

## **SERVICE RULES AND REGULATIONS OF THE RUSSELL COUNTY WATER AUTHORITY**

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

### **I. TYPES OF SERVICE**

- (a) The rate schedule set forth below contemplates a single user, such as one family dwelling, one farm dwelling with appurtenances, or one commercial operation serviced with a standard 3/4" x 5/8" water meter, and will not change without prior written consent of the Community Rural Development Commission, or in case the Corporation is no longer under obligation to the Community Rural Development Commission a simple majority vote of the Corporation's Board of Directors.
- (b) Extraordinary circumstances, such as subdivision extensions, multiple dwelling units, industrial or commercial users with 1-inch or larger meters shall be governed by special contract agreements made with the Board of Directors or the standard commercial rate schedule set forth below.

### **II. RATE SCHEDULES**

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

0-1000 gallons	\$25.00 minimum per month
All over 1,000 gallons	4.50 per 1,000 gallons

For the service contemplated by Paragraph I (b), unless otherwise specified by contract agreement with the Board of Directors:

0-15,000 gallons	\$105.00 minimum per month
All over 15,000 gallons	4.50 per 1,000 gallons

### **III. APPLICATION FOR SERVICE**

(a) The consumer will make application for service in person at the office of the Russell County Water Authority and at the same time make necessary application fees as required and listed below:

1. A service application fee of \$100.00, non-refundable, will be required of all consumers applying for regular residential services.
2. A service application fee of \$200.00, non-refundable, will be required of all consumers who have had previous service with the Corporation and left previous service with an outstanding bad debt. Any previous bad debt will be paid in full along with the service application fee.
3. A service application fee of \$200.00, non-refundable, will be required for locations designated as "problem locations." Problem locations are service locations where previous consumers have left owing bad debts or where consumers have tampered with Corporation services in any way to violate the rules and regulations of the Corporation. Problem locations shall not be construed to include locations where there has been a change in ownership of the property since the bad debt has occurred so long as the property is owner occupied.
4. A service application fee of \$100.00, non-refundable, will be required for any basic commercial or industrial applicant for 3/4" and 1" meters. Commercial and Industrial

accounts over the stated sizes will be determined by the Board of Directors and Management.

5. Service application fees apply to each individual account and will not be refunded or transferred.

### **III. IDENTITY THEFT PREVENTION PROGRAM AND POLICY**

Pursuant to the provisions of the Fair and Accurate Credit Transactions Act (FACTA) and the “Red Flag Rules” contained therein, Russell County Water Authority (RCWA) has adopted the following written program and policy aimed to protect RCWA customers from identity theft, effective November 1, 2008.

#### **IDENTIFICATIONS OF RELEVANT “RED FLAGS”**

“Red Flags” are specific activities, patterns or practices that indicate the possible existence of identity theft. The following have been adopted by RCWA to detect potential fraud. These are not intended to be all-inclusive and other suspicious activity may be investigated as necessary.

1. Identification documents appear to be altered
2. Photo and physical description do not match appearance of applicant
3. Other information is inconsistent with information provided by applicant.
4. Other information provided by applicant is inconsistent with information on file.
5. Application appears altered or destroyed and reassembled.
6. Personal information provided by applicant does not match other sources of information (e.g. credit reports, SS# not issued or listed as deceased)
7. Lack of correlation between the SS# range and date of birth.
8. Information provided is associated with known fraudulent activity (e.g. address or phone number provided is same as that of a fraudulent application)
9. Information commonly associated with fraudulent activity is provided by applicant (e.g. address that is a mail drop or prison, non-working phone number or associated with answering service/pager)
10. SS#, address, or telephone # is the same as that of other customer at utility.
11. Customer fails to provide all information requested.
12. Personal information provided is inconsistent with information on file for a customer.
13. Applicant cannot provide information requested beyond what could commonly be found in a purse or wallet.

#### **RESPONDING TO “RED FLAGS”**

RCWA will respond to suspected fraud or detected “Red Flags” depending on the level of risk imposed. All detections or suspicious “Red Flags” will be reported to senior management and the following steps may be taken.

1. Ask applicant for additional information
2. Notify internal manager: Any utility employee who becomes aware of a suspected or actual fraudulent use of a customer or potential customer’s identity must notify the Office Manager and/or General Manager

3. Notify law enforcement: The utility, if needed, will notify the Russell County Sheriff's Dept. at 334-298-6535 of any attempted or actual identity theft.
4. Do not open the account
5. Close the account
6. Do not attempt to collect against the account but notify authorities.

**IV. CHARGES FOR CONSUMERS AGREEING TO USE SERVICE**

Each consumer applying to use the service of the Corporation shall pay a connection fee times the number of connections desired or actual cost, whichever is higher, as listed below:

- (a) Single standard residential service \$750.00 plus \$500.00 system development charge.
- (b) Single standard residential state highway will be \$1250.00 plus additional actual costs to the Corporation to install service.
- (c) Connection fees for services to commercial or industrial facilities will be the above applying category plus differences in material and labor costs of the Corporation or its Contractor and will be quoted upon request.
- (d) Developers or Contractors will be required to install services in subdivisions, provide the required meter and backflow device to the Corporation and pay a system development fee of \$750.00 per lot.

**V. MINIMUM CHARGE**

- (a) The minimum charge, as provided in the rate schedules, shall be made for each connection subscribed for under provisions of Paragraph IV above and shall be paid as long as service remains active whether consumer avails himself to service or not.
- (b) Water furnished for a single residential service for a given lot and dwelling shall be used for that dwelling only. Each additional building's service must be separately metered at a single delivery and metering point. Consumers violating this section may have their service disconnected until dwellings are individually metered or disconnected and future service denied by the Corporation.
- (c) Except for fire protection, as used by a fire department for the purposes of fighting a fire, the Corporation shall not under any condition furnish water free of charge.

**VI. CORPORATION'S RESPONSIBILITY AND LIABILITY**

- (a) The Corporation shall run a service line from its distribution line to property line where distribution line exists, or is to be constructed, and runs immediately adjacent and parallel to the property to be served. No service charge, other than the connection fee referred to in Paragraph IV above, will be made for a 5/8" x 3/4" meter. A proportionately greater charge will be made for a meter of larger dimension.
- (b) The Corporation may make connections to service other properties not adjacent to its lines upon payment of reasonable costs for the extension of its distribution lines as may be required to render such service.
- (c) The Corporation may install its meter at or near the property line, or at the Corporation's option, on the consumer's property within three (3) feet of the

property line. The Corporation may install its meter on county or state maintained right-of-ways in areas not adjacent to consumer's property line when no distribution line exists and consumer obtains permission in writing from county or state to install a private service line along said right-of-ways to his property at consumer's expense and for consumer's maintenance. The Corporation shall not be responsible for any damage to said private service line at any time other than when damaged by the Corporation's equipment or employees.

- (d) The Corporation reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross-connections or back-flows.
- (e) Under normal conditions, the consumer will be notified of any anticipated interruption of service.

## **VII. CONSUMER'S RESPONSIBILITY**

- (a) Where meter or meter box is placed on the premises of a consumer, a suitable place shall be provided by the consumer therefore, unobstructed and accessible at all times to the meter reader. The consumer shall place no structure or debris over meter or meter box to prevent or inhibit the meter reader from reading said meter.
- (b) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter, the Corporation to provide a like valve on its side of the meter. Cut-off valves installed on the Corporation's side of the meter are not intended for use by consumers.
- (c) The consumer's piping and apparatus shall be installed and maintained by the consumer at the consumer's expense, in a safe and efficient manner and in accordance with the Corporation's rules and regulations and in full compliance with the sanitary regulations of the State Health Department and the Alabama Department of Environmental Management. The Corporation is in no way responsible for maintenance of consumer's piping, plumbing or apparatus.
- (d) Water furnished by the Corporation shall be used for consumption by the consumer, members of the consumer's household and employees only. The consumer shall not sell water to any other person or permit any other person to use said water through consumer's service connection. Water shall not be used for irrigation, fire protection, or other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

## **VIII. ACCESS TO PREMISES**

- (a) Duly authorized agents of the Corporation shall have access, at all reasonable hours, to the premises of the consumer, for the purpose of installing or removing Corporation property, inspecting piping, reading and testing meters, or for any other purpose in connection with Corporation service to facilities.
- (b) Extensions to the system shall be made only when the consumer shall grant or convey, or shall cause to be granted or conveyed, to the Corporation a permanent easement or right-of-way across any property transversed by the lines.

**IX. CHANGE OF OCCUPANCY**

- (a) Not less than three days notice must be given in person or in writing, at the Corporation office, to discontinue service or to change occupancy.
- (b) The outgoing party shall be responsible for all water consumed up to the time of departure or time specified for departure, whichever period is longest.
- (c) New occupants will apply for service prior to occupying the premises and failure to do so will make consumer liable for water consumed since the last meter reading.

**X. METER READING – BILLING – COLLECTING**

- (a) Meters will be read and bills rendered monthly, but the Corporation 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 Corporation's rate schedules and will be based on the amount consumed for the period covered by meter readings, except where a consumer orders turn-off less than one month after turn-on, the minimum bill to such consumer for such period shall be equal to the minimum charge for one full month's service or the amount of water consumed whichever is highest.
- (c) Consumer subscribing for water pursuant to Paragraph IV above will commence payment of at least a minimum bill when water is available, whether consumer avails himself to the service or not.
- (d) Readings from different meters will not be combined for billing.
- (e) Minimum bills for undeveloped properties, where meters have not been installed, may be combined.
- (f) Bills shall be paid at the place or places specified by the Corporation.
- (g) Bills are due when rendered, if not paid within 10 days of the billing date a 10% penalty shall automatically be added to such bills.
- (h) Delinquent notices (final notices) shall be mailed to the consumer fifteen (15) days after the regular monthly billing date, but whether received or not, if payment is not made within ten (10) days after delinquent notices (final notices) service may be discontinued. A processing fee of \$50.00 will be applied automatically when bills are not paid in full by the delinquent notice date.
- (i) Failure to receive bills or delinquent notices (final notices) shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.
- (j) Bills may be paid online at our website: [www.rcwsa.com](http://www.rcwsa.com)

**XI. SUSPENSION OF SERVICES**

- (a) When services are discontinued, all fees associated with the account must be paid in full by the vacating account owner.
- (b) Upon discontinuance of service for nonpayment of bills, the Corporation may proceed to collect the balance in the usual way provided by law for collection of debts. If the Corporation has to select this method to resolve the unpaid debt, additional application fees will automatically be assessed to any future accounts of the consumer of no less than \$200.00.

- (c) Service disconnected for nonpayment of bills will be restored only after bills are paid in full, including administrative fees, and any such additional fees required by the Board of Directors is made in full.
- (d) The processing fee of \$50.00 is automatically assessed to accounts that are not paid by the date and time shown on delinquent notice (final notice). The processing fee must be paid along with any outstanding charges once the disconnects have been prepared and turned over to Corporation personnel to be worked whether service has been suspended or not.
- (e) Any service connection found to have been tampered with after disconnection has been made will automatically be assessed a service charge of \$100.00 in addition to the above required restoration of service charges and shall be paid in full before service is restored. Consumers who benefit from the use of service through tampering and/or use of water through a hydrant without the use of a Corporation issued hydrant meter are subject to prosecution under the laws of the State of Alabama covering such offenses. Payment of fees and service charges applied by the Corporation will not alleviate consumer from prosecution for tampering.
- (f) The Corporation reserves the right to discontinue service without notice for the following reasons:
  - 1. To prevent fraud or abuse.
  - 2. Consumer's willful disregard of Corporation rules.
  - 3. Emergency repairs.
  - 4. Insufficiency of water supply due to circumstances beyond the Corporation's control.
  - 5. Legal process.
  - 6. Direction of public authorities.
  - 7. Strike, riot, flood, accident or any unavoidable cause.
- (g) The Corporation may, in addition to prosecution by law, permanently refuse service to any consumer who tampers with a meter or other measuring device. Any meter or other company equipment damaged while on the consumers premises shall be replaced at the consumer's expense to include cost of materials and labor.

## **XII. COMPLAINTS – ADJUSTMENTS**

- (a) If the consumer believes his bill to be in error, he shall present the claim in person at the office of the Russell County Water Authority before bill becomes delinquent, such claim, if made after bill becomes 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. The Board of Directors of the Corporation shall review the consumer's complaint and direct action to be taken. Should a consumer of the Corporations services wish to address the Board, they must submit in writing ahead of time the nature of their request. They will then be notified by the Corporation as to the next Board meeting date and time in which they will be placed on the agenda.
- (b) The Corporation will make special meter reading and/or check at the request of the consumer for a service charge of \$40.00 during regular business hours of 8 AM to 4:30 PM. Should the request for service be between the hours of 4:30 PM and 8 PM during the week, a service charge of \$50.00 will be

charged. Should the request be on a company recognized holiday or during the weekend provided, the charge will be \$75.00. If such special reading and/or service call discloses that the meter was over-read or a problem found with the meter, no charge will be made.

- (c) Meters will be tested at the request of consumer upon payment to the Corporation of the actual cost of making the test, provided, however, that if the meter is found to over-register beyond three percent (3%) of the correct volume, no charge will be made.
- (d) If the seal of a meter is broken by other than the Corporation's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills and/or from other proper data.

### **XIII. MISCELLANEOUS**

- (a) An automatic penalty of \$500.00 will be assessed to anyone found to have illegally connected to a Corporation meter service or to have illegally connected with the Corporation's system, in any manner. The Corporation may, in addition to prosecution by law, refuse service to anyone that tampers with the Corporation's appurtenances, system or facilities.
- (b) The Corporation will assess a \$34.00 fee for returned checks. After two (2) returned checks within a calendar year, no more checks will be accepted from the consumer. Should the consumer make payment on an account listed for cut-off or already locked and said check is returned for any reason, consumers water service will be immediately locked for non-payment until all fees due the corporation are paid in full.
- (c) A penalty charge of \$100.00 will be assessed by the Corporation to any service found to have been illegally tampered with where a meter is installed and has been turned off by request or disconnection for violation of Corporation rules and regulations. The Corporation may, in addition to prosecution by law, refuse service to any service that has been tampered with in the Corporation's system. This charge is in addition to any consumption of water and damage to the Corporation's property.
- (d) No account shall remain in the name of a deceased person.