

WATER WORKS BOARD OF THE TOWN OF RAGLAND

RESOLUTION NO. 2017-005

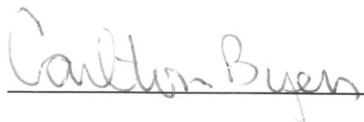
WHEREAS, the Ragland Water Works Board has elected to adopt a standard guideline for general Service Rules and Regulations (SEE ATTACHED) that will become effective January 1, 2018; and

WHEREAS, the Ragland Water Works Board has elected to adopt a standard guideline for Water Cut Off Policy (SEE ATTACHED) that will become effective January 1, 2018; and

WHEREAS, the Ragland Water Works Board has elected to adopt a standard guideline for Rental Agreement for Water Service between the renter, and property owner, (SEE ATTACHED) and will become effective January 1, 2018

NOW THEREFORE, BE IT RESOLVED by the Water Works Board that the Ragland Water Works adopts these rules and regulations, water cut off policy, and the rental agreement; and resolves to execute the actions in plan.

ADOPTED, This 13TH day of November 2017 at the meeting of the Water Works Board.



Carlton Byers, Chairman



ATTEST

Kelly Watts, Clerk

Ragland Water Works Board

Service Rules and Regulations

1. The Water User shall install and maintain at his own expense a service line, which shall begin at a point designated by the Ragland Water Works Board (the "Board") at the applicable property line, and extend to the dwelling and other portions of the premises. The service line located on the Water User's property shall be owned and maintained by the Water User.
2. The Water User's service line shall connect with the distribution system of the Board at the place designated by the Board, provided the Board has determined in advance that the Board's water system is of sufficient capacity to permit delivery of water to said point.
3. The Water User shall pay for the water it uses at such rates, time and place as shall be determined by the Board from time to time. The Water User understands that a refundable security deposit of \$_____ is to be paid prior to connection of water service, which shall be applicable to any unpaid balance owed by the Water User to Board for water services are rendered and not paid for, at the discretion of the Board.
4. The Board's policy shall be followed on the purchase and installation of a cut-off valve, dual check valve, backflow preventer and a water meter, for each service, provided use of water is immediately desired. Such cut-off valve shall be installed either on or off the water user's property, near the property line. The Board shall have exclusive right to use the cut-off valve, backflow preventer and water meter and to turn it on and off.
5. The Board shall make the final determination in the location of any service line connection to its distribution system (a suitable, unobstructed and accessible place shall be provided at all times to the meter reader).
6. The Board may shut off the water of a Water User who allows a connection or extension to be made to his service line for the purpose of providing water to another user.
 - a. The Water User covenants and warrants that only one (1) water service will be permitted or continued for each meter without prior written permission of the Board, and the Water User hereby grants the Board, its agents, assigns or employees an easement to enter the Water User's premises to test for leaks and improper connections, and the Water User understands water service may be terminated should more than one (1) user be permitted, allowed or continued per meter. (The customer shall not sell water to any other person or permit any other person to use said water).
 - b. Except for fire protection, the Board shall not under any condition furnish water free of charge to anyone.
7. The failure of the Water User to pay water charges duly imposed shall result in the automatic imposition of the following penalties:
 - a. Payment is due in full by the fifteenth (15th) day after the billing date on the bill (no partial payments allowed). If payment is not made by said date, the Water User will be subject to a penalty of ten percent (10%) of the delinquent amount and said Water User's service may be Cut-Off without further notice, and a \$50.00 reconnect fee applied to said Water User's bill upon reconnection of service. Failure to receive bills or notices shall not prevent such bills from becoming delinquent and do not relieve the customer from payment.
 8. In the event it becomes necessary for the Board to shut off the water from a Water User's property for violation of the service rules and regulations and/or abuse of the meter, a minimum fee of one hundred (\$100.00) dollars and cost of a lock and device may be charged and fifty dollars (\$50.00) for reconnection of service.
 - a. The Board may, in addition to prosecution by law, permanently refuse service to any consumer who tampers with a meter or other measuring device.
9. The meter will be locked when an account becomes 45 days past due.
10. The applicable water meter will be removed if a lock is broken or illegal usage of water occurs. **See Water Cut off Policy for additional rules and fees.**
11. Adjustments: All adjustments are at the discretion of the Board. Any water bill requested for an adjustment review must be brought before the Board within thirty 30 days of receipt of bill. And receipts for repair and parts must be presented at time of review of bill. No adjustments will be made for bills less than \$150.00. Customers can make payment arrangements with a customer service representative for repayment.

Customers requesting an adjustment whose bill is \$150.00 and up may, at the Board's sole discretion, receive a one-time, lifetime adjustment per location, based on the past 3 months average consumption, except in extenuating situations that will be reviewed by the Board.
12. Payment Arrangements: The following payment arrangements may be approved - 3 months \$150.00 - \$500.00; 6 months \$501.00 - \$1000.00; 12 months \$1001.00 - _____. If allowed payments will be divided equally over this period plus the current monthly bill must be paid on time each month.

Contact Us:

220 Fredia Street Suite 101

Ragland, AL. 35131

Office (205) 472-0409

Ragland Water Works

Water Cut Off Policy

The Ragland Water Works water cut off policy is explained below.

It is the policy of the Ragland Water Works that the customer is responsible for payment of service and other authorized charges.

The following are reasons for discontinuance of service:

1. Non-payment of water bill charges.
2. Failure to comply with utility rules, regulations or policies.
3. Any threat to public health on customer premises.
4. Tampering with utility equipment or stealing service.

Service cut-offs for non-payment of bill/bills will begin anytime after the past due date. A courtesy call will not be issued to customers prior to disconnecting service.

Utility bills are recurring charges. Failure by the customer to receive a bill will not entitle the customer to be relieved of payment. The customer shall pay all costs associated with the handling of the discontinuance of service and/or reconnection. Discontinuance of service shall not release the customer from liability of payment for service already received. Ragland Water Works shall not be liable for any loss or damage resulting from discontinuance of service.

Service will be reinstated upon payment of the entire bill and associated fees. Payments made before 2:00 p.m. will be turned back on that day after 2:00 p.m. water will be turned on the next working day.

Water personal are not permitted to come to the door in an attempt to collect the delinquent bill. Water personal will not be permitted to come back later in the day to collect a payment.

If you are receiving assistance from a church or agency to pay the water bill, a verification statement must be in our office before 9:00 a.m. on the 15th of the month.

Ragland Water Works shall have the right to refuse service to an applicant or to any member of an applicant's household whenever such person is delinquent on any payment to the utility or had his service discontinued because of violation of the regulations or policies of the Ragland Water Works Department.

Fees

Reconnection First offence \$50.00 within a 12 month period.

Second offence \$100.00 within a 12 month period.

Third offence \$ 250.00 within a 12 month period.

Should disconnection be required more than 3 times within a 12 month period , the Water Department reserves the right to refuse service or assess additional charges in the amount of \$500.00 for each meter reconnection.

Tampering with meter or cutting lock

First offence \$ 250.00

Second offence \$ 500.00

Third offence loss of service.

Ragland Water Works
220 Fredia Street Suite 101
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Rental Agreement For Water Service

Renter Print Name

Property Owner Print Name

This Document shall serve as evidence to the Ragland Water Works that a rental agreement exists between the above parties.

By signing this document, the owner confirms ownership of the property and can furnish a deed if required by the Water Board. The owner authorizes the renter to have water service at the property. By signing this document, the renter states an agreement exists with the owner to have possession of the property and to provide their own water service.

This document will make the owner liable for any unpaid water bills or fees of the renter.

Property Address

Date

Renter's Signature

Owner's Signature

Renter's Address

Owner's Address

Phone Number

Phone Number