



Schedule of Rates, Fees, and Charges

Adopted



South Granville Water and Sewer Authority

FY25-26 Schedule of Rates, Fees, and Charges

Effective July 1, 2025

Background and Authorization

In providing essential public water and sewer services to customers in southern Granville County, the South Granville Water and Sewer Authority (SGWASA) incurs substantial operating and capital expenses. As a non-profit public Authority SGWASA has no authority to levy taxes nor does it receive tax revenues from local governments for ongoing operations. SGWASA finances its water sewer and reclaimed water operations and capital improvements almost entirely through customer paid fees and charges.

North Carolina G.S. 162A-9 requires that SGWASA's "rates, fees, and charges shall be fixed and revised so that the revenues of the Authority together with any other available funds will be sufficient at all times" to fund operating and maintenance expenses and to pay the principal and interest on all debt issued or assumed by SGWASA. SGWASA's customers pay for the cost of providing the services and/or facility capacity required to meet customer demand.

The SGWASA Board of Directors has determined that the provisions in this Schedule of Rates Fees and Charges are necessary to adequately sustain SGWASA's utility operations. Revenues generated by these rate adjustments will provide SGWASA with the financial resources necessary to: fund operating costs; maintain existing water sewer and reclaimed water facilities; fully comply with environmental and public health standards; meet debt service requirements; and maintain adequate reserves.

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

Table of Contents

1. WATER RATES AND FEES	4
1.1. MONTHLY WATER USAGE RATES	4
1.2. WATER BASE CHARGE FEES	4
1.3. WATER VOLUME CHARGE FEES.....	4
1.4. MULTI-FAMILY MASTER-METERED RESIDENTIAL ACCOUNTS.....	5
1.5. WATER IRRIGATION ONLY METER SERVICE CHARGE	5
1.6. TEMPORARY HYDRANT METER CHARGES AND FEES	5
1.7. BULK WATER SALE FEES.....	6
2. SEWER RATES AND FEES	7
2.1. MONTHLY SEWER USAGE RATES.....	7
2.2. SEWER BASE CHARGE FEES.....	7
2.3. SEWER VOLUME CHARGE FEES	8
2.4. MONTHLY RATES FOR SEWER-ONLY ACCOUNTS	8
3. SERVICE INITIATION FEES AND SECURITY DEPOSITS	8
3.1. SERVICE INITIATION FEES	8
3.2. EXISTING SERVICE TRANSFER FEES.....	9
3.3. SECURITY DEPOSITS.....	9
3.4. PROPERTY MANAGER AND LANDLORD STATUS: DEPOSITS/RETAINERS.....	10
3.5. TRANSFER OF CHARGES.....	11
4. SCHEDULE OF SERVICE CHARGES AND FEES	12
4.1. LATE PAYMENT FEES.....	12
4.2. NON-PAYMENT FEES FOR DELINQUENT ACCOUNTS.....	12
4.3. RETURNED CHECK CHARGE/REJECTED DRAFT CHARGE.....	13
4.4. MONTHLY TECHNOLOGY FEES	13
4.5. METER REMOVAL/REINSTALLATION FEES OR TAMPERING FEES.....	13
4.6. METER REREAD FEES	13
4.7. METER REPORT FEES	14
4.8. MULTIPLE TRIP FEES	14
4.9. CUSTOMER-REQUESTED TEMPORARY DISCONNECTION & RECONNECTION FEES.....	15
4.10. POOL ADJUSTMENT FEES	15
5. SYSTEM DEVELOPMENT FEES	16
5.1. WATER SYSTEM DEVELOPMENT FEES	16
5.2. SEWER SYSTEM DEVELOPMENT FEES.....	17
6. SCHEDULE OF TAP CHARGES AND FEES.....	18
6.1. WATER SERVICE AND METER INSTALLATION FEES.....	18

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

6.2.	WATER MAIN TAP INSPECTION FEES.....	19
6.3.	SEWER SERVICE INSTALLATION FEES.....	19
6.4.	SEWER MAIN TAP INSPECTION FEES	19
6.5	WATER AND SEWER TAP INCIDENTAL FEES	20
7.	SCHEDULE OF ENGINEERING CHARGES AND FEES	21
7.1.	UTILITY SERVICE AVAILABILITY REVIEW FEES	21
7.2.	PLAN REVIEW FEES	21
7.3.	WATER AND/OR SEWER MODELING FEES.....	21
7.4.	CONSTRUCTION OBSERVATION FEES	21
8.	SCHEDULE OF MISCELLANEOUS CHARGES AND FEES	22
8.1.	DIRECT SALES OF SUPPLIES.....	22
8.2.	CHARGES FOR MISCELLANEOUS SERVICES.....	22
8.3.	MISCELLANEOUS PROGRAM SERVICE FEES.....	22
8.4.	INDUSTRIAL PRETREATMENT PROGRAM FEES.....	22
8.5	HYDRAULIC FIRE FLOW TESTING FEES.....	23

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

1. WATER RATES AND FEES

1.1. MONTHLY WATER USAGE RATES

Water usage fees are billed monthly at approximately 30-day intervals. Water usage fees are due upon issuance of the bill. Please refer to the SGWASA website (www.sgwasas.org) or your bill to determine delinquent date(s). Monthly water rates consist of two fee components: a monthly base charge, and a volume charge.

1.2. WATER BASE CHARGE FEES

This fee recovers certain direct and indirect costs for debt service and capital improvement projects associated with supplying water to the customer's property. The water base charge fee is applicable to all metered water accounts independent of the quantity of water consumed. The monthly base charge fee is based on the water meter size that serves the utility account. SGWASA's water base charge fee includes 0 gallons of water usage.

Monthly water base charge fees for compound water meter installations are calculated based on the largest meter in the compound water meter grouping.

(NOTE: In accordance with state law all new in-ground irrigation systems installed on lots platted and recorded in the office of the register of deeds in the county or counties in which the real property is located after July 1, 2009 and supplied by a public drinking water system are required to have a separate meter to measure the volume of water used through the irrigation system. SGWASA also requires a cross-connection device to be installed with the in-ground irrigation system(s).

Table 1 Water Meter-Related Base Charges

WATER METER SIZE - Inches	BASE RATE - \$/month
3/4	\$15.91
1	\$39.77
1-1/2	\$79.55
2	\$127.28
3	\$238.64
4	\$397.74
6	\$795.47
8	\$1,272.75
10	\$1,829.58
12	\$2,465.96

1.3. WATER VOLUME CHARGE FEES

This fee recovers the remaining direct and indirect costs associated to water supply, treatment, water distribution, general administration, and capital improvement project costs that are not recovered by the monthly water base charge fee. This fee is applicable to all water accounts based on meter readings of water consumed. Metered monthly consumption will be billed at the approved volume rate reflected below. When no meter reading is available due to an

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

inoperative, damaged, or inaccessible meter, consumption will be estimated based on 12 months prior usage for the customer and/or at the location. When a 12-month usage history is not available for a residential customer, consumption will be estimated based on the number of people occupying the residence. The water volume charge fees are divided into two classes: residential and non-residential. The tiered water volume usage structure applies to residential customers. Non-residential customers pay a single volume charge for all water usage (non-tiered structure).

Table 2. Water Volume Charge Fees

Item	Fee \$
Volume Charge per thousand gallons or portion thereof.	
Residential Tier 1: 0 – 4000 gallons	\$ 8.38
Residential Tier 2: Above 4000 gallons	\$12.57
Non-Residential	\$ 9.13

1.4. MULTI-FAMILY MASTER-METERED RESIDENTIAL ACCOUNTS

Multi-family master-metered residential accounts have one or more SGWASA meter(s) that serve more than one residential dwelling. Examples include apartment complexes, duplexes, and condominiums. Metered monthly consumption is billed using the Residential Tier volume rate as specified in the Water Volume Charge Fee section.

1.5. WATER IRRIGATION ONLY METER SERVICE CHARGE

This fee is to recover certain direct and indirect costs for debt service and capital improvement projects associated with supplying water to the customer's property. Irrigation-only meter accounts are subject to a monthly base charge fee and a water volume charge fee. The base charge fee is applicable to all metered water accounts independent of the monthly quantity of water consumed. Metered monthly water consumption will be billed using a volume rate as specified in the Water Volume Charge Fee section.

1.6. TEMPORARY HYDRANT METER CHARGES AND FEES

Subject to availability, a utility customer may obtain a temporary hydrant meter from SGWASA for up to 90 days. To use the temporary hydrant meter beyond 90 days, the customer must submit a written request to use the hydrant meter beyond the 90-day period. Granting said request will be subject to hydrant meter availability. Water service via a hydrant meter is subject to interruption when the hydrant is needed for fire protection compliance, with water conservation compliance, and any other applicable laws.

A service charge payable in advance shall be collected for setting, reading, and removing the hydrant meter. The hydrant meter shall remain installed at the site approved and installed by SGWASA staff and shall not be removed by the customer at any time without express written permission from SGWASA's Executive Director or designee. The hydrant meter(s) shall remain onsite and be accessible to SGWASA for monthly meter readings. Removing the meter without permission shall result in the account being closed and denial of future requests for a hydrant meter.

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

Table 3 Temporary Hydrant Meter Charges and Fees

Item	Fee \$
Service Initiation Fee:	\$15.00
Temporary Hydrant Meter Security Deposit:	\$3,500.00
Hydrant Meter Installation & Removal Fee:	\$200.00
Monthly Base Charge Based on Hydrant Meter Size:	(See Water Base Charge section of this document).

Monthly billings for temporary hydrant meters consist of two charges: (1) a base charge related to the size of the hydrant meter, and (2) the volume charge including surcharges where applicable based on monthly readings of the meter. When the hydrant meter is returned, the security deposit shall be applied to the final bill and any damages to the meter will be subtracted from the deposit. The Customer is responsible for paying SGWASA for damages that exceed the amount of the Security Deposit. Any credit balance will be refunded within sixty (60) days of the account being closed.

1.7 BULK WATER SALE FEES

The purpose of this fee is to recover the labor and administrative costs associated with the supply of bulk quantities of water to tank trucks or trailers from a metering point on SGWASA's premises. The following fees are applicable to all tank or bulk water sales:

Table 4. Bulk Water Sale Fees

Item	Fee \$
Administrative Charge	\$50.00
Volume Charge per thousand gallons or portion thereof	2x the non-residential water volume rate

Bulk sales are subject to administrative regulations and controls for protection of the water system and efficient operation. Water tank trucks or trailers are only authorized to withdraw water from locations approved by SGWASA and for which adequate usage monitoring measures are provided. Charges for bulk sales are not subject to seasonal adjustments.

SGWASA offers the following two options to customers for bulk water purchases:

- Ongoing or Repetitive Purchases:** Customers who anticipate ongoing or repetitive purchases of bulk water may establish an account. Procedures for establishing a customer account are the same as a normal water and sewer account requiring a Service Application, any applicable fees, and a security deposit as outlined in other sections. This option allows customers to establish an account and only be billed during periods when they purchase water. Customers schedule loading bulk water at the SGWASA Water Treatment Facility where they must provide customer verification information. A SGWASA employee will verify that the license plate number of the tanker truck matches SGWASA's customer billing records to obtain bulk water. Customers with monthly bulk water transactions will be billed a monthly administrative fee and a bulk water volume charge as specified above.
- Occasional or Random Purchases:** Customers who anticipate only occasional or random bulk purchases may prefer a pay as you go method. This option allows customers to come to the administrative customer service lobby and prepay for a specific number of gallons at the volume rate specified above in Table 4. The customer is provided with a receipt which must be presented at the SGWASA Water Treatment Facility each time water is loaded. If the customer loses the

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

receipt prior to loading all the water purchased, no subsequent receipt will be issued and the customer defaults on the purchase. Minimum Volume Per Purchase = 3,000 gallons. Customers must haul all the water purchased within (30) thirty days of the purchase receipt or the customer forfeits any remaining unhailed gallons.

2. SEWER RATES AND FEES

2.1. MONTHLY SEWER USAGE RATES

This fee is applicable to all accounts receiving sewer service (or sewer service availability where applicable) based on the water meter reading, sewer meter reading if applicable, or estimated volume of discharge as determined by SGWASA. Sewer usage fees are due upon issuance of the bill. Please refer to the SGWASA website or your bill to determine delinquent date(s). Monthly sewer rate fees consist of two components: a monthly base charge, and a volume charge.

2.2. SEWER BASE CHARGE FEES

This fee is calculated to recover certain direct and indirect costs for debt service and capital improvement projects associated with supplying sewer service to the customer's property. Applicable to all sewer accounts regardless of whether there is a volume charge, the monthly base charge fee is based on the water meter size serving the account. SGWASA's Base Charge Fee includes 0 gallons of usage.

The monthly Sewer Base Charge fee shall apply to all meter(s) used to directly or indirectly measure the volume of wastewater discharged from a customer's premises regardless of whether the water source to the customer is from SGWASA's drinking water and/or reclaimed water system, or a non-SGWASA water source, including but not limited to harvested rainwater or groundwater.

Table 5. Sewer Base Charge Fees

WATER METER SIZE - Inches	BASE RATE - \$/month
3/4	\$29.94
1	\$74.86
1-1/2	\$149.72
2	\$239.55
3	\$449.15
4	\$748.59
6	\$1,497.17
8	\$2,395.48
10	\$3,443.50
12	\$4,641.24

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

2.3. SEWER VOLUME CHARGE FEES

This fee is calculated to recover certain direct and indirect costs of remaining direct and indirect costs of wastewater treatment and collection, maintenance inspection, customer service and administration, and sewer capital improvement costs not recovered by the monthly Sewer Base Charge. This fee is applicable to all accounts receiving sewer service based on the water meter reading, sewer meter reading if applicable, or estimated volume of discharge as determined by SGWASA. Metered monthly usage charges will be billed at the approved volume rate reflected below.

When no water meter reading is available due to an inoperative, damaged, or inaccessible meter, consumption will be estimated based on 12 months prior usage for the customer and/or at the location. When a 12-month usage history is not available for a residential customer, consumption will be estimated based on the number of people occupying the residence.

Table 6. Sewer Volume Charge

Item	Fee \$
Charge per 1,000 gallons or portion thereof	\$14.45

2.4. MONTHLY RATES FOR SEWER-ONLY ACCOUNTS

For sewer-only accounts where there is no SGWASA sewer meter to directly measure the volume of wastewater discharged by the customer, the monthly sewer service and volume charges shall be the base fee only, based on the water meter size* as reflected in the previous section. No usage shall be billed.

**Water provided by other water suppliers, etc.*

For sewer-only accounts where there is a SGWASA meter for directly measuring the volume of wastewater discharged by the customer, the monthly Sewer Base Charge fee and Sewer Volume Charge fee shall apply as a standard metered customer unless a specific Contract exists and shall be the **total** of all items below:

- (1) A monthly service charge shall be determined by the meter size as provided in the Sewer Base Charge Fee section.
- (2) A sewer volume charge per 1,000 gallons based on usage from meter readings as defined in the Sewer Volume Charge Fee section.

For special commercial, industrial, and institutional customer classifications where the proportion of water consumed to wastewater discharged is extremely large, a metered sewer account may be approved. Metered sewer accounts must also pay the appropriate monthly sewer base charge based on the sewer meter size.

3. SERVICE INITIATION FEES AND SECURITY DEPOSITS

3.1. SERVICE INITIATION FEES

The purpose of this fee is to recover the labor and administrative costs associated with the establishment of a water and/or sewer account. This includes establishing service and account records for billing and is applicable to all accounts. This fee must be paid at the time the Application for Service is submitted.

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

Table 7. Service Initiation Fee

Item	Fee \$
Service Initiation Fee	\$15.00

3.2. EXISTING SERVICE TRANSFER FEES

The purpose of this fee is to recover the labor and administrative costs associated with transferring a customer's service account from one SGWASA service address to another SGWASA service address. This includes transferring the account records for billing and obtaining meter readings at both service addresses to end billing at the previous address and begin billing for the new address. This fee must be paid at the time the *Application for Service Transfer* is submitted.

To transfer services to another service address, the customer must pay all outstanding balances on the existing account. If a security deposit exists on the existing account, the security deposit will automatically stay with the customer's account at the new service address, thus eliminating the need for an additional security deposit.

SGWASA may temporarily withhold service from a customer, refuse to transfer services for a customer, or refuse service to a customer when such a customer (including but not limited to individuals, corporations, or partnerships), owes SGWASA any past due balance.

Table 8. Service Transfer Fee

Item	Fee \$
Existing Service Transfer Fee	\$25.00

3.3. SECURITY DEPOSITS

The purpose of the security deposit is to minimize bad debt, thereby reducing the overall impact of uncollected revenue to the customer base. SGWASA requires security deposits from customers to ensure payment of the final bill(s). To offset administrative costs in handling these monies, no interest is paid on security deposits.

Security deposits are required on all accounts. All security deposits must be paid at the time application for service is made and in advance of service initiation. Security deposits will be applied to the final bill when a customer's account is terminated with any remaining balance refunded to the customer. For non-residential customers or meters larger than $\frac{3}{4}$ ", security deposits will be computed as the greater of:

- (1) The monthly combined (water and sewer) base fee,
or
- (2) The standard account deposit as outlined below.

Table 9. Security Deposits

Security Deposit Item	Fee \$
Residential/Commercial $\frac{3}{4}$ " meters, bulk water accounts.	\$150.00
Residential when social security number is not provided nor verified.	\$300.00

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

Hydrant or Temporary Construction Meters.	\$3,500.00
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SGWASA **requests** a social security number of each customer with application for service except for accounts being initiated for a governmental institution, corporation, or similar entity where collection against an individual is not allowable. If the social security number is provided, it will be used for identity verification to assist the customer and for debt collection purposes if the customer closes an account and fails to pay the balance due on the account. SGWASA utilizes the NC Debt Setoff Program to seek collection of unpaid balances. If an applicant prefers to not provide a social security number to establish service, the required deposit amount is increased to minimize the risk potential for bad debt.

Any residential customer whose service has been disconnected for non-payment of billed charges twice within a six-month period and for whom SGWASA does not have a security deposit on record will be required to pay a security deposit prior to reconnection of service.

Any residential customer whose service has been disconnected for non-payment of billed charges twice within a six-month period may require additional security deposits until the customer has accumulated a security deposit balance, which will cover an average of three months' billing charges.

3.4. PROPERTY MANAGER AND LANDLORD STATUS: DEPOSITS/RETAINERS

The purpose of the security deposit is to minimize bad debt, thereby reducing the overall impact of uncollected revenue to the customer base. SGWASA requires security deposits from customers to ensure payment of the final bill(s). To offset administrative costs in handling these monies, no interest is paid on security deposits.

Security deposits shall be required on all accounts. A designation of "Property Manager" permits landlords and/or property managers that own or manage multiple properties to pay a single deposit that covers multiple service addresses. This expedites the processing of Applications for Service (establishing service or disconnecting service). Qualifying property managers may apply for Property Manager designation with SGWASA by completing a specialized Application for Service and including a list of all properties owned and/or managed in the SGWASA service area. If approved, the security deposit must be paid. Security deposits will be applied to the final bill(s) and unpaid balances if landlord status is terminated with any remaining balance refunded to the customer. Property Manager status may be terminated by SGWASA or at the request of the Property Manager at any time.

Table 10 Property Manager Deposit/Retainer

Number of Properties	Fee \$
10 - 50	\$500.00
51 – 100	\$1,000.00
101 – 200	\$1,500.00

Additional Guidelines:

1. For purposes of this Policy, a Property Manager is defined as a landlord or property manager.
2. The Property Manager must own or manage 10 or more residential properties within the

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

SGWASA service area and complete a Special Application for Service listing all properties serviced.

3. The Property Manager must pay the amounts billed on a timely basis. If any account in the Property Manager's name goes into nonpayment or cutoff status, Property Manager status designation may be revoked by SGWASA permanently.
4. Property Managers and Landlords are charged the "Service Initiation Fee" each time they open, reopen, or change an account in their name.
5. The Property Manager is limited to 1 connection/disconnection for a specific service address in any given billing cycle.
6. During a billing cycle, the minimum bill for a service address will be the SGWASA "base fee" even in instances where service is established for a short period of time. Billing rates for base and usage (volume) are established in Water Charges and Sewer Charges sections
7. Abuse or misuse by the Property Manager may result in the status being revoked by SGWASA. SGWASA may refuse to grant or continue this status at any time.
8. Designated Property Managers may initiate or cancel service at a specific service address via fax or email by submitting the appropriate form(s) signed by an authorized person as specified on the original Property Manager Application.
9. When initiating or closing services at a service address, the Property Manager must specify a "connection" and/or "disconnection" date on the Application, or the form is invalid. No variable dates or criteria are acceptable. The Property Manager should not apply for connection or disconnection until dates are known and can be definitively reflected on the Application form.
10. If the Property Manager provides proper documentation and the service is established accordingly, the account becomes billable even if subsequently closed for any reason.
11. If services are disconnected accordingly, the account cannot be reopened until the billing cycle is complete even if subsequently requested by the Property Manager.
12. If the Property Manager provides incorrect data, including dates, and the work order is completed (work completed), SGWASA may refuse to reverse the action or may impose a fee as allowable within this document. This includes establishing or disconnecting service based on dates provided on the Application for Service that change due to circumstances outside of SGWASA's control.

3.5. TRANSFER OF CHARGES

Any unpaid balance from past due charges for water and/or sewer services and/or fees of terminated accounts or Charges for Miscellaneous Services will be transferred to any available active account(s) through which the customer is receiving services. The payment status of the active account through which the customer is receiving service will be determined by the payment status of transferred accounts.

SGWASA may temporarily withhold service from a customer or refuse service to a customer when such a customer (including but not limited to individuals, corporations, or partnerships), owes SGWASA any past due balance.

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

4. SCHEDULE OF SERVICE CHARGES AND FEES

4.1. LATE PAYMENT FEES

The purpose of this fee is to encourage customers to make timely payments, thereby reducing the overall cost of a delinquent account to the customer base. The late payment fee is applied when a customer's account is delinquent.

Payment is due upon issuance of the bill and generally become delinquent on the 5th day of the month following the month in which the bill is dated. If the 5th falls on a weekend or holiday, the bill becomes delinquent the next business day. Utility **bills become delinquent at 5:00 pm on the delinquency date (not 12:00 midnight)**. Delinquency dates are printed on the back of each SGWASA bill and included on the SGWASA website.

Table 11 - Late Payment Fee Schedule

Item	Fee \$
Late payment fee on past due balances of more than \$10.00	1.5%; minimum \$10.00

4.2. NON-PAYMENT FEES FOR DELINQUENT ACCOUNTS

The purpose of this fee is to offset the costs of special handling of delinquent accounts, which may include, but is not limited to, the disconnection and reconnection of service due to nonpayment of the customer's bill. This charge applies to all accounts scheduled for disconnection for nonpayment and is applicable on or after the specified non-payment date, regardless of whether service was disconnected or not.

Payment is due upon receipt of the bill and generally is deemed to be in non-payment status and eligible for disconnection on the 12th day of the month following the month in which the bill became delinquent. If the 12th falls on a weekend or holiday, the bill becomes delinquent the next business day. **Bills are deemed to be in non-payment status at 5:00 pm on non-payment date (not 12:00 midnight)**. Non-payment dates are printed on the back of each SGWASA bill and included on the SGWASA website. A Non-Payment Fee will be applied to the customer's account when the account is deemed to be in non-payment status.

Reconnection resulting from disconnection due to nonpayment will be made within 24 hours of receipt of full payment of the balance due plus the delinquency charge and applicable security deposit.

Table 12 - Non-Payment Reconnection Fees

Non-Payment Fee Item	Fee \$
Reconnection (during SGWASA's normal business hours) resulting from disconnection due to nonpayment	\$75.00 per event

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

4.3.RETURNED CHECK CHARGE/REJECTED DRAFT CHARGE

The purpose of this fee is to recover the labor and administrative costs associated with the handling of a returned check, bank draft, and credit/debit card chargeback and applicable bank charges that SGWASA may incur due to the transaction(s). Checks, automatic bank drafts, and credit/debit card payments made payable to SGWASA are accepted as payment on accounts subject to collection. When a payment is not honored for payment by the bank or other institution on which it is drawn, the applicable Fee will be applied to the customer's account.

Table 13 - Returned Check/Rejected Draft Fees

Item	Fee \$
Returned Check Fee	\$35.00
Dishonored Draft Fee	\$35.00
Credit/Debit Card Chargeback Fee	\$35.00

The customer will be notified of the returned check, dishonored draft, or chargeback charge and instructed to pay the amount due and applicable fees immediately. Failure to respond within the time specified will result in disconnection of services and will incur an additional charge for reconnection. The customer may also be required to pay a security deposit or an additional security deposit.

4.4.MONTHLY TECHNOLOGY FEES

Reserved for future consideration/use.

4.5.METER REMOVAL/REINSTALLATION FEES OR TAMPERING FEES

The purpose of this fee is to recover the labor and administrative costs associated with locking, removing, or reinstalling a meter due to suspected meter tampering or other similar circumstances requiring SGWASA to temporarily remove and reinstall a meter. When a customer closes an account or services are disconnected due to non-payment of an unpaid bill or balance, SGWASA will lock the meter to prevent further water use. If upon subsequent inspection, it appears that the lock has been removed or tampered with, SGWASA staff will remove the meter. To reestablish services, the customer must pay the Meter Reinstallation Charge and any applicable past due balances. If the customer has moved or refuses to pay all past due balances and/or fees, and the landlord or property owner wishes to re-establish service, the landlord must pay the Meter Reinstallation Charge. After the appropriate payment has been received, SGWASA staff will reinstall the meter.

Table 14 - Meter Removal/Reinstallation/Tampering Fee

Item	Fee \$
Meter Reinstallation Fee or Tampering Fee	\$250.00

4.6.METER REREAD FEES

The purpose of this fee is to recover the labor and administrative costs associated with providing the customer with a requested meter reading. Upon a customer's written request, SGWASA will conduct a special re-read of the customer's water meter. This fee will be assessed at the time the special reading is performed. There will be no charge for this service if SGWASA staff determine that the meter is malfunctioning or was previously misread resulting in a billing error.

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

Table 15 - Meter Re-Read Fee

Item	Fee \$
Meter Re-read Fee (waived if the meter is determined to be defective)	\$25.00

4.7.METER REPORT FEES

The purpose of this fee is to recover the labor and administrative costs associated with providing the customer with a meter usage report (referred to as a Data Logger Report). Upon receipt of the customer's written request and confirmation by SGWASA staff that the customer's meter is equipped with technology capable of producing this report, SGWASA will assess this fee to the customer's account and make the report available to the customer. **This report may not be available for all meter types.** There will be no charge for this service if SGWASA staff determine that the meter is malfunctioning or was previously misread resulting in a billing error. A customer can request one water meter report per calendar year without a charge; however subsequent reports within the calendar year will incur a fee for each report, as shown in the table below..

Table 16 - Meter Report Fee

Item	Fee \$
Meter Report Fee (waived if the meter is determined to be defective by SGWASA)	\$25.00

4.8.MULTIPLE TRIP FEES

The purpose of this fee is to recover the labor and administrative costs associated with multiple trips to a customer's service address to establish service, terminate service, resolve a customer service complaint, or similar circumstances when multiple trips to the service address is required to accomplish the task because of customer error or because the customer was unavailable onsite. The Multiple Trip Fee will be applied to the customer's account before returning to the customer's service address to complete the requested task for a subsequent trip.

Table 17 - Multiple Trip Fee

Item	Fee \$
Multiple Trip Fee	\$25.00

Examples of when this fee will be charged (but not limited to these examples):

- When establishing service (new, transfer), SGWASA recommends the customer be present at the service address when SGWASA is onsite to establish service. SGWASA attempts to schedule a convenient time window that will accommodate the customer being onsite; however sometimes this is not possible. When the customer cannot be onsite, an apparent leak or fixture left on within the property may result in SGWASA being unable to establish service and leave the water meter on. A subsequent trip to complete the service request becomes necessary.
- A Customer requests to begin service or disconnect service on a specified date. SGWASA staff performs the services on the specified date as requested. Subsequently the customer requests to change the date of the service initiation or disconnection. SGWASA staff returns to the service address to re-establish services or reverse the previous service action.

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

4.9. CUSTOMER-REQUESTED TEMPORARY DISCONNECTION & RECONNECTION FEES

SGWASA customers may request to have their service temporarily disconnected and subsequently reconnected. In emergency conditions, there will be no charge to the customer for this service; however, for requests to temporarily disconnect and subsequently reconnect service in any situation other than an emergency, the fee will apply.

The purpose of this charge is to recover the cost to temporarily disconnect and subsequently reconnect the water service at the request of a customer. **Honoring a customer's request for temporary disconnection and/or reconnection is at the sole discretion of SGWASA.** Temporary disconnections cannot exceed 30 days without SGWASA's prior written approval. Temporary disconnections are designed for circumstances to allow for plumbing repairs or maintenance or similar circumstances. During temporary disconnection periods, billing continues and is not suspended. This option is not available for temporary situations such as vacations, hospital stays, or other similar circumstances.

Table 18 - Customer-Requested Temporary Disconnection/Reconnection Fee

Item	Fee \$
Customer-Requested Temporary Disconnection/Reconnection Fee (during SGWASA's normal business hours).	\$75.00 per event

4.10. POOL ADJUSTMENT FEES

The purpose of this fee is to recover the labor and administrative costs associated with providing the courtesy of a credit adjustment to the sewer billing for a customer who wishes to fill a swimming pool. Although there is no obligation for SGWASA to adjust accounts when the water has been metered properly, it is SGWASA's desire to assist customers with a potential adjustment where metered water did not return to the sewer system due to a pool filling. Pool filling adjustments are only available for pools that are 7,500 gallons or larger.

The Pool Adjustment Fee may be greater than the adjustment available; therefore, the customer should carefully review the Fee and any potential adjustment prior to requesting the adjustment. Customer Service Representatives are available to assist customers with this process. Upon a customer's written request, SGWASA will conduct meter readings before pool filling begins and after it ends (must be within the period specified by SGWASA) for calculating the potential sewer billing adjustment. Once the Work Order is generated and the beginning reading has been obtained by SGWASA staff, the fee will be assessed to the customer's account. The fee will not be reversed or waived once the process has been initiated and administrative costs have been incurred.

Table 19 - Pool Adjustment Fee

Item	Fee \$
Pool Adjustment Fee	\$75.00

Additional Guidelines:

1. The customer must provide SGWASA with a completed Pool Fill Adjustment Request at least 5 business days prior to filling the pool to allow readings to be scheduled.
2. The adjustment shall be calculated using meter readings obtained by SGWASA staff prior to beginning the pool filling and after it has been completed (not greater than 3 days as outlined

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

on the Pool Filling Request form). This usage is calculated, divided by 1000, and multiplied by the wastewater volume charge.

3. The adjustment must be reasonable in comparison to any prior year adjustments and based on pool size information provided by the customer.
4. No adjustment shall be made for an amount that exceeds the sewer charge more than the base charge for the period in which the pool was filled. Adjustments shall be limited to \$1000 for single-family individually metered residential locations. The billing period adjustment shall be limited to one (1) billing month and 1 adjustment per calendar year.

5. SYSTEM DEVELOPMENT FEES

5.1. WATER SYSTEM DEVELOPMENT FEES

Water system development fees are calculated to recover a portion of the capital costs of providing water system facility capacity. The system development fee is applicable to each new connection to a water main regardless of who may have paid for the installation of the water main to which the connection is to be made. The water system development fee is calculated based on the size of the installed water meter(s). A system development fee must be paid for all installed meters (domestic, irrigation and fire protection meters). The System Development Fee amount will be provided to the applicant during the plan review process.

If an existing water meter is removed from service and/or is replaced with a smaller meter SGWASA will not issue any credit or refund to the customer for any previously paid system development fees.

System Development Fee Per 1 ERU (\$/ERU): Water = \$1,800.00

- Paid Per Equivalent Residential Unit (ERU)
- The ERU will be determined for meters larger than 12"
- The same fee applies to irrigation-only accounts.

Water System Development Fees and associated meter sizes are shown below:

Table 20 - Water System Development Fees

Meter Size in Inches	ERU's	Fee \$
3/4	1	\$1,800.00
1	2.5	\$4,500.00
1.5	5	\$9,000.00
2	8	\$14,400.00
3	15	\$27,000.00
4	25	\$45,000.00
6	50	\$90,000.00
8	80	\$144,000.00
10	115	\$207,000.00
12	155	\$279,000.00

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

5.2. SEWER SYSTEM DEVELOPMENT FEES

Sewer system development fees are calculated to recover a portion of the capital costs of providing sewer system facility capacity. The system development fee is applicable to each new connection to a water main regardless of who may have paid for the installation of the water main to which the connection is to be made. The sewer system development fee is calculated based on the size of the installed domestic water meter(s). No sewer system development fee will be required for irrigation meters. Sewer System Development Fees and associated meter sizes are shown below.

The System Development Fee amount will be provided to the applicant during the plan review process.

If an existing water or sewer meter upon which consumption is based is removed from service and/or is replaced with a smaller meter SGWASA will not issue any credit or refund to the customer for any previously paid system development fees.

System Development Fee Per 1 ERU (\$/ERU): Sewer = \$4,574.00

- Paid Per Equivalent Residential Unit (ERU)
- The ERU will be determined for meters larger than 12"

Sewer System Development Fees and associated meter sizes are shown below:

Table 21 – Sewer System Development Fees

Meter Size in Inches	ERU's	Fee \$
3/4	1	\$4,574.00
1	2.5	\$11,435.00
1.5	5	\$22,870.00
2	8	\$36,592.00
3	15	\$68,610.00
4	25	\$114,350.00
6	50	\$228,700.00
8	80	\$365,920.00
10	115	\$526,010.00
12	155	\$708,970.00

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

6. SCHEDULE OF TAP CHARGES AND FEES

6.1. WATER SERVICE AND METER INSTALLATION FEES

This fee is to recover costs of extending service from the SGWASA distribution system to individual properties and includes the installation of a service connection from the water main to the meter and the setting of the meter to serve the customer's premises subject to satisfactory easement being provided by the applicant. Where a suitable SGWASA connection for service has been made and is available, the "meter-only" charge shall apply. Customer requested meter/water service relocations require SGWASA to provide a quote for time and materials. Complete new and/or additional water service installation and meter-only charges are as follows:

Table 22 - Water Service & Meter Installation Fees

Service Description	Fee \$
Complete Water Service Installation – Maximum depth of service line = 8 feet. , including the ("3/4" Meter and meter box) – See Notes below.	\$5,200
Complete Water Service Installation – Maximum depth of service line > 8 feet: May require contractor installation and the cost will be determined and paid by the customer.	TBD
3/4" Water Meter Only Installation – See Notes below.	\$365
1" Water Meter Only Installation– See Notes below.	\$500
1-1/2" Water Meter Only Installation– See Notes below.	\$1,050
3/4" Water Meter and Box Installation– See Notes below.	\$900
1" Water Meter and Box Installation– See Notes below.	\$1,050

Notes:

1. Water Meter Only Installations require that the water service tap, meter box and setter be installed by a contractor and inspected by SGWASA.
2. Water Meter Only installations of meters 2" and larger will be quoted by SGWASA staff at the request of the customer.
3. Based on location of main, additional cost for traffic control may be charged to applicant.
4. Meter and Box Installation will be used in scenarios such as a commercial building adding meters to serve additional tenants.
5. In some cases, such as water mains with excessive depths (greater than 8 feet), SGWASA may not be able to perform the water service tap. When a contractor is used, the applicant will pay the actual cost plus the water main tap inspection fee and any incidental fees.

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

6.2. WATER MAIN TAP INSPECTION FEES

This fee is required when a water service tap is installed by a contractor on a project that is not already being charged for Construction Observation Fees. This inspection fee shall be paid in advance of the tapping of the main and a 48-hour advance notice to SGWASA of the tap shall be required so it can be inspected at the time of the installation.

Table 23- Water Main Tap Inspection Fees

Item	Fee \$
Water Tap Inspection Fee per each tap connection.	\$60

Note: Water Main Tap Inspection Fees for Residential or Commercial Development Projects are to be included in the Construction Observation Fees.

6.3. SEWER SERVICE INSTALLATION FEES

This fee is to recover costs of connecting service to the SGWASA sanitary sewer collection system from individual properties and includes the installation of a service connection from the sewer main to a clean out to be located at the subject property line or satisfactory easement. Sewer service installation charges are as follows:

Table 24 - Sewer Service Installation Fees

Item	Fee \$
Complete Sewer Service Installation – Maximum depth of service line = 8 feet.	\$5,200
Complete Sewer Service Installation – Maximum depth greater than 8 feet and/or connecting to an existing sewer manhole.	See Note Below

Note:

1. Sewer service connections greater than 8 feet deep or that require tying to a manhole will be performed by a contractor with the applicant paying for the actual cost plus the sewer main tap inspection fee, and any incidental fees.

6.4. SEWER MAIN TAP INSPECTION FEES

This charge is required when a sanitary sewer service tap is installed by a contractor on a project that is not already being charged for Construction Observation Fees. This inspection fee shall be paid in advance of the tapping of the main and a 48-hour advance notice to SGWASA of the tap shall be required so it can be inspected at the time of the installation.

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

Table 25 - Sewer Main Tap Inspection Fees

Item	Fee \$
Sewer Tap Inspection Fee per each tap connection.	\$60

Note: Sewer Main Tap Fees for Residential or Commercial Development Projects are to be included in the Construction Observation Fees.

6.5 WATER AND SEWER TAP INCIDENTAL FEES

Some water and sewer taps may require labor, materials, or equipment beyond what is assumed with the standard installation fees. SGWASA reserves the right to charge additional fees as required for non-typical service taps to the customer. All fees will be provided upfront to the customer on a Fee Summary Sheet prior to any work being performed.

An example of the work associated to incidental fees includes the following:

1. **Traffic Control:** Water or sewer taps located within NCDOT, or municipal rights-of-way may require a temporary lane closure. In most cases, a traffic control subcontractor will be hired by SGWASA to perform the required closure.
2. **Utility Potholing:** In many road shoulders, underground utilities are present and result in potential conflicts when performing water or sewer taps. A subcontractor may be hired by SGWASA to use a vacuum truck to determine the depths of any underground utilities.
3. **Asphalt/Concrete Repair:** Some water or sewer taps may require additional removal and replacement of asphalt pavement, concrete curb and gutter, and concrete sidewalk, which are outside of the scope assumed within the standard installation fees.

The list above does not include all possible incidental fees that can be associated with the installation of water and sewer taps. SGWASA reserves the right to charge additional fees as required for non-typical service taps. However, all fees will be provided upfront on a Fee Summary Sheet and provided to the customer prior to any work being performed.

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

7. SCHEDULE OF ENGINEERING CHARGES AND FEES

7.1. UTILITY SERVICE AVAILABILITY REVIEW FEES

This fee is to recover costs associated with a review of utility availability requests. This fee includes a review of utility service availability, coordination with the applicant and municipality, presentation to SGWASA Board of Directors (if required) and providing approval/disapproval notification to the applicant. Fees are as follows:

Table 26 - Utility Service Availability Fees

Utility Availability Request Type	Fee \$
Single Family Residential and Commercial Construction (less than 400 gallons per day)	\$250.00
Residential Development /Commercial/Industrial Development (greater than 400 gallons per day)	\$500.00

7.2. PLAN REVIEW FEES

This fee recovers the operating cost associated with reviewing construction plans for all types of development that require connection to the SGWASA water distribution and/or sanitary sewer collection systems. The plan review fee is applicable to all projects that include extensions of the public water or sewer systems, requires a Zoning/Development Permit through any municipality (Town of Butner, City of Creedmoor, Town of Stem, or Granville County), or the installation of backflow prevention and/or a grease interceptor.

The plan review fee includes a pre-submittal conference, coordination with applicant, consulting engineer and municipality and up to three plan reviews (original submittal plus two resubmittals). Projects requiring more than three reviews will be subject to additional plan review fees. SGWASA will calculate all plan review fees and the construction observation fees associated with the project when the draft project plans are submitted to SGWASA. Plan reviews are performed by a combination of SGWASA staff and outside consultants. All Plan Review Fees shall be paid in full before the construction drawings are reviewed and approved.

7.3. WATER AND/OR SEWER MODELING FEES

This fee covers SGWASA consultant services as required to perform and/or review water and/or sewer modeling for developers. The fee will be obtained from SGWASA's consultant and presented to the developer for payment prior to modeling services being rendered.

7.4. CONSTRUCTION OBSERVATION FEES

The purpose of this fee is to recover costs associated with field observations and inspections on projects that tie into the SGWASA water distribution or sanitary sewer collection systems. The construction observation fee is applicable to any project that connects to SGWASA's public water or sewer systems, including the installation of a cross-connection device or a grease interceptor.

Construction observations and inspections may be provided by SGWASA's on-call engineering consultant. Construction observation fees are shown below:

SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES

Table 27 – Construction Observation Fees

Development Type	Fee \$
Water Line Extension	\$2.00/ft
Sewer Line Extension	\$2.00/ft
Minimum Construction Observation Fee Per Utility Connection	\$125.00

8. SCHEDULE OF MISCELLANEOUS CHARGES AND FEES

8.1. DIRECT SALES OF SUPPLIES

Applicable to the direct sale of supplies from inventory to municipalities or contractors, the supplies will be billed at the most recent cost plus a handling/delivery charge of 10%.

8.2. CHARGES FOR MISCELLANEOUS SERVICES

Charges for miscellaneous services provided by SGWASA shall be on a time and materials basis and include out-of-pocket expenses, cost of materials and services supplied by third parties, and overhead. Typical applications would be for repair of damages to water and sewer lines by outside parties, relocation of mains, services and meters, upsizing or downsizing of a meter, special services for billing information, expenses related to spill containment responses, etc.

8.3. MISCELLANEOUS PROGRAM SERVICE FEES

SGWASA partners with many third-party service providers to provide efficient utility services. Often, the service providers charge a nominal transaction fee for services provided. The third-party service provider fees are subject to change. The third-party service provider charges are established and maintained in approved contracts. These fees are typically a direct transaction between the provider(s) and customer(s) thus are not considered SGWASA fees as governed by this Rate and Fee Schedule.

8.4. INDUSTRIAL PRETREATMENT PROGRAM FEES

Publicly Owned Treatment Works (POTWs) are required to have a pretreatment program if process wastewater from significant industrial user(s) (SIU) is accepted by the POTW. An Industrial User (IU) is broadly defined to cover any user of a collection system and wastewater treatment plant that conducts commercial and/or industrial scale operations that result in a discharge into the POTW.

These users are not generally defined as a private residence, although some commercial operations at a home may make them an IU. A permit is required where an IU is defined as a significant industrial user. A SIU may be a large facility that discharges industrial process wastewater, a small operation, an operation covered under federal regulations or as something that is not typically considered an industry (such as hospitals or commercial laundries).

**SOUTH GRANVILLE WATER AND SEWER AUTHORITY
SCHEDULE OF RATES, FEES, AND CHARGES**

Table 28 - SIU Fees

Significant Industrial User (SIU)	Fee \$
New Permit Application or Permit Modification	\$200
Existing Permit Renewal	\$100
Annual Administrative, Sampling, and Inspection	\$300

Table 29 - Non-SIU Fees

Non-Significant Industrial User (Non-SIU)	Fee \$
New Permit Application or Permit Modification	\$100
Existing Permit Renewal	\$100
Annual Administrative, Sampling, and Inspection	\$200

8.5 HYDRAULIC FIRE FLOW TESTING FEES

This charge is calculated to recover the cost of hydrant fire flow testing of the water distribution system when requested by anyone other than the local fire departments contained within the SGWASA Service Area. Fire flow test results provide data to developers and engineers to determine available flows and pressures in the systems they are designing for new developments.

Table 30 – Hydraulic Fire Flow Testing

Item	Fee \$
Hydraulic Fire Flow Testing	\$250 per hour

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