EDGEFIELD COUNTY WATER AND SEWER AUTHORITY

WATER & SEWER USER RULES AND REGULATIONS
(Revised June 24, 2019 Board Meeting)

These Rules and Regulations have been adopted by the Edgefield County Water and Sewer Authority to provide for an orderly operation of the Water and Sewer Systems and to protect the Authority and the user. Noncompliance with these Rules and Regulations will result in discontinuing of service.

SECTION I DEFINITIONS

A. User A person, corporation, association or other type organization or entity, who has received a water user’s agreement for water service/sewer service.

B. Authority Edgefield County Water and Sewer Authority.

SECTION II SERVICE AREA

The service area consisting of Edgefield County and a small area in the Southwestern corner of Aiken County bounded on the East by the eastern right-of-way of U.S. Highway 25 and on the South by the southern right-of-way of U.S. Interstate 20, and as amended from time to time.

SECTION III DESCRIPTION OF SERVICE

The Authority will exercise reasonable diligence and care in delivering a continuous, sufficient supply of water at a proper pressure and will endeavor to avoid any shortage or interruption of service. The Authority will endeavor to see that all water furnished for human consumption will be potable water.

SECTION IV CLASSES AND CHARGES FOR WATER AND SEWER SERVICE

A. Water Service

All water services will be metered. There are three (3) classes of water service: Residential, Commercial and Industrial. Each water service will fit into one of the three classes and will be billed at the rate for that class. Any agricultural operation that directly produces agricultural commodities may be classified as Industrial. Any account not specifically classified as Residential or Industrial will be classified as Commercial. The water service charge will be charged to all customers and does not include a water-use allowance.
1. **Water Service Charge For All Classes**

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Meter Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4&quot;</td>
<td>$17.33</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$28.74</td>
</tr>
<tr>
<td>1-1/2&quot;</td>
<td>$57.32</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$91.75</td>
</tr>
<tr>
<td>3&quot;</td>
<td>$172.13</td>
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<td>$286.77</td>
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<tr>
<td>6&quot;</td>
<td>$573.74</td>
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<tr>
<td>8&quot;</td>
<td>$918.02</td>
</tr>
<tr>
<td>10&quot;</td>
<td>$1468.85</td>
</tr>
</tbody>
</table>

2. **Residential Water Rates**

- **First 8,000 Gallons**: $2.68 Per 1,000 Gallons
- **8,001-16,000 Gallons**: $3.44 Per 1,000 Gallons
- **16,001-24,000 Gallons**: $3.97 Per 1,000 Gallons
- **24,001-32,000 Gallons**: $4.44 Per 1,000 Gallons
- **Over 32,000 Gallons**: $4.91 Per 1,000 Gallons

3. **Commercial Water Rates**

- **First 100,000 Gallons**: $2.61 Per 1,000 Gallons
- **Over 100,000 Gallons**: $2.30 Per 1,000 Gallons

4. **Industrial Water Rates**

- **First 100,000 Gallons**: $2.05 Per 1,000 Gallons
- **Over 100,000 Gallons**: $1.78 Per 1,000 Gallons

**B. Sewer Service**

There are five (5) classes of sewer service: Residential, Commercial, Industrial, Prison, and Wholesale/Saluda County. Each sewer service will fit into one of the five classes and will be billed at the rate for that class. The sewer service charge will be charged to all customers and does not include a water-use allowance. Sewer rates will be charged on 100% of the amount of water metered each month with a cap of 12,000 gallons for residential customers.

1. **Sewer Service Charge For All Classes**

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Meter Size</th>
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</thead>
<tbody>
<tr>
<td>¾&quot;</td>
<td>$10.97</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$18.31</td>
</tr>
<tr>
<td>1-1/2&quot;</td>
<td>$36.52</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$58.45</td>
</tr>
<tr>
<td>3&quot;</td>
<td>$109.65</td>
</tr>
<tr>
<td>4&quot;</td>
<td>$182.68</td>
</tr>
<tr>
<td>6&quot;</td>
<td>$365.49</td>
</tr>
<tr>
<td>8&quot;</td>
<td>$584.80</td>
</tr>
</tbody>
</table>

2. **Residential Sewer Rate**

- **Flat Rate**: $3.73 Per 1,000 Gallons (12,000 Gallon Cap)

3. **Commercial Sewer Rate**

- **Flat Rate**: $3.73 Per 1,000 Gallons
4. **Industrial Sewer Rate**
   
   Flat Rate $3.73 Per 1,000 Gallons

5. **Other Sewer Rates**
   
   Flat Rate $5.03 Per 1,000 Gallons For State and Federal
   Prisons
   (Based on 85% of water metered each month)

   Flat Rate $4.26 Per 1,000 Gallons for Saluda County
   (Based on amount of wastewater metered each
   month)

   Monthly Charge $26.68 for Sewer Only Customers (No Water
   Service)

C. **Temporary Services**

1. Temporary services will be installed only for special services where the total time
   for use of the service is less than sixty (60) days. The user desiring such service
   will be required to pay the actual cost of the installation and the service will be
   billed in accordance with the water service and sewer service schedules above.

2. Water used from fire hydrants for other than fire protection shall be metered. The
   following rules will apply:
   
   a. A permit fee of $100.00, which provides service for up to 30 days shall be
      paid before allowing water to be used.
   
   b. After 30 days Rental Fee on meter = $2.00 per day.
   
   c. Water will be billed on a monthly basis at the rate of $3.30 per 1,000
      gallons
   
   d. No water shall be used from the fire hydrants except for special
      community services as approved by the Board or Administrator, on an
      individual basis.
   
   e. Charge for filling a swimming pool up to size 40’ x 20’ will be $250.00.
      Charge for filling larger sized pools will be determined by the Business
      Manager.
   
   f. The proper hydrant wrench and hose threads shall be used.
   
   g. Any damage to hydrant and/or meter will be charged to the responsible
      user.
   
   h. Authority shall install and relocate hydrant meter and have final decision
      on location. Meter can only be relocated by Authority staff.
i. After Permit Fee is paid Authority to set meter within 48 hours during normal working hours.

j. There shall be a relocation fee of $50.00 per meter if the customer requests the hydrant meter be moved. If the Authority moves the hydrant meter for Authority related reasons, (i.e. hydrant issues, flow issues, dirty water, etc.) there will be no charge.

3. Temporary services for house cleaning, one-time events, or other uses that are non-reoccurring (less than 3 times per year) shall be charged at a rate of $25 per ten days.
   a. Any service that is needed more than described above shall be classified as permanent and shall be treated as a “normal” or “typical” connection.
   b. Any usage in excess of 2,000 gallons shall be charged at $2.68/1000 gallons.
   c. Any variance from the above regulation will be at the sole discretion of the Business Manager or Administrator.

SECTION V SERVICE CONNECTIONS FEES AND “OTHER” FEES

A. Water Connection Fees

The Authority will not provide a free water tap. The Authority will install a service connection to the property line of the user. The service connections and meters are the property of the Authority and only duly authorized employees or agents of the Authority are to install and maintain them.

1. Tap Fees for Residential Customers

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Total Service</th>
<th>Meter Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4&quot;</td>
<td>$1,200.00</td>
<td>$ 500.00</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$1,550.00</td>
<td>$ 600.00</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$3,450.00</td>
<td>$1,000.00</td>
</tr>
</tbody>
</table>

Charges for larger meters will be based on actual cost.

2. Tap Fees for Industrial/Commercial Customers where the Authority installs the tap, meter and all associated appurtenances.

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Total Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4&quot;</td>
<td>$1,200.00</td>
</tr>
<tr>
<td>1&quot;</td>
<td>$1,550.00</td>
</tr>
<tr>
<td>2&quot;</td>
<td>$3,450.00</td>
</tr>
<tr>
<td>3&quot;</td>
<td>$3,000.00 + cost of materials</td>
</tr>
<tr>
<td>Meter Size</td>
<td>Total Service</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------</td>
</tr>
<tr>
<td>4”</td>
<td>$5,000.00 + cost of materials</td>
</tr>
<tr>
<td>6”</td>
<td>$10,000.00 + cost of materials</td>
</tr>
<tr>
<td>8”</td>
<td>$16,000.00 + cost of materials</td>
</tr>
</tbody>
</table>

3. Tap Fees for Industrial/Commercial Customers where the Customers installs the tap, meter and all associated appurtenances.

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Tap Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4&quot;</td>
<td>No Fee</td>
</tr>
<tr>
<td>1&quot;</td>
<td>No Fee</td>
</tr>
<tr>
<td>2&quot;</td>
<td>No Fee</td>
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<tr>
<td>3&quot;</td>
<td>No Fee</td>
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<tr>
<td>4&quot;</td>
<td>No Fee</td>
</tr>
<tr>
<td>6&quot;</td>
<td>No Fee</td>
</tr>
<tr>
<td>8&quot;</td>
<td>No Fee</td>
</tr>
</tbody>
</table>

4. Tap Fees for Industrial/Commercial Customers where the Customer installs the tap, and all associated appurtenances, but purchases the meter from the Authority

<table>
<thead>
<tr>
<th>Meter Size</th>
<th>Tap Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/4&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
</tr>
<tr>
<td>1&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
</tr>
<tr>
<td>2&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
</tr>
<tr>
<td>3&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
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<tr>
<td>4&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
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<tr>
<td>6&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
</tr>
<tr>
<td>8&quot;</td>
<td>Actual Cost of Meter + $100 processing fee</td>
</tr>
</tbody>
</table>

5. Charges for I/C meters larger than 8” will be based on actual cost and will be evaluated on a case by case basis.

6. Other Fees

Other fees to be charged as appropriate in accordance with this schedule and prevailing market conditions of supplies, contractors, and any other related costs. Water taps that involve special conditions such as removal of pavement, concrete sidewalks, and any other special or unique installation will be charged for the actual cost of installation.

Water meter will be placed at the property line of the user’s property. The Authority will have the final decision as to the location. In areas of heavy traffic, congestion, and/or large services, the meter may be located on a user’s property such that it would not be exposed to damage. Customers may be charged for damaged meters at the discretion of the Authority.
B. **Edgefield/Johnston/Trenton Sewer Connection Fees**

The Authority will not provide free sewer taps. The Authority will install a service connection to the property line of the user. The service connections are the property of the Authority and only duly authorized employees or agents of the Authority are to install and maintain them.

<table>
<thead>
<tr>
<th>Tap Size</th>
<th>Total Service</th>
</tr>
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<tbody>
<tr>
<td>4&quot;</td>
<td>Actual Cost - not less than $3,500.00</td>
</tr>
<tr>
<td>6&quot;</td>
<td>Actual Cost - not less than $4,000.00</td>
</tr>
<tr>
<td>8&quot;</td>
<td>Actual Cost - not less than $5,000.00</td>
</tr>
</tbody>
</table>

Sewer taps that involve special conditions such as removal of pavement, concrete sidewalks, and any other special or unique installation will be charged for the actual cost of installation. An inspection of the sewer connection by the County Inspector is required when the plumber has made his connection to the sewer service prior to backfilling.

C. **Regional Sewer System Connection Fees**

The Authority will not provide free sewer taps. The Authority will install a service connection (service force main) to the property line of the user. The service connections are the property of the Authority and only authorized agents of the Authority are to install and maintain them.

1. Tap Fee Actual Cost
2. Other Fees To be charged as appropriate in accordance with this schedule.

D. **Fire Protection Service Fees**

1. Installation of fire hydrant Actual Cost

E. **No Impact Fees for Commercial, Industrial or Residential Customers within Service Area of Authority**

F. **Delegated Review Fees**

1. Sewer System
   a. Charge for ECWSA $425.00
   b. Charge for SCDHEC $ 75.00
   Total $500.00

2. Aiken County Capacity Fee = $564.60 per 1,000 gallons per day.

G. **Security Deposits**

1. Owner Deposit Water System $60.00
2. Owner Deposit Sewer System $40.00
3. Rental Deposit Water System $80.00
4. Rental Deposit Sewer System $40.00

Transfer of Deposit

1. Good Payment History – no more than 2 penalties in a 12-month period.
2. Must pay current bill and $25.00 Administrative Fee.
3. No Deposit on account or less than 12-month history must pay new deposit.

Must show proof of ownership or must pay rental deposit.

H. Administrative Fee

1. Water and Sewer Systems $25.00
2. Meter Reading Recheck Fee $25.00

I. Sampling Fees

1. Bacteriological Test $100.00 each

J. Water Main Extension Fees

1) Customer requests line extension from ECWSA by phone or in person or in writing.

2) The Authority evaluates the feasibility of the line extension. This consists of examining existing plans, the future plans of customer, and an on-site evaluation of the proposed project.

3) The Authority will charge all customers a flat fee of $5.00 per linear foot on all line extensions less than 5,000 LF, regardless of pipe size. All line extensions less than 5,000 LF require the approval of the Administrator. This will include engineering, materials, permitting and installation.

4) All line extensions greater than 5,000 LF require Board approval prior to the Authority accepting payment from the customer or customers. If approval is granted, the customer is responsible for paying to the Authority the $5.00/LF cost upfront. The Authority is then responsible for obtaining a contractor, an engineer, permits and materials to install the water main extension.

5) The Authority will also charge each customer a fee of not less than $3,500.00 for engineering and permitting. On any project longer than 5,000 LF, the customer will be responsible for the actual cost of engineering and permitting.

6) Any special conditions or situations (such as boring, easements, creek crossings, etc.) noted during the evaluation phase shall be the sole financial responsibility of
the customer, and will not be included in the $5.00/LF base price. This determination will be made by Authority personnel. These costs shall also be paid prior to the contracting of any engineer.

7) Developers, Real Estate Companies, and any other entity that is not specifically a private individual or a group of private individuals who are requesting the line extension for their personal or family use and consumption, will be responsible for the full cost of all line extensions.

8) The customer will be given a written price quote. This quote is good for thirty days. When the Authority receives payment in full for the line extension, an engineering firm of the Authority’s choosing will be selected to begin the design and permitting process. All lines shall be installed according to ECWSA specifications and requirements.

9) All tap fees will be paid for separately from the line extension payments. Once the line is installed and permitted by SCDHEC, ECWSA owns the water line and any additional tap fees will be the Authority’s and no portion of these fees will be refunded to the customer(s) that originally paid for the line extension.

10) The Edgefield County Water and Sewer Authority Board will evaluate and change the $5.00/LF price at any time to reflect increases or decreases in materials and engineering, pending Board approval.

11) Edgefield County Water and Sewer Authority reserves the right to decline the extension of any water main that may conflict with the best interests of the Authority. All approved line extensions will be installed on the Authority’s schedule, not to conflict with prior agreements or arraignments.

12) Once an approval to place into operation or a permit to operate has been issued by SCDHEC, Edgefield County Water and Sewer Authority will be the sole owner, and will be entirely responsible for all operation and maintenance, as well as being the sole recipient of any and all present or future revenues.

13) The Edgefield County Water and Sewer Authority Board of Directors has final authority on any and all line extensions, and may grant variances to this policy at their discretion.

14) If the customer cancels their request for the line extension at any time during the process, they will be refunded their money, minus any expenses (engineering, permitting, etc.) the Authority has incurred to date.
K. Developer’s Fees

1) **Plan Review, Permitting & Processing Fee**

Review, process, and permit plans of developers who wish to expand the system are required to pay a fee of $500.

2) **Hydrant Flow Testing Fee**

The Authority charges $50 for each flow test that requires Authority staff. Developer’s Engineer or representative must also be present to witness the flow test.

3) **Bacteriological Testing**

The Authority allows the developer and engineer a choice: Sampling of the newly added lines by a SCDHEC approved lab of the developers choosing at the cost of the developer or the Authority will sample for the developer at a cost of $100 per sample.

4) **Pressure Test Observation**

The developer’s engineer is to witness or observe pressure tests. If the Authority is asked to witness a test for a developer or contractor, a fee of $50 would be charged. If the Authority is in the course of routine inspection and witness’s a test, there is no charge.

L. **Outside Holding Tank Waste**

*ECW&SA will not accept outside holding tank waste effective 07/01/2015*

**SECTION VI CHANGE OF LOCATION OR SIZE OF SERVICE AND METERS AND SEWER SERVICE**

A. Should a user desire to change the location of a water or sewer service serving a particular property to another location on the same property, the Authority will move the service at the user’s expense based on fee’s listed below:

- $\frac{3}{4}'' = $425.00
- 1'' = $525.00
- Larger Meters Actual Cost

B. Should the Authority desire to move or improve a water or sewer service to provide better service to the user, then the Authority will bear the expense of moving the service.

C. A user desiring to increase the size of water service will receive $100 credit off the price of a new tap fee. All other sizes will require payment of a complete new tap fee.
D. A water service or sewer service cannot be transferred from one property to another.

SECTION VII  REQUEST FOR SERVICE ORDER

Prior to receiving service, a prospective user must apply for a service order, provide proper identification and give the Authority the following information:

1. Date of service order;
2. Location of premises to be served;
3. Date applicant will be ready for service;
4. Whether the premises has been previously served by the Authority;
5. Purpose for which service is to be used;
6. Size of service desired;
7. Address to which bills are to be mailed; and,
8. Whether applicant is owner, rental, or agent for the premises.

The accepted service order shall constitute a contract between the Authority and the user, obligating the user to pay for water service, or water and sewer service, in accordance with the prescribed rate schedule.

After completing a service order, a user must pay a security deposit, and other fees associated with a service order. The user shall be provided a receipt and a copy of the Water User Agreement.

The security deposit will be retained as long as the Board of Directors of the Authority so directs. Should a user’s water or sewer service be permanently discontinued, the deposit will be applied to any unpaid balance due and any remaining deposit will be returned to the user with no accrued interest.

Documentation must be provided to change the name of an existing account holder to a new name or responsible party. Examples of acceptable documentation are rental agreements, mortgage documents, death certificates, divorce decrees, marriage license or other legal documents. Acceptance of these documents shall be at the sole discretion of the Authority.

SECTION VIII  RENDERING AND PAYMENT OF BILLS

- Water meters are to be read each month as close to the same date as possible.
- Water/Sewer bills will be mailed the last working day of each month.
- Full payment of water / sewer bills are due by the 20th of each month.
- Full payment for water/sewer bills are to be received in Administrative Office by 5:00 P.M. on the 20th.
• If full payment is not received in Administrative Office by 5:00 P.M. on the 20th, a late penalty of $5.00 or 5%, whichever is greater, will be added to the original amount due.

• If full payment for water/sewer is not received in Administrative Office by 5:00 P.M. on the 20th, water service will be subject to be disconnected without further notice.

• Once water service has been disconnected, a $25 reconnect fee will be added to the outstanding balance and total amount must be paid in full before water service can be restored during normal business hours.

• For water service to be restored after hours from 5:00 P.M. to 9:00 P.M. Monday – Friday and on weekends a reconnect fee of $50 plus outstanding balance must be paid in full.

• Meter Reader will not be sent out to restore water service after 9:00 P.M.

• In the event of a hardship case which prevents customer from paying water / sewer bill by the 20th, a waiver may be granted by the Administrator, General Manager, or Business Manager, provided customer furnishes Authority with written documentation explaining hardship.

• Returned Check Policy
  • If a check is returned, the customer’s account is adjusted and a returned check fee of $30.00 is added
  • A letter is sent by ECWSA to the customer informing them that their check has returned unpaid by their bank, and the reason for the return (Non-sufficient funds, account closed, etc.)
  • The letter states the date that the check needs to be paid by, as well as the amount of the check with the returned check fee.
  • Customer is given seven (7) days from the date of the letter to pay the check and returned check fee in full.
  • If check and check fee are not paid, the customer’s service will be disconnected.

SECTION IX DISPUTED BILLS

If a user is not satisfied with the correctness of a bill, he may prevent the Authority from shutting off his service by depositing with the Authority the full amount of the bill. The Administrator or Business Manager will review the bill and render his findings. Should the Administrator’s decision be unsatisfactory to the user, the user may request permission to be put on the agenda of a regularly scheduled Authority Board Meeting. The decision of the Board will be final.
SECTION X  METER TEST AND ADJUSTMENT OF BILL

A. Should a customer desire to have his/her water meter tested for inaccuracy, the Authority will replace meter in question with a new “test meter.” Customer’s meter will then be sent to an independent tester. If the tested meter is found to be registering more than 2% fast, the customer will receive an adjustment for the amount over the 2% and the customer will not be charged the test fee of $100.00. If the tested meter is found to be accurate, the Authority will add a charge of $100.00 (water meter test fee) to customer’s account and water bill will stand as rendered.

Should the meter test show that the meter is registering more than ten (10) percent slow, then the user will be billed for the amount of under-charge for the period the meter was in service, but not exceeding six (6) months.

B. If a meter is not registering, then the Authority will bill the user at a minimum rate or upon an estimate of the consumption based on the user’s prior use during the same season of the year, if the condition remains the same.

C. Should a customer have a water leak on his/her property, Authority shall adjust only one high usage (month) in a 36-month period.

D. Customer must notify Authority of “leak” and complete an Affidavit for Water Leak Adjustment and return to Authority when “leak” has been repaired.

E. Customer may specify which month of high water usage to adjust.

F. Along with completed “Affidavit for Water Leak Adjustment”, customer must furnish documentation (pictures, plumbers, bill, receipt of materials used to repair leak, etc.) that the leak has been repaired.

G. Upon receipt of proper documentation that “leak” has been repaired and approved by the Authority, the amount of billed consumption shall be reduced by 50%. (One month only)

H. On higher volume leak adjustment requests, the Authority will average customer’s bill prior to the leak. This average will then be multiplied by 10 to result in maximum amount or cap that the customer will have to pay for their part of the water leak.

I. If Authority is unable to calculate an average bill for (new) customer, then 6,000 gals. will be used as his/her average. This 6,000 gals. average will then be multiplied by 10 to obtain the maximum amount that customer will have to pay for their part of the water leak.

J. Sewer will be adjusted at the discretion of Edgefield County Water & Sewer Authority based on information received on Leak Affidavit.
K. Should a customer need additional time to pay the Authority for his/her portion of the “leak”, the Authority may grant up to one year as defined by the Water User Rules and Regulations.

L. Leak Adjustment Policy will apply only to Residential Customers. Commercial and Industrial Customers leak adjustment requests shall be at the discretion of the Administrator.

SECTION XI CONTROL VALVES AND PRESSURE REDUCING VALVES

A. The Authority will install a curb stop (valve) on its side of the water meter. This curb stop is for the use of the Authority. The user is not allowed to operate said curb stop.

B. The user will be required to install a valve for his use within three (3) feet of the meter between the meter and building being served.

C. Some areas served by the Authority will have high pressure; in these areas it is recommended by the Authority that a pressure-reducing valve be installed by the user. The Authority will not be responsible for installing, nor maintaining the pressure-reducing valve.

SECTION XII CROSS-CONNECTIONS

A. A cross-connection is prohibited. A cross-connection is a connection of the Authority’s line to any private water system, any type processing equipment, etc., which if backflow occurs, would draw pollutants into the Authority’s line. Should a cross-connection be found, the Authority reserves the right to refuse service until it has been corrected.

B. To eliminate cross-connections from a private water system, a physical disconnection of the private water system must be made at the time of connecting to the Authority’s system. The Authority may, at any reasonable time, make an inspection to enforce this.

C. Backflow protection devises must be approved, in writing, by the Authority prior to being installed.

SECTION XIII INTERRUPTION OF SERVICE

A. The Authority will endeavor to provide notice to user if service is to be interrupted. In case of planned interruption, advance notice will be given. When emergencies occur, sufficient time for giving notice may not be available.
B. Users having equipment, which must have water, such as ice machines, boilers, refrigeration equipment and other process equipment, shall file with the Authority a list of such equipment and telephone numbers of person in charge in case of emergencies.

SECTION XIV DAMAGE TO PROPERTY OF USER

A. The Authority is not liable for damages to user’s property by water delivery through the user’s facility.

B. The Authority shall not be liable for damages to property caused by spigots, faucets, valve and other equipment that may be opened when water is turned on at the meter, either when turned on originally or when turned on after temporary shut down.

C. Any complaints for damages to private property submitted to the Authority by customers will be thoroughly investigated by the Administrator and a written response to the finds will be given to the customer within fifteen (15) days. If findings by Administrator are not suitable, the customer may request to be put on agenda of a regularly scheduled Board Meeting.

SECTION XV DAMAGE TO AUTHORITY PROPERTY

Should damage occur to the Authority’s meter and service connection by an act of the user or from hot water or stream from the user’s premises, the Authority will render a bill for the repair of such damage. If a meter is damaged due to customer negligence, tampering, or any other reason not directly related to ECWSA’s water supply or an Act of God, the customer can be held responsible for the cost of replacement.

- Cost to replace standard water meter box & lid:
  - Heavy Duty Plastic Meter Box $11.38
  - Solid Cast Iron Meter Box Lid $14.00
  - Labor @ 1.5 Hours $22.50
  - Administrative Fee $25.00
  - **Total Cost** $72.88

  * Larger Box will be based on actual cost.

- Cost to replace a cut lock:
  - Master Padlock $10.25
  - Labor @ 1 Hour $15.00
  - Administrative Fee $25.00
  - **Total Cost** $50.25

- Cost to replace a broken setter:
  - ¾” Copper Setter $145.00
  - Labor @ 2 Hours $30.00
Administrative Fee $25.00
Total Cost $200.00

SECTION XVI SEWER SERVICE

The Authority will not furnish sewer service to any user’s building, dwelling, corporation or organization without the user being connected to and using water from the Authority.

SECTION XVII USE OF WATER AND SEWER SERVICE

A. The Authority will not furnish any free water or sewer service to any user.

B. A water and/or sewer service is for the use of the user at his building, dwelling or industrial plant only. A user cannot furnish water to his neighbor’s building, dwelling or industrial plant. Violation of this rule will result in discontinuing of service.

SECTION XVIII SERVICE TO MULTIPLE UNITS

A. Mobile home parks with rental spaces may be served through a master meter of sufficient size to meet the demands of the users. For mobile home parks with five or more rental spaces, the owner must file with the Authority a letter stating the number of spaces in the park and a copy of the State Board of Health letter approving the mobile home park. The owner of the property will be liable for the water/sewer bills and will be billed in accordance with the prescribed rate structure.

B. The owner of property with service to multiple units shall not wholesale water to those occupying his premises. Whole sale of water will result in the discontinuance of service to the property.

SECTION XIX ADMISSION OF INDUSTRIAL WASTES INTO PUBLIC SEWERS

A. See Sewer Use Ordinance.

B. See Pre-treatment Program.

C. Wastewater Metering.

1. Upon receipt of a written request with appropriate documentation, the Authority may allow an industrial user’s sewer charges to be based on actual measured wastewater flow into the sewer. This would be applicable only in cases where the industry can provide reasonable documentation that a significant portion of the water usage is not discharged to the public sewer (e.g. process water, cooling
tower make-up). In such cases, the sewer charges must be based upon wastewater volume accurately measured and recorded by a discrete wastewater flow-metering device. The Authority must approve the type of device, as well as the proposed location, prior to installation. The industry will be responsible for providing and maintaining the flow-metering device. The industry will also be responsible for having the device calibrated at least semi-annually by an independent instrumentation technician and providing the Authority written certification within fourteen (14) calendar days after each calibration. The industry will notify the Authority in advance of a scheduled calibration.

2. If, after a minimum period of eighteen (18) months, the industrial user desires to have the sewer based on a set percentage of the amount of water metered each month, the industrial user may make such written request with appropriate documentation. The set percentage shall be approved by the Authority and shall be based on a minimum of twelve (12) consecutive months of data. The data shall consist of monthly readings from the water meter and the wastewater flow meter, and corresponding calculations showing the percentage of wastewater discharge to water usage. The average (arithmetic mean) of the percentages for the twelve-(12) month period (excluding anomalous percentages) will be used as the set percentage for purposes of billing. The industrial user will continue to be responsible for maintaining the flow metering device, and the Authority reserves the right to have the industrial user occasionally check the monthly percentage of wastewater discharge to water usage.

3. Upon receipt of a written request with appropriate documentation, the Authority may allow an industrial user’s sewer charges to be based on a compilation of water meter reading when discrete water meters are used to measure unsewered water usage. This would be applicable only in cases where the industry can provide reasonable documentation that a significant portion of the water usage is not discharged to the public sewer (e.g. process water, cooling tower make-up) and that there are no cross-connections between sewered and unsewered water pipes. The sewer charges will be based on a mass balance formula in which each unsewered water meter reading within the facility is subtracted from the primary water meter reading for the facility. In cases where the industry has a separate tap and water meter for unsewered water usage, the sewer charges may be based on a direct reading from the primary water meter for sewered water usage. The industry will be responsible for providing access to all water meters, which are to be read by the Authority. The industry will also be responsible for providing the Authority supporting documentation at least semi-annually for the quantity of water used at each of the unsewered water usage sources.

-End-