Carroll County Water Authority
Utility Service Policies

A. Purpose and Policy

The Carroll County Water Authority (CCWA) is authorized to operate a public water and sewer system, including distribution, collection and treatment systems, and to fix the charges, rates and fees for its services.

The purpose of this document is to establish the responsibilities of each party and provide a uniform schedule of fees, rates and charges for services provided by CCWA and its authorized agents.

B. Customer Responsibility

1. Upon the failure of any customer or other responsible party to pay any bill, assessment, fee, penalty, or charge for water and sewer services for any premises for which that party is responsible, the CCWA is authorized, through its designated agents, and/or employees to tum off and discontinue water service to the property location for such non-payment. Failure to receive a bill does not relieve the customer of responsibility for all appliable charges for water and/or sewer service incurred or imposed pursuant to these policies. The CCWA shall not be required to resume the supply of water service to the property until all past-due charges, including any applicable late fees, fines, penalties, or other charges, are fully paid.

2. Upon the failure of any property owner to pay any bill, fee, penalty, or charge incurred by the property owner, the CCWA shall have the right to impose a lien on the property for which water or sewer services are provided in addition to other remedies available to the CCWA.

3. The CCWA shall be entitled to impose, transfer, or consolidate any outstanding balance due on one account to any other account in the name of or owed by the same person, entity, corporation, principal, or any legal successor thereto.

4. The customer is responsible for ensuring that the plumbing and related fixtures are in proper working condition to prevent any internal/external damage. The customer assumes all responsibility for water damage, if any, when service commences and upon the turning on and off of water service. It is the customer's responsibility to ensure that all plumbing and fixtures are off prior to water service being commenced or turned on by CCWA personnel.

C. *Conditions for Sale of Water and Sewer Connections and Establishment of Service*

The following is a list of detailed conditions that will govern the sale of water and sewer connections and establishment of service. Any questions concerning these conditions need to be addressed to the CCWA's Office Manager.

1. Service deposits are $75.00 per meter for property owners and $150.00 per meter for tenants.

2. An account activation and setup fee in the amount of $50.00 will be charged to each customer when service is applied for with the CCWA.

3. Water connections fees, including potable water and irrigation, are based on the connection size and system capacity utilized by the customer.

4. Dedicated fire lines can be provided to commercial, industrial, institutional multi-family customers at a cost of $6,000.00 per connection. Equipment and labor required for the installation of a fire line connection, including but not limited to cross-connection control devices, piping, valves and vaults, shall be supplied by the owner or developer.

5. All commercial, industrial institutional and multi-family meters shall be sized by the CCWA's Engineering Department using the AWWA (American Water Works Association) fixture count standard.

6. All multi-family developments (including mobile home communities) connection charges shall be figured at an equivalent residential unit (ERU) based on current
%" water and sewer connection charges. This ERU rate will be charged per total number of units regardless of occupancy.

7. Rental apartment choosing to convert to fee simple condominiums or fee simple town homes are required to meet the following: (I) all units shall be individually metered for water, (2) all units shall have individual sanitary sewer laterals that tie to a common sanitary sewer collector line that meets public standards, (3) all individual meters shall be fed from a common water main that meets public standards and (4) all upgrades to the system will be at the sole cost of the owner/developer.

8. Developments that wish to connect to the CCWA's water system and require private water mains within the development shall install water mains and accessories meeting CCWA standards. The private water mains shall be tested and disinfected to ensure the integrity of the system and that the system is free of leaks.

9. Equipment and labor required for the installation of water connections greater than 2-inch, including but not limited to meters, cross-connection control devices, piping, valves and vaults, shall be provided by the owner or developer.

10. Customers shall place a meter location card at the preferred site of the water meter location. As a general guideline, the meter should be located within 15 to 25 feet on either side of the customer's driveway, within the limits of the customer's property. In the event the desired location is infeasible the CCWA may select and install the meter at a different location as determined by CCWA personnel.

11. Customers should not install the service line from the house to the meter until the meter is installed by the CCWA. The CCWA is not responsible for connecting to the customer's service line.

12. Customers shall provide access to water meters for CCWA personnel. Customers shall not install fencing, shrubs, trees or other structures and improvements around meters that will inhibit the ability of the CCWA to maintain service and/or access the water meters. In the event that such items described above are installed then the CCWA maintains as a condition of service the right to remove at the CCWA's expense any such items.

13. Customers shall provide a cut-off valve immediately behind meter on customer's side and install a Pressure Reducing Valve (PRV) on the customer's side if needed due to excess pressure. The CCWA is not responsible for regulating pressure beyond the meter.

D. Customer Payment and Payment Arrangements

1. All payments are required to be made by 5:00 PM, the due date on the bill.

2. A ten percent (10%) penalty shall be charged for payments not received by the bill due date.

3. Extended payment arrangements for past due amounts owed for water and/or sewer service may be made under the following guidelines:

    a. All payment arrangements must be in writing with the exception that at the CCWA's discretion short-term (i.e. less than 30 days) payment arrangements may be made verbally and noted on the customer's account.

    b. Failure to comply with a payment arrangement will subject the account to water turnoff at the premises. A disconnected account shall pay all outstanding charges including any assessed penalties and fees before water service can be restored.

4. Water service may be discontinued without notice if payment has not been received by the due date.

5. Customers may elect to utilize the CCWA's bank draft program and have their payments debited directly from their checking or savings account.

6. Customers may make a payment with an acceptable credit card by phone, via the CCWA website or in person at our administrative offices.

7. Customers may be required to pay cash for water and sewer services after the CCWA has received three (3) returns due to insufficient funds (NSF) related to checks and/or automatic drafts.

8. A $30.00 charge will be levied when a check or automatic bank draft is presented against an account with insufficient funds or when a stop-payment has been applied. These instances shall be viewed as nonpayment.

E. Hardship Program

1. Customers may obtain information at the CCWA's Administrative Office concerning the Hardship Program to determine if they meet qualifications for participation in the hardship program.

F. Restoration of Water Service

1. There will be a $50.00 charge to restore water service if the service has been disconnected (i.e. turned oft) due to nonpayment.

2. All charges on an account, including $50.00 service restoration fee, must be paid prior to restoring water service.

3. Payments to restore water service for disconnected services must be made between 8:00 a.m. and 5:00 p.m. at the CCWA Administrative Office or by speaking with a CCWA customer service representative and making a credit card payment over the phone. Payments to restore water service cannot be made through the CCWA's automated payment systems or via the website.

4. If water service is disconnected our turned off by CCWA personnel it shall only be restored by CCWA personnel. Anyone restoring water service to a property without the express written consent or under the direction of the CCWA shall subject the customer and/or owner to those surcharges and fines prescribed in this policy.

G. Water Leak Adjustment

1. The CCWA understands that from time-to-time water leaks occur and though the customer did not get beneficial use of the lost water, the CCWA did incur the expense of producing and treating the water.

2. Customers experiencing a water leak that can prove that the leak was repaired in a timely manner (i.e. two weeks of discovery) may receive a water leak adjustment. Proof of repairs shall be in the form of a paid invoice from a plumber or other verifiable documentation. Water leak adjustments may be made by reducing the charges to an adjusted amount that is based on the base water rate. An additional reduction of up to 25 percent of the adjusted amount may be made at the discretion of the CCWA. However, the final adjusted charges shall not be less than the charges that are normally incurred by the customer. Water leak adjustments are limited to one (1) adjustment per customer every twenty-four (24) months.

3. ***The Water Leak Adjustment Policy is not applicable to water leaks that cause detriment to the Carroll County Water Authority's System***.

H. Refund of Deposit

Refunds of deposits made for utility service shall be made upon the termination of such utility service after applying deposit amount towards the final bill. After deposit has been applied to the final bill, the CCWA will mail remaining deposit amounts in excess of $5.00 to customers on the next normal billing cycle. Customers may elect to come by the CCWA Office to receive remaining deposit amounts less than $5.00.

L Waiver of Interest

The customer shall not be entitled to any interest on any funds held by the CCWA for whatsoever, including over charges.

J. Illegal Water Use

The unauthorized or illegal use of water shall be billed at 150% of the current rate for estimated water consumption. The above charges do not preclude the CCWA from levying other charges, including, but not limited to, a penalty not to exceed $2,500.00 per occurrence per day or taking legal action as deemed appropriate, including injunctive relief.

K. Damage or Tampering with CCWA Property

1. Damaging or tampering with CCWA property or equipment including, but not limited to, cutting locks, unauthorized restoration of service, removing meters, taking water without authorization, or taking water without having an approved hydrant meter installed is prohibited. The property owner or party responsible for the damage, tampering or withdrawal may be charged for the damages caused and for the estimated water and sanitary services utilized, and shall also pay a penalty or surcharge as determined by the Executive Director but not to exceed $2,500.00 per occurrence per day. Additional actions may include disconnection or removal of service connection for parties who violate this policy. Each incident of damage, tampering or withdrawal shall constitute a separate offense.

2. Damage occurring to the CCWA's water and/or sewer systems due to actions of a party working in the vicinity of the CCWA's infrastructure is the responsibility of the party performing the work. The CCWA may charge the responsible party for the estimated water and sanitary services utilized and/or lost, and the responsible party shall pay a penalty, surcharge and/or other fee as determined by the Executive Director.

3. The above charges do not preclude the CCWA from levying other charges or taking legal action as deemed appropriate, including injunctive relief.

L Hydrant Meters

1. Customers needing to use a hydrant within the CCWA distribution system for access to larger quantities of water must do so with a fire hydrant meter supplied by the CCWA.

2. A deposit of $750.00 is required prior to obtaining a hydrant meter.

3. A base charge of $80.00 per month will be assessed for each hydrant meter. All water used will be charged at the current hydrant meter water rate.

4. Customer using hydrant meters shall bring the hydrant meter by the CCWA Office each month for inspection and reading of the meter.

5. Loss of and damage to hydrant meters shall be paid for by customer.

M. Water Meter Reading and Testing

1. In the event a water meter is not readily accessible to CCWA personnel, water consumption may be estimated, or service discontinued.

2. A $50.00 fee may be charged for a meter reread requested by a property owner if the meter reading was determined to be accurate.

3. Upon the request of a customer, a meter test may be scheduled to check the accuracy of a meter. The customer requesting the meter test shall be responsible for the cost of removing, testing and replacing the meter as determined by the CCWA.

N. Meter Accuracy

When, upon examination, a meter fails to register or the accuracy does not meet the requirements of the CCWA, the account will be examined for a period of one year preceding the failure or determination of inaccuracy. Should there be an inaccuracy of 2 percent or greater found in the defective meter then a charge or credit for under or over registration of the meter for one year shall be made to the account.

O. Refund of Charges and Fees

A refund of charges and fees can be made only for one of the following reasons.

1. Where an error has been made in the reading of the meter or the preparation of the bill; or

2. When the meter, upon testing, shows an average over registration greater than two percent (2%); or

3. When any charge of the CCWA has been paid twice or incorrectly.

The original receipted bill must accompany the request for a refund. All overpayments will be credited to the account and shown as a credit against the account on the next bill.

P. Billing Disputes

Customers who believe a bill is in error should bring the matter to the attention of the CCWA Billing Manager for resolution before the due date of the bill. Customers who fail to timely present their objection waive their right to protest such charges.

Q. Water and Sewer Rates

See attached CCWA Water Rate Schedule for detailed information on water and sewer rates.

R. *Water and Sewer Connection Charges*

Meter Size	Water Connection	Sewer Connection
3/4"	$ 3,150.00	$ 7,900.00
1"	$ 6,300.00	$ 15,800.00
2"	$ 26,250.00	
3"	$ 52,500.00	
4"	$105,000.00	
6"	$168,000.00	
8"	$294,000.00	

Charges for all other connection sizes will be based on an Equivalent Residential Unit (ERU). Each ERU will be assessed a charge equal to that of a 3/4" connection charge. Meters shall be sized per the AWWA standard.

S. *Other Fees and Charges*

1. Service Call Charge:	$50.00	
2. Return Check Charge:	$30.00	
3. Service Reconnection (Turn-on):	$50.00	
4. Tampering Charges - 1st Occurrence:	$100.00	-CCWA may remove meter.
· 2nd Occurrence:	$300.00	-CCWA may remove meter.
3rd Occurrence:	$850.00	-CCWA may remove meter.