

Customer Service Policy

Rules and Regulations of the MADISON COUNTY WATER FACILITIES BOARD, hereinafter referred to as the “Utility.”

Definitions

Applicant – Any individual, firm, partnership, authority, or other entity residing or owning land within the service area, or a wholesale water supplier serving another water service area applying for water service.

Board – The governing body of the MADISON COUNTY WATER FACILITIES BOARD, HUNTSVILLE, AR Authorized representative(s).

Customer – Any individual, firm, partnership, corporation, authority, or other entity, which has applied for and is currently receiving water service.

Point of Delivery – The point of delivery of service to each customer shall be at the meter, unless otherwise specified.

Point of Use – For each customer of the MADISON COUNTY WATER FACILITIES BOARD, the point of use shall mean the precise location at which water is used or consumed (a residence, building, dwelling, business, etc.) or similar location on the customer’s premises, where water is to be used by the customer.

Service – The term “service” shall mean the availability for use by the customers of water adequate to meet the customer’s requirements. Service shall be considered “available” when the Utility maintains the water supply at normal pressure at the point of delivery in readiness for the customer’s use, regardless of whether or not the customer makes use of it.

Service Area – The geographic areas served by the utility.

Service Line – The water line that extends from the point of delivery to the point of use for each customer of the Utility.

Water Service Connection – A water service connection consists of a water meter and other facilities for supplying water to a **single** point of use (one residence, dwelling, property, or premises, structure, business, etc.) A single customer may be supplied by more than one service connection if that customer has more than one point of use.

I. General Rules

1.a The purpose of the utility is to provide a safe supply of water to the customers within its service area. The supplying and taking of water shall be in conformance with

these rules and regulations, the applicable Facilities Board and state plumbing codes and the applicable rate schedules of the utility.

1.b Each customer of the utility shall be eligible to receive service from the Utility only after a meter deposit has been paid by the customer as a means of guaranteeing payment of any outstanding debt owed by the customer to the Utility. If the customer requires service at more than one point of use, a separate meter deposit shall be paid for each additional point of use. The meter deposit shall be as follows: \$40.00 Homeowner, \$120.00 Rental for each metered water service.

1.c The Utility agrees to provide service to the point of delivery, and install and maintain at its expense, one metered service connection for each customer point of use. Refer to Cost of Taps under Section II.

1.d The customer will install and maintain at this own expense, service lines from the point of delivery to the point of use. The customer will make repairs on a timely basis as necessary.

1.e A metered service connection is for the sole use of the applicant or customer. Customers shall not permit the extension of pipes for the purpose of transferring water from one property to another, from one point of use to another, nor share, resell, or sub-meter water to any other property. The exception to this regulation would be a public water system purchasing water from the Utility for resale within its own service area.

1.f At no time shall any customer or individual connect a non-system water source to any service line or water line that is also connected to the system. Representatives of the Utility shall have the right to enter customer's premises for the purpose of inspection and enforcement of these policy at all reasonable hours. Violations of this policy shall constitute cause for immediate disconnection of service.

1.g It is the responsibility of each customer to anticipate changes in occupancy and to have service transferred to the new customer in accordance with the policy for obtaining service (see Section 2.a) Until service is formally transferred, the original customer shall be responsible for payment of service. The Board may refuse to transfer service until all past-due bills and charges have been paid.

1.h Customers agree to pay the established fees for water service in accordance with applicable rate schedules at the time service is provided by the Utility.

1.i Representatives of the Utility shall have the right at all reasonable hours to enter the customer's property in order to: read water meters; inspect piping; and to perform other duties for the proper maintenance and operation of service, or to remove its meters and equipment upon discontinuance of service by either the customer or the Utility.

1.j The Utility will make all reasonable efforts to supply continuous, uninterrupted service. However, it shall have the right to interrupt service for the purpose of making repairs, connections, extensions, or for other necessary work. Efforts will be made to notify customers who may be affected by such interruptions, but the Utility will not accept responsibility for losses which might occur due to such necessary interruptions of service caused by storms, floods, or other causes beyond its control.

II. Obtaining Water Service

2.a Applications for service shall be taken at the Utility office, and must be accompanied by a connection fee of (see schedule below) and a meter deposit. The connection fee will be non-refundable. The meter deposit will be maintained in a special account to insure payment of water charges. When service is discontinued, any portion of the deposit remaining after current bills are paid will be returned to the customer. Customers with service termination due to non-payment will have their deposit applied to their account to satisfy arrears prior to actual termination of water service.

Water Tap Fees

¾ Water Tap	\$1,100.00
1" Water Tap	\$1,600.00
Road Crossing (Madison County)	\$200.00
Road Crossing (Wash. County)	\$350.00
Road Crossing (Benton County)	\$350.00
Road Bore	Cost of Bore

III. Customer Billing

3.a Customers will be billed monthly in accordance with the rate structure of the Utility.

3.b Water meters will be read around the 20th day of each month.

3.c Bills will be mailed on or about the 1st day of each month.

IV. Payment Terms

4.a Payment is due by the 15th day of each month.

4.b Payments made for service after the 15th will incur a penalty of 10% of the total water bill.

V. Termination of Water Service

- 5.a Customers with unpaid bills by the 15th day of the month will be notified of their past-due status by mail.
- 5.b Customers who fail to pay the entire amount due by the 15th day of the next month will subject to termination of water service.
- 5.c Customers subject to termination of water service will be charged a disconnect fee of \$27.00 for restoration of water service.
- 5.d Customers who are disconnected for non-payment will not be reconnected after normal office hours or on weekends.

VI. Reconnection of Water Service after Termination for Non-payment

Customers desiring restoration of water service after termination for non-payment must: (1) pay the arrears in the full amount and pay the service charge for restoration of service.

VII. Meters

- 6.a Meters will be furnished, installed, owned, inspected, tested, and kept in proper operating condition by the Utility without cost to the customer. A complete record of tests and histories of meters will be kept. Meter test will be made according to methods of the American Waterworks Association by the Utility as often as deemed necessary.
- 6.b Meters shall be set in an accessible location on the outside of buildings, except where otherwise directed by the Utility. All meters shall be set horizontally and never connected to a vertical pipe. Meters set outside of a building shall be placed in meter box furnished and installed by the Utility.
- 6.c Meter tests requested by customers will be performed without cost to the customer if the meter is found to be in excess of 2% fast. Otherwise, the customer who requested the test will be charged for the cost of making the test.
- 6.d The customer shall be responsible for any damage caused by other than normal wear and tear to the meter installed for his/her service.

VII. Availability of Records for Public Inspection

- 7.a Utility records, including minutes of meetings and financial records, are available for inspection by the public each working day during office hours.

VIII. Service Charges

8.a The Utility has set the following service charges:

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|----|--|---------|
| 1. | For normal transfer of service connection. | \$10.00 |
| 2. | For reconnection after termination of service. | 50.00 |
| 3. | For returned check. | 15.00 |

IX. Rates

9.a The following water rates are currently in effect.

For residential/commercial users

First 1,000 Gallons	\$30.50
Next 4,000 Gallons	5.65 / 1,000 Gallons
Next 5,000 Gallons	5.05 / 1,000 Gallons
Next 5,000 Gallons	4.05 / 1,000 Gallons
Over 15,000 Gallons	3.05 / 1,000 Gallons

For Mayfield Extension Customers

First 1,000 Gallons	\$35.75
Next 4,000 Gallons	5.65 / 1,000 Gallons
Next 5,000 Gallons	5.05 / 1,000 Gallons
Next 5,000 Gallons	4.05 / 1,000 Gallons
Over 15,000 Gallons	3.05 / 1,000 Gallons

For Aurora-Witter (Phase I) Customers

First 1,000 Gallons	\$44.75
Next 4,000 Gallons	5.65 / 1,000 Gallons
Next 5,000 Gallons	5.05 / 1,000 Gallons
Next 5,000 Gallons	4.05 / 1,000 Gallons
Over 15,000 Gallons	3.05 / 1,000 Gallons

For Marble-Kingston Customers

First 1,000 Gallons	\$42.25
Next 4,000 Gallons	5.65 / 1,000 Gallons
Next 5,000 Gallons	5.05 / 1,000 Gallons
Next 5,000 Gallons	4.05 / 1,000 Gallons
Over 15,000 Gallons	3.05 / 1,000 Gallons

X. Changes

10.a These policies are subject to change as required and voted on by the Board. The Board shall establish rates and fees for service as necessary to operate and maintain the Utility.

Approved this _____ day of _____, 20_____

_____, President

Attest:

_____, Secretary