meter-sized approved reduced pressure principle backflow prevention assembly. The meter shall register, in U.S. gallons or cubic feet, accurately for only very low rates of flow and shall show a registration for all rates of flow. This assembly shall be used to protect against a health hazard (i.e., contaminant).

Service connections means the terminal end of a service connection from the public potable water system, i.e., where Richmond County loses jurisdiction and sanitary control over the water at its point of delivery to the consumer's water system.

Vacuum breaker--Atmospheric type. The term "atmospheric vacuum breaker," also known as the "nonpressure type vacuum breaker," means a device containing a float-check, a check seat, and an air inlet port. The flow of water into the body causes the float to close the air inlet port. When the flow of water stops, the float falls and forms a check valve against back-siphonage and at the same time opens the air inlet port to allow air to enter and satisfy the vacuum. Shutoff valves downstream of AVBs are not allowed. AVB's must always be installed at a minimum of 6" above the highest outlet. An atmospheric vacuum breaker is designed to protect against health hazards, isolation protection only, under a backsiphonage condition only.

Vacuum breaker--Pressure type. The term "pressure vacuum breaker" means an assembly containing an independently operating internally loaded check valve and an independently operating loaded air inlet valve located on the discharge side of the check valve. The assembly is to be equipped with properly located test cocks and tightly closing shutoff valves attached at each end of the assembly. PVB's must always be installed at a minimum of 12" above the highest outlet. This assembly is designed to protect against a health hazard (i.e., contaminant) under a backsiphonage condition only.

Water purveyor means the owner or operator of a public potable water system, providing an approved water supply to the public.

Water supply--Approved. The term "approved water supply" means any public potable water supply which has been investigated and approved by the permit. In determining what constitutes an approved water supply, the state department of environment and natural resources has reserved the final judgment as to its safety and potability.

Water supply--Auxiliary. The term "auxiliary water supply" means any water supply on or available to the premises other than the purveyor's approved public potable water supply. These auxiliary waters may include water from another purveyor's public potable water supply or any natural source such as a well, spring, river, stream, etc., "used water", or industrial fluids.

These waters may be polluted, contaminated, or objectionable and constitute an unacceptable water source over which the water purveyor does not have sanitary control.

Water supply--Unapproved. The term "unapproved water supply" means a water supply which has not been approved for human consumption by the state department of environment and natural resources.

Water--Used. The term "used water" means any water supplied by a water purveyor from a public water system to a consumer's water system after it has passed through the point of delivery and is no longer under the control of the water purveyor.

Right of entry

- (a) Authorized representatives from Richmond County shall have the right to enter, upon presentation of proper credentials and identification, any building, structure, or premises during normal business hours, or at any time during the event of an emergency, to perform any duty imposed by this article. Those duties may include sampling and testing of water, or inspections and observations of all piping systems connected to the public water supply. Where a user has security measures in force which would require proper identification and clearance before entry into their premises, the user shall make necessary arrangements with the security guards so that upon presentation of suitable identification, Richmond County personnel will be permitted to enter, without delay, for the purposes of performing their specific responsibilities. Refusal to allow entry for these purposes may result in discontinuance of water service.
- (b) On request, the consumer shall furnish to the commission any pertinent information regarding the water supply system on such property where cross connections and backflow are deemed possible.

Elimination of cross connections; degree of hazard

- (a) When cross connections are found to exist, the owner, his agent, occupant, or tenant will be notified in writing to disconnect the cross connection within the time limit established by Richmond County. Degree of protection required and maximum time allowed for compliance will be based upon the potential degree of hazard to the public water supply system. The maximum time limits are as follows:
 - (1) Cross connections with private wells or other auxiliary water supplies--immediate disconnection.
 - (2) All facilities which pose a health hazard to the potable water system must have a containment assembly in the form of a reduced pressure principle backflow prevention assembly within 60 days.
 - (3) All industrial and commercial facilities not identified as a health hazard shall be considered nonhealth hazard facilities. All nonhealth hazard facilities must install, as a minimum containment assembly, a double check valve assembly within 90 days

- (4) If, in the judgment of Richmond County, an imminent health hazard exists, water service to the building or premises where a cross connection exists may be terminated unless an air gap is immediately provided, or the cross connection is immediately eliminated.
 - (5) Based upon recommendation from Richmond County, the consumer is responsible for installing sufficient internal isolation backflow prevention assemblies and/or methods (i.e., air gap, pressure vacuum breakers, reduced pressure principle backflow prevention assembly, double check valve assembly).
 - (6) Water mains served by Richmond County but not maintained by Richmond County should be considered cross connections, with degree of hazard to be determined by Richmond County. Degree of protection shall be based upon the degree of hazard, as determined by Richmond County.
 - (7) In the event that Richmond County's cross connection control inspector does not have sufficient access to every portion of a private water system (e.g., classified research and development facilities; federal government property) to allow a complete evaluation of the degree of hazard associated with such private water systems, an approved reduced pressure principle assembly shall be required as a minimum of protection.
- (b) No person shall fill special use tanks or tankers containing pesticides, fertilizers, other toxic chemicals or their residues from the public water system except at a location equipped with an air gap or an approved reduced pressure backflow prevention assembly properly installed on the public water supply.

Installation of assemblies.

- (a) All backflow prevention assemblies shall be installed in accordance with the specifications furnished by Richmond County and/or the manufacturer's installation instructions and/or in the latest edition of the state building code, whichever is most restrictive. All assemblies installed above ground outside must be protected from freezing with an above ground enclosure that meets the ASSE 1060 standard. If the assembly is installed outside and intended for commercial domestic water use, a heat source must be ready available at the assembly.
- (b) All new construction plans and specifications, when required by the state building code and the state department of environment and natural resources, shall be made available to Richmond County for review and approval, and to determine the degree of hazard.
- (c) Ownership, testing, and maintenance of the assembly shall be the responsibility of the customer.
- (d) All double check valve assemblies must be installed in accordance with detailed specifications provided by Richmond County. Double check valve assemblies may be installed in a vertical position provided they have been specifically approved by the manufacture and with prior approval from Richmond County's Cross Connection Control Department provided the flow of water is in an upward direction.

All double check valve assemblies 2" and larger must be installed above ground covered by an above ground enclosure that meets the ASSE 1060 standard if they are installed outside. Inside installations must meet North Carolina Plumbing Code.

- (e) Reduced pressure assemblies must be installed in a horizontal position and in a location in which no portion of the assembly can become submerged in any substance under any circumstances. The further most bottom portion of the body must be at a minimum of 12" above grade, no more than 4'. Pit and/or below grade installations are prohibited.
- (f) The installation of a backflow prevention assembly which is not approved must be replaced with an approved backflow prevention assembly.
- (g) The installer is responsible to make sure a backflow prevention assembly is working properly upon installation and is required to furnish the following information to Richmond County's Cross Connection Control Department within 15 days after a reduced pressure principle backflow preventer (RP), double check valve assembly (DCVA), pressure vacuum breaker (PVB), double check detector assembly (DCDA), or reduced pressure principle detector assembly (RPDA) is installed:
 - (1) Service address where assembly is located.
 - (2) Owner and address, if different from service address.
 - (3) Description of assembly's location.
 - (4) Date of installation.
 - (5) Installer, include name, plumbing company represented, plumber's license number, and project permit number.
 - (6) Type of assembly, size of assembly.
 - (7) Manufacturer, model number, serial number.
 - (8) Test results/report.
- (h) When it is not possible to interrupt water service, provisions shall be made for a parallel installation of backflow prevention assemblies. Richmond County **will not** accept an unprotected bypass around a backflow preventer when the assembly is in need of testing, repair, or replacement.
- (i) The consumer shall, upon notification, install the appropriate containment assembly not to exceed the following time frame:

Health hazard . . . 60 days
Nonhealth hazard . . . 90 days
- (j) Following installation, all reduced pressure principle backflow preventers (RP), double check valve assemblies (DCVA), pressure vacuum breakers (PVB), double check detector assemblies (DCDA), or reduced pressure principle detector assemblies (RPDA) are required to be tested by a certified backflow prevention assembly tester within ten days.

Testing and repair of assemblies

- (a) Testing of backflow prevention assemblies shall be made by a certified backflow prevention assembly tester or may be contracted out to an individual certified to perform such test(s) at the customer's expense. Such tests are to be conducted upon installation and annually thereafter or at a frequency established by the Richmond County regulations. A record of all testing and repairs is to be retained by the customer. Copies of the records must be provided to Richmond County's cross connection control department within ten business days after the completion of any testing and/or repair work.
- (b) Any time that repairs to backflow prevention assemblies are deemed necessary, whether through annual or required testing or routine inspection by the owner or by Richmond County, these repairs must be completed within a specified time in accordance with the degree of hazard. In no case shall this time period exceed:
 - (1) Health hazard facilities . . . 14 days**
 - (2) Non-health hazard facilities . . . 21 days**
- (c) All backflow prevention assemblies with test cocks are required to be tested annually or at frequency established by Richmond County regulations. Testing requires a water shutdown usually lasting five to 20 minutes. For facilities that require an uninterrupted supply of water, and when it is not possible to provide water service from two separate meters, provisions shall be made for a parallel installation of backflow prevention assemblies.
- (d) All certified backflow prevention assembly testers must obtain and employ backflow prevention assembly test equipment which meets all state requirements to perform such work. All test equipment shall be checked for accuracy annually, at a minimum, calibrated, if necessary, and certified to Richmond County as to such accuracy/calibration, employing a calibration method acceptable to Richmond County. Ref. Sec. 15-393 (e)
- (e) It shall be unlawful for any customer or certified tester to submit any record to Richmond County which is false or incomplete in any material respect. It shall be unlawful for any customer or certified tester to fail to submit to the Richmond County any record which is required by this article. Such violations may result in any of the enforcement actions outlined in section. 15-402. Enforcement

Facilities requiring protection

- (a) Approved backflow prevention assemblies shall be installed on the service line to any premises that Richmond County has identified as having a potential for backflow.
- (b) The following types of facilities or services have been identified by Richmond County as having a potential for backflow of nonpotable water into the public water supply system. Therefore, an approved backflow prevention assembly will be required on all such services according to the degree of hazard present. Other types of facilities or services not listed below may also be required to install approved backflow prevention assemblies if determined necessary by Richmond County. As a minimum requirement, all commercial services will be required to install a double check valve assembly, unless otherwise listed in this subsection.

DCVA = Double check valve assembly
RP = Reduced pressure principle assembly
DCDA = Double check detector assembly
RPDA = Reduced pressure detector assembly
AG = Air gap
PVB = Pressure vacuum breaker

- (1) Aircraft and missile plants: RP
- (2) Automotive services stations, dealerships, etc.
 - a. No health hazard: DCVA
 - b. Health hazard: RP
- (3) Automotive plants: RP
- (4) Auxiliary water systems:
 - a. Approved public/private water supply: DCVA
 - b. Unapproved public/private water supply: AG
 - c. Used water and industrial fluids: RP
- (5) Bakeries:
 - a. No health hazard: DCVA
 - b. Health hazard: RP
- (6) Beauty shops/barber shops:
 - a. No health hazard: DCVA
 - b. Health hazard: RP
- (7) Beverage bottling plants: RP
- (8) Breweries: RP
- (9) Buildings--Hotels, apartment houses, public and private buildings, or other structures having unprotected cross connections.
 - a. (Under five stories) no health hazard: DCVA
 - b. (Under five stories) health hazard: RP
 - c. (Over five stories) all: RP
- (10) Canneries, packing houses, and rendering plants: RP
- (11) Chemical plants--Manufacturing, processing, compounding or treatment: RP
- (12) Chemically contaminated water systems: RP
- (13) Commercial car-wash facilities: RP
- (14) Commercial greenhouses: RP

- (15) Commercial sales establishments (department stores, malls, etc.)
 - a. No health hazard: DCVA
 - b. Health hazard: RP
- (16) Concrete/asphalt plants: RP
- (17) Dairies and cold storage plants: RP
- (18) Dye works: RP
- (19) Film laboratories: RP
- (20) Fire systems:
 - a. Systems three-fourths inch to two inches:
 - 1. No health hazard: DCVA
 - 2. Health hazard: (booster pumps, foam, antifreeze solution, etc.): RP
 - b. Systems 2 1/2 inches to ten inches or larger:
 - 1. No health hazard: DCDA
 - 2. Health hazard (booster pumps, foam, antifreeze solution, etc.): RPDA
- (21) Hospitals, medical buildings, sanitariums, morgues, mortuaries, autopsy facilities, nursing and convalescent homes, medical clinics, and veterinary hospitals: RP
- (22) Industrial facilities:
 - a. No health hazard: DCVA
 - b. Health hazard: RP
- (23) Laundries:
 - a. No health hazard: DCVA
 - b. Health hazard: (i.e., dry cleaners): RP
- (24) Lawn irrigation systems (split taps): RP
- (25) Metal manufacturing, cleaning, processing, and fabricating plants: RP
- (26) Mobile home parks:
 - a. No health hazard: DCVA
 - b. Health hazard: RP
- (27) Oil and gas production, storage or transmission properties: RP
- (28) Paper and paper products plants: RP
- (29) Pest control (exterminating and fumigating): RP
- (30) Plating plants: RP

- (31) Power plants: RP
 - (32) Radioactive materials or substances plants or facilities handling: RP
 - (33) Restaurants:
 - a. No health hazard: DCVA
 - b. Health hazard: RP
 - (34) Restricted, classified, or other closed facilities: RP
 - (35) Rubber plants (natural or synthetic): RP
 - (36) Sand and gravel plants: RP
 - (37) Schools and colleges: RP
 - (38) Sewage and storm drain facilities: RP
 - (39) Swimming pools: RP
 - (40) Waterfront facilities and industries: RP
- (c) All assemblies and installations shall be subject to inspection and approval by Richmond County.

Sec. 15-400. Connections with unapproved sources of supply

- (a) No person shall connect or cause to be connected any supply of water not approved by the state department of environment and natural resources to the water system supplied by Richmond County. Any such connections allowed by Richmond County must be in conformance with the backflow prevention requirements of this article.
- (b) In the event of contamination or pollution of a public or consumer potable water system, the consumer shall notify Richmond County immediately in order that appropriate measures may be taken to overcome and eliminate the contamination or pollution.

Fire protection systems

- (a) All connections for fire protection systems connected with the public water system, two inches and smaller, shall be protected with an approved double check valve assembly as a minimum requirement. All fire systems using toxic additives or booster pumps shall be protected by an approved reduced pressure principle assembly at the main service connection.
- (b) All connections for fire protection systems connected with the public water system greater than two inches shall be protected with an approved double check detector assembly as a minimum requirement. All fire protection systems using toxic or hazardous additives or booster pumps shall be protected by an approved reduced pressure principle detector assembly at the main service connection.

- (c) All existing backflow prevention assemblies 2 inches and larger installed on fire protection systems that were initially approved by Richmond County shall be allowed to remain on the premises, as long as they are being properly maintained, tested and repaired as required by this article. If, however, the existing assembly must be replaced once it can no longer be repaired, or in the event of proven water theft through an unmetered source, the consumer shall be required to install an approved double check detector assembly or reduced pressure principle detector assembly as required by Sec. 15-399.

Enforcement.

- (a) The owner, manager, supervisor, or person in charge of any installation found not to be in compliance with the provisions of this article shall be notified in writing with regard to the corrective action to be taken. The time for compliance shall be in accordance with sections Sec. 15-402 (g) (1-4)
- (b) The owner, manager, supervisor, or person in charge of any installation which remains in noncompliance after the time prescribed in the initial notification, as outlined in section Sec. 15-402 (g) (1-4), shall be considered in violation of this article, and may be issued a civil citation by Richmond County. The citation shall specify the nature of the violation and the provision of this article violated, and further notify the offender that the civil penalty for such violation is as set forth in subsection (c) of this section and is to be paid to Richmond County within 30 days. If the penalty prescribed in this subsection is not paid within the time allowed, Richmond County may initiate a civil action in the nature of a debt and recover the sums set forth in subsection (c) of this section plus the cost of the action.
- (c) Any offender who shall continue any violation beyond the time limit provided for in the aforementioned notification shall be subject to a civil penalty of up to \$1,000.00 per violation. Each day in which a violation of any provision of this article shall occur or continue shall constitute a separate and distinct offense.
- (d) If, in the judgment of Richmond County, any owner, manager, supervisor, or person in charge of any installation found to be in noncompliance with the provisions of this article neglects his responsibility to correct any violation, such neglect may result in discontinuance of water service until compliance is achieved.
- (e) Failure of a customer or certified tester to submit any record required by this article, or the submission of falsified reports/records may result in a civil penalty of up to \$1,000.00 per violation. If a certified backflow prevention assembly tester submits falsified records to Richmond County, Richmond County shall take the necessary actions to revoke certification to test backflow prevention assemblies within the potable water system for a time period not to exceed one year. The tester will then be required to complete an approved certification course to acquire a new certification. Falsification made to records/reports after becoming recertified shall result in the permanent revocation of backflow testing certification, in addition to a civil penalty as provided for in this subsection.
- (f) Enforcement of this program shall be administered by the Public Works Director of Richmond County or his or her authorized representative.

- (g) Requests for extension of time shall be made in writing to the Public Works Director of Richmond County or his authorized representative. All other appeals shall be made in accordance with the following procedures:
- (1) Adjudicatory hearings. A customer assessed a civil penalty under this section shall have the right to an adjudicatory hearing before a hearing officer designated by the Public Works Director of Richmond County upon making written demand, identifying the specific issues to be contended, to the Public Works Director of Richmond County within 30 days following notice of final decision to assess a civil penalty. Unless such demand is made within the time specified in this subsection, the decision on the civil penalty assessment shall be final and binding.
 - (2) Appeal hearings. Any decision of Richmond County hearing officer made as a result of an adjudicatory hearing held under subsection (g)(1) of this section may be appealed by any party to the Richmond County Board of **Commissioners** upon filing a written demand within ten days of receipt of notice of the decision. Hearings held under this section shall be conducted in accordance with the Richmond County hearing procedures. Failure to make written demand within the time specified in this subsection shall bar further appeal. Richmond County shall make a decision on the appeal within 90 days of the date the appeal was filed and shall transmit a written copy of its decision by registered or certified mail.
 - (3) Official record. When a final decision is issued under Sec. 15-402 (g)(2) of this section, Richmond County shall prepare an official record of the case that includes:
 - a. All notices, motions, and other like pleadings;
 - b. A copy of all documentary evidence introduced;
 - c. A certified transcript of all testimony taken, if testimony is transcribed. If testimony is taken and not transcribed, then a narrative summary of any testimony taken;
 - d. A copy of the final decision of Richmond County.
 - (4) Judicial review. Any customer against whom a final decision of Richmond County is entered, pursuant to the hearing procedure under subsection Sec. 15-402 (g)(2) of this section, may appeal the order or decision by filing a written petition for judicial review within 30 days after receipt of notice by certified mail of the order or decision to the general court of justice of the county or of the county where the order or decision is effective, along with a copy to Richmond County. Within 30 days after receipt of the copy of the petition of judicial review, Richmond County shall transmit to the reviewing court the original or a certified copy of the official record, as outlined in subsection (g)(3) of this section.

Severability

If any section, subsection, sentence, or clause of this article is adjudged to be unconstitutional or otherwise invalid, such adjudication shall not affect the validity of the remaining portion of this article. It is hereby declared that this article would have been passed, and each section, sentence, or clause thereof, irrespective of the fact that any one or more sections, subsections, sentences, or clauses might be adjudged to be unconstitutional, for any other reason invalid.

Adopted this the 6th day of July, 2021

Chairman Board of Commissioners

Attest:

Clerk to Board of Commissioners

Approved as to form:

County Attorney

