

Customer Fees, Rates, and Charges

INTRODUCTION

This Introduction has been attached to the Policy to assist the UTILITY in the implementation of the Policy. It is not actually a part of the Policy. Any requests for a copy of this Policy by a customer should not include a copy of this page.

BACKGROUND AND PURPOSE

It is generally accepted utility practice in the United States that each customer pay his fair share for utility service. Each customer must pay his fair share for service used and for the availability of service. The UTILITY's minimum bill covers the costs of the infrastructure and overhead to make service available. Each customer is charged a minimum bill regardless of whether the customer actually uses service during the billing period.

The UTILITY is run for the benefit of all present and future customers. While no customer shall be treated unfairly intentionally, no customer shall be treated in any way that compromises the interests of other current and future customers.

LIMITATIONS

The UTILITY is subject to various city, county, state, federal or other governmental agency requirements and has no discretion to set fees in a manner which would violate these regulations.

RECORD KEEPING DURATION

All records of fees shall be kept for a minimum of ten years.

OMISSIONS

This policy does not include any provisions for utility deposits which are covered in the Special Deposits Policy. The Governing Board reserves the right to establish new fees, rates, and charges and to modify existing fees, rates, and charges as it deems appropriate.

POLICY

Charges for New Service

1 ... Any customer or potential customer desiring utility service from this UTILITY shall fill out a CUSTOMER APPLICATION FORM.

a) All Fees and Charges set forth in policy are found in the Utilities Rates and Fees Schedule.

2 ... A service charge shall be charged to open a new account, transfer an account to a new service, or change the name on the account, or a change of address. This charge is not a security deposit and is not refundable unless the Utility cannot, within a reasonable period of time, provide service.

3 ... A re-installation fee shall be assessed to a property owner who had a previous service agreement at the same property and wishes to transfer service back in to property owner's name.

4 ...A taping privilege fee is a charge made when utility service is initially run from the main line to ten feet beyond the right of way and at the District's discretion to a maximum of thirty foot depending on of the lay-out of the land. Any additional line will be at owner's expense. Rights to use of the tap are conveyed along with the property with ownership belonging to the Utility District.

5 ... A residential or commercial/industrial tap shall entitle a customer to utility service to one and only one dwelling or business. If a second residential dwelling or business is to receive service on the same or neighboring tract, a second tap must be obtained.

6 ... If any customer fails to disconnect any additional dwellings during the allotted time period, the customer's service shall be disconnected for violation of the rules and regulations of this UTILITY at the convenience of the UTILITY.

Temporary or Seasonal Charges

7 ... Customers requiring temporary service shall pay all costs of connecting and disconnecting service, in addition to the regular charge for water used, provided such temporary service can be feasibly provided at the discretion of the UTILITY. A re-Installation fee shall be assessed to a property owner who resumes responsibility for service formerly in the his/her name.

8 .. The customer shall pay all costs for the reinstatement of service for temporary repairs and for any other purposes for the customer's exclusive benefit.

9 .. If a customer wishes service to be temporarily turned off, he must contact the UTILITY in person or in writing. Depending on the duration of

the cut-off, the UTILITY will valve off or remove the meter, at its discretion. In either case there is a re-installation fee for the reinstatement of service (see Schedule of Rates and Charges).

10 .. As long as the account is active, a minimum bill will be assessed at each billing period. (The minimum bill reflects each customer's share of the overhead to operate the system). By keeping the account active, the customer can demand service at any time and therefore must share in the costs.

Miscellaneous Charges

11 .. If full payment of a bill is not received in the UTILITY office by the close of business on the date noted on the bill, the customer must pay the gross amount shown on the bill.

12 .. Any customer questioning the accuracy of his meter may pay the utility bill in question plus a meter testing deposit of \$ 45 for residential and \$250 commercial/industrial meters. The UTILITY will remove the meter and ship it to the manufacturer or have a recognized meter testing company test the meter on-site. The UTILITY will pay all costs associated with the testing of the meter.

If the meter proves to be accurate within guidelines established for used meters by the American Water Works Association (AWWA), it is deemed to be accurate. If the meter tests accurate, the customer forfeits the meter testing deposit. If the meter does not meet AWWA accuracy standards, the UTILITY shall refund the meter testing deposit to the customer and repair or replace the meter.

13 .. If a customer check is returned to the UTILITY by a financial institution for any reason, the maximum fee set by TCA 47-29-102 will be added to the amount due. The customer will be notified that the check is being held, and the customer may be required to pay the amount by **money order, cashier's check, credit or debit card or cash**, at the discretion of the UTILITY staff. If the check is not *pickup* by the customer within 10 days the account will be treated as unpaid and will be subject to the utilities cutoff policy.

14..If a customer wishes to pay on line thru the UTILITY, a convenience fee will be charged to the credit and debit card transactions. The fee is assessed by the electronic processing company and none of the fee go to the UTILITY.

15. Customers have sprinkler system for fire purposes will be charged an annual fee of \$50 for 0-500 sprinkler head(s) and a \$0.05 annually for each additional sprinkler head.

16. Customers who have a required backflow device will be charge an inspection fee of \$50.

Adoption Date: March 10, 2003

Effective Date: March 10, 2003

Review Date: January 9, 2011

Revised Date: April 9, 2012

Revised Date: February 11, 2019

Revised Date: February 14, 2022