

WATER RULES AND REGULATIONS

**SOUTH GRANVILLE
WATER AND SEWER AUTHORITY**

BUTNER, N.C.

DECEMBER, 2005

Revised March 2007

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
WATER RULES

I. CLASSIFICATION OF SERVICE

All utility services are classified as to type: Residential, Commercial, Industrial, Institutional or Other.

II. SOUTH GRANVILLE WATER AND SEWER AUTHORITY SCHEDULE

A. Rates

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

B. Water Availability Fee

Availability fee is for system impact only; paid per built unit. Residential (includes apartments, trailers, all residential housing units), Commercial, Industrial, Institutional, Other.

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

C. Water Tap Fee

Tap fee is charged for each tap into the Authority's water main; charge is according to meter size. (An apartment, trailer complex or other multiple units having their own water main tapped into the Authority's water main would pay one (1) tap fee according to size of line or valve). Residential taps done by SGWASA and includes all labor, materials and installation.

All meters (residential – including apartments, trailers, etc. – Commercial, Industrial, Institutional, Other) become Authority property once tapped into the Authority's water system.

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

D. Sewer Rates

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

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E. Sewer Availability Fee (based on water meter size)

Availability fee is for system impact only; paid per built unit.
Residential (includes apartments, trailers, all residential housing units) Commercial, Industrial, Institutional, Other.

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

F. Sewer Tap Fee

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

Tap Fee is charged for each tap into the Authority's sewer main; an apartment, trailer complex or other multiple units having their own sewer main tapped into the Authority's sewer main would pay one (1) tap fee according to size of line or tap.

G. Miscellaneous Charges

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

NOTE: Non-Residential Users with Pretreatment Permits will be required to reimburse SGWASA for actual costs incurred due to administering this program at their facility. This cost will be compiled annually and billed in equal amounts monthly.

III. COZART SANITARY DISTRICT/LYON'S SANITARY DISTRICT/OUTSIDE BUTNER AREA RATE

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

IV. CREEDMOOR SEWER RATES

These rates are set during the annual budget process, please refer to the SGWASA Rate Schedule.

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V. APPLICATION FOR SERVICE

- A. Users will make application to open a service account specifying the type service at sgwasa, 211 West C Street, Butner, NC 27509 and make the deposit required. No service until deposit made.
- B. SGWASA may reject any application for a service account for service not available under a standard rate, or which involves excessive service cost, or which may affect the supply of service to other users or for other good and sufficient reasons.
- C. SGWASA may reject any application for a service account when the applicant is delinquent in payment of bills incurred for service previously supplied at any Butner Area location. When the owner of a premise has been supplied water and has not paid for the same, the SGWASA shall not be required to render service to anyone at said location where the water was used until said bill has been paid.

VI. DEPOSIT

- A. All residential users will make a minimum service account deposit of (see Rate Schedule). Multi-unit (master meter) or high volume users will be required to place on deposit, with SGWASA, the equivalent of the estimated month's water bill or (see Rate Schedule), whichever is greater.
- B. The individual in whose name the service account deposit is made shall be responsible for payment of all bills incurred in connection with the service furnished.
- C. A separate service account deposit is required for each meter installed, whether apartments, trailer parks, individual houses or other.
- D. A deposit receipt is not negotiable and can be redeemed only at SGWASA.
- E. If SGWASA finds that a request for deposit refund is questionable, they may require the applicant to produce the deposit receipt, properly endorsed.

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VII. INITIAL OR MINIMUM CHARGE

- A. The initial or minimum water or sewer rate charge, as provided in the rate schedule, shall be made for each meter installed, regardless of location and water usage. Each meter requires a separate meter service account.
- B. In areas where service is furnished to a user during certain months only, the minimum charge for service for the period of non-use shall be the regular minimum as specified in the established rates of SGWASA.
- C. Water furnished for a particular lot shall be used on that lot only. Each user's 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 be metered separately from any residential use and vice-versa, whether now in service or to be installed in the future.
- D. SGWASA shall charge, in unusual situations, (i.e. railroad bores, four-lane highway bores, etc.) the actual cost of installing a tap as may be requested by a potential customer. Said tap shall be inclusive of: tapping the existing main, running the service lateral to an agreed-upon location, any required boring/casing of an existing structure, etc. It shall be the customer responsibility and expense for setting the water meter, box, and related appurtenances, acquiring the necessary easements/permits, and any engineering/legal fees that may be required to implement the request.
- E. When a customer requests that SGWASA move a water meter or fire hydrant (tap if applicable), SGWASA shall recover, from the customer the actual cost to fulfill said requested move.

VIII. SGWASA RESPONSIBILITY AND LIABILITY

- A. SGWASA 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 the availability charge then in effect for the size meter used will be charged.

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- B. Meters are to be installed at the property line or, at SGWASA's option, on the user'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 users, they shall be closely grouped and each clearly designated to which user each applies.
- D. SGWASA does not assume the responsibility of inspecting the user's piping or apparatus except for connection of meter to SGWASA's tap and to check valve/backflow preventer on user's side of meter.
- E. SGWASA reserves the right to refuse service unless the user's lines or piping are installed so as to prevent cross-connections or backflow.
- F. SGWASA shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the user's premises, unless such damage results directly from negligence on part of SGWASA. SGWASA shall not be responsible for any damage done by or resulting from installation or any defect in the piping, fixtures or appliances on the user's premises, including water damage from spigots or appliances left on when service is terminated or begun SGWASA shall not be responsible for negligence of third persons or forces beyond the control of SGWASA resulting in any interruption of service.
- G. Under normal conditions, the user will be notified of any anticipated interruption of service.

IX. USER'S RESPONSIBILITY

- A. Piping on the user's premises must be so arranged that the connections are conveniently located with respect to SGWASA's lines or mains.
- B. If the user's piping on user's premises is so arranged that SGWASA is called upon to provide additional meter reading, each place of metering will be considered as a separate and individual account.

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- C. Where a meter is placed on user's premises, a suitable place shall be provided by the user for placing such meter, unobstructed and accessible at all times to the meter reader.
- D. The user shall furnish and maintain a private cut-off valve and check valve/backflow preventer on the user's side of the meter.
- E. The user's piping and apparatus shall be installed and maintained by the user at the user's expense in a safe and efficient manner and in accordance with the rules and regulations of the NC Department of Environment and Natural Resources and the NC Plumbing Codes.
- F. The user shall guarantee proper protection for SGWASA property placed on the user's premises and shall permit access to it by authorized representatives of the SGWASA Department.
- G. In the event that any loss or damage to the property of SGWASA or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the user, his agents or employees, the cost of the necessary repairs or replacements shall be paid by the user to SGWASA, and any liability otherwise resulting shall be assumed by the user.

X. EXTENSION TO MAINS AND SERVICES

- A. Water distribution lines to serve undeveloped property/subdivisions and all other property will be handled as follows:
 - 1. All extensions shall be in accordance with the South Granville Water and Sewer Standard Specifications Effective March 2007 or latest version.
 - 2. All costs are paid by developer.

XI. ACCESS TO PREMISES

- A. Duly authorized agents of SGWASA shall have access at all reasonable hours, to the premises of the user for the purpose of installing or removing SGWASA property, repairing and/or inspecting piping, reading or testing meters or for any other purposes in connection with SGWASA services and facilities.

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- B. Each user shall grant or convey or shall cause to be granted or conveyed, to SGWASA a perpetual easement and right of way across any property owned or controlled by the user wherever said perpetual easement and right of way is necessary for SGWASA water/sewer facilities and lines to be able to furnish service to the user.

XII. CHANGE OF OCCUPANCY

- A. Not less than three days notice must be given in person or in writing to SGWASA, to discontinue service for a change in occupancy.
- B. The outgoing party shall be responsible for all water/sewer consumed up to the time of departure or the time specified for departure, whichever period is longer.

XIII. METER READING – BILLING – COLLECTION

- A. Meters will be read and bills rendered as follows:

Meters read starting the 1st workday of each month with bills mailed by mid-month. SGWASA reserves the right to vary these dates or length or period covered, temporarily or permanently if necessary or desirable.
- B. Water bills will be in accordance with the SGWASA established 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 the meter is installed and connection made, whether used or not. Sixty (60) days may be allowed for hook up or initial installation of the water system.
- D. Readings from different meters will not be combined for billing, regardless of the fact that said meters may be for the same or different premises or for the same or different users, or for the same or different services.
- E. Bills are due and payable upon receipt. Bills become delinquent twenty days after mail date. If the bill is not paid within 20 days of the due date service will be discontinued. (See XIV, C.)

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- F. Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the user from payment.

XIV. SUSPENSION OF SERVICE

- A. If the services are discontinued and all bills paid, the deposit will be refunded.
- B. Upon discontinuance of service for non-payment of bills, the deposit will be applied by SGWASA towards settlement of the account. Any balance in excess of \$2.00 will be refunded to user; but if the deposit is not sufficient to cover the bill, SGWASA may proceed to collect the balance in the usual way provided by law for the collection of debts.
- C. Service discontinued for non-payment of bills will be restored only after bills are paid in full, and a service charge of (see Rate Schedule) paid for each meter reconnected.
- D. SGWASA reserves the right to discontinue its service without notice for the following additional reasons:
 - 1. To prevent fraud or abuse.
 - 2. User's willful disregard of SGWASA rules.
 - 3. Emergency repairs.
 - 4. Insufficiency of supply due to circumstances beyond SGWASA control.
 - 5. Strike, riot, fire, flood, accident of any unavoidable cause.
- E. SGWASA may, in addition to prosecution by law permanently refuse service to any user who tampers with a meter or measuring device. If service is reinstated to user, a reconnection fee of (see Rate Schedule) and tampering fee of (see Rate Schedule) is added to the unpaid balance on that meter and must be paid before service can be continued.

XV. COMPLAINTS – ADJUSTMENTS

- A. If a user believes his bill to be in error, he shall present his claim, in person, at SGWASA office before the bill becomes delinquent.

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Such claim, if made after the bill has become delinquent, shall not be effective in preventing discontinuance of service as heretofore provided. The user may pay such bill under protest and said payment shall not prejudice his claim.

- B. SGWASA will make special meter readings at the request of the user for a fee of (see Rate Schedule) provided, however, that if such special reading discloses that the meter was over-read, no charge will be made.
- C. Meters will be tested at the request of the user upon payment, by the user, for the actual cost to SGWASA for making the test; provided, however that if the meter is found to be over registered beyond one percent of the correct volume, no charge will be made.
- D. If the seal is broken by other than the SGWASA Department's representative or if the meter fails to register correctly or is stopped for any cause, the user shall pay an amount estimated from the record of his previous bills and/or from other proper data.
- E. In the event of a water leak on the customer's side of the meter:
 - 1. Customer has a 15 day grace period for repairs if notified by SGWASA personnel that a leak exists.
 - 2. Customer must produce signed statement from a NC licensed plumber that water leak has been repaired in a satisfactory manner.
 - 3. Customer shall pay $\frac{1}{2}$ of the amount over the average water charges for the past year and SGWASA shall waive the remainder.
 - 4. Only one adjustment in a one-year period for same type leak.

XVI. ABRIDGEMENT OR MODIFICATION OF RULES

- A. No promise, agreement or representation of any employee of the SGWASA shall be binding upon SGWASA except as it shall

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have been agreed upon in writing, signed and accepted by the Executive Director.

- B. No modification of rates or any of the rules and regulations shall be made by any agent of SGWASA.

XVII. REMOVAL OF METERS

In some situations meters may be installed but not used. This is especially true as meters are put in during the early sign up period prior to actual construction of a building/dwelling. As stated elsewhere in these regulations, once a meter is installed, the minimum monthly charge will be billed to the user, whether the user has connected their residence to the meter or not.

In the event that such user should fail to pay the minimum monthly charge for a period of sixty days or more, then the meter will be removed. Any subsequent reinstallation will be charged at the rate of (see Rate Schedule) coupled with the payment of the current security deposits.

XVIII. BULK WATER PURCHASE

- A. All bulk water shall be taken from the SGWASA Water Plant special metered location supervised by water plant personnel except for pools filled through owners residential meter. Pool filling must include a pre and post meter reading.

NOTE: This does not apply to emergency conditions such as fire and the use of SGWASA hydrants for the purpose of fire protection for the public. (Estimates of water taken for fire protection training shall be submitted to the SGWASA office monthly.)

- B. No water shall be released to any person, company or corporation public or private, without first making application to the SGWASA office for same. The following information shall be needed when applying for bulk water;
 - 1. Time and date of water draw
 - 2. Approximate amount of water needed
 - 3. Purpose of water

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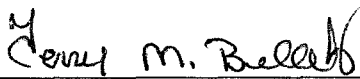
The amount of water received shall be paid upon receipt of that water unless a special account has been established. Water is billed at (see Rate Schedule) per 1,000 gallons plus a (see Rate Schedule) permit charge which is good for one day. All bulk purchases must be made Monday through Friday unless a special account has been established.

XIX. ADOPTION OF RULES

Until further request of the SGWASA Executive Director, the rules and regulations as above set out are hereby adopted as of the date hereof to become effective -this the 12TH day of June, 2007.



Ronald Alligood, Board Chair
South Granville Water and Sewer Authority

ATTEST: 
Terry M. Bullock, Clerk