
AUGUSTA WATER
OPERATING PROCEDURES AND POLICY MANUAL

Approved By: Board of Directors
Effective Date: September 9, 2014
Amended Date: July 16, 2026

Customer Service

Policy No. 5.6

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Bulk Water Kiosks

1. Usage of a Bulk Water Kiosk (Kiosk) is on a pre-paid basis at the rate per thousand gallons as established by Augusta Water in the current prevailing Fee Schedule. Kiosk Accounts can be created by visiting the Augusta Water Customer Service Counter in the Augusta County Government Center in Verona or by contacting the Augusta Water Customer Service Counter via telephone using the contact information provided at augustawater.com/contact.
2. Customers are eligible to use a Kiosk provided they have a positive account balance. Additional funds may be added to a customer's Kiosk Account by visiting the Augusta Water Customer Service Counter in the Augusta County Government Center in Verona or by contacting the Augusta Water Customer Service Counter via telephone using the contact information provided at augustawater.com/contact. The rate for additional funds is at the rate per thousand gallons as established by Augusta Water in the current prevailing Fee Schedule.
3. Kiosk water is potable water and can be used as such as dispensed from the Kiosk; however, Augusta Water has no control over the vessel the water is dispensed into, the equipment used to transfer the water from the Kiosk to the vessel or subsequent use of the water and, therefore, has no responsibility or liability for any subsequent use of water after it is dispensed from the Kiosk. By creating a Kiosk Account, the Customer agrees to abide by all Augusta Water Rules, Regulations, and Policies and acknowledges the requirement to use the Kiosk in a responsible manner.
4. The requirements for Cross Connection Control are met by the Kiosk. No additional backflow prevention equipment is required by the end user.
5. Augusta Water provides the bulk water stations as a convenience but cannot guarantee uninterrupted service.
6. Augusta Water may suspend or limit use of the Kiosks in the event of system issues or other circumstances where operation of the Kiosks would impact Augusta Water's water production and distribution systems.
7. Purchases from the Kiosk are not eligible for adjustments.
8. Augusta Water is not responsible for accidents or damage associated with use of the Kiosk.
9. Damage or vandalism to the Kiosk must be reported to Augusta Water Customer Service at 540-245-5681 or customerservice@augustawater.com.
10. Augusta Water may permanently terminate or temporarily suspend customer Kiosk Accounts without notice in the event of damage, vandalism, or misuse by the customer.
11. No truck/equipment washouts or dumping of any kind are permitted on Kiosk sites. Kiosk Accounts of any customer(s) found creating an environmental risk/hazard on site as determined by Augusta Water will be permanently terminated.