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Resolution Adopting Service Rules and Regulations

Be it resolved by the Board of Directors of the Ford Valley & Hwy 278 Water Cooperative (Here in after called the corporation), that the service rules and regulations of the corporation are as follows:

I. Types of services

- (A) The rate schedule set forth below contemplates a single user, such as one family dwelling, one farm dwelling with appurtenances, or one commercial operation, and will not be changed without the prior written consent of the Board Of Directors.
- (B) Extraordinary circumstances, such as subdivision extensions, multiple dwelling units; industrial users shall be governed by a special agreement made by the Board of Directors.

II. Rate Schedule

- (A) For service contemplated in paragraph I(a) above-

Monthly minimum (Up to the first 2,000 Gallons)	\$21.50
Each additional 1,000 Gallons	\$8.00
Leak Protection (For customers who did not Opt-Out)	\$2.00

III. Application for service

- (A) The consumer will make an application for service, in person at the office of the Fords Valley & Hwy. 278 Water Cooperative and at the same time make the necessary deposits required.
- (B) Renters: An activation fee of \$100.00 (Non refundable and non transferable), security deposit of \$200.00, a copy of the drivers license, and a rental agreement form from the owner will be required of all renters when water service is requested.

- (C) Owners: An activation fee of \$100.00 (Non refundable and non transferable), security deposit of \$100.00, a copy of the drivers license, and a copy of the warranty deed (proving they are the owner of the property) will be required of all owners when water service is requested.

IV. Charges for users agreement to use service

- (A) Each consumer subscribing to use the service of the Ford's Valley & Hwy. 278 Water Cooperative shall pay a connection fee for new service of-

Short Side	3/4 Inch Meter	\$750.00
Long Side	3/4 Inch Meter	\$1000.00
Short Side	1 Inch Meter	\$1000.00
Long Side	1 Inch Meter	\$1250.00

- **As of January 14, 2003, Only one service per connection for new services.**

- (B) Thereafter, each consumer subscribing to use the service of the Corporation shall pay a tap fee of \$750.00 or the actual cost of the installation, Whichever is greater.

V. Minimum charge

- (A) Water furnished for a given lot shall be used on that lot only. Each consumer's service must be separately metered at a single delivery and metering point.

- (B) Except for fire protection and/or County road use, the Corporation shall not under any condition furnish water free of charge to anyone.

VI. Corporation's responsibility and liability

- (A) The Corporation shall run a service line from its distribution line to the property line where the distribution line exists, or is to be constructed, and runs immediately adjacent and parallel to the property to be served. A proportionately greater charge will be made for a meter of larger dimension then the standard 3/4.

- (B) The corporation may make connections to service other properties not adjacent to its lines upon payment of reasonable costs for the extensions of its distribution lines as may be required to render such service.

- (C) The corporation may install its meter at or near the property line or at the corporation's option, on the consumer's property within 3 feet of the property line.

- (D) The corporation reserves the right to refuse service unless the consumer's lines are covered and piping is installed in such a manner as to prevent cross-connections or backflow.

- (E) Under normal conditions, the consumer will be notified of any anticipated interruption of service.

VII. Consumer's responsibility

- (A) Where a meter or meter box is placed on the premises of a consumer, a suitable place shall be provided by the consumer unobstructed and accessible at all times to the meter reader.
- (B) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter, the corporation to provide a like valve on its side of the meter.
- (C) The consumer's piping and apparatus shall be installed and maintained by the consumer at the consumer's expense, in a safe and efficient manner and in accordance with corporations rules and regulations and in full compliance with sanitary regulations of the State Health Department.
- (D) Water furnished by the corporation shall be used for consumption by the consumer, members of the household, and employees only.
The consumer shall not sell water to any other person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, or other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for the rule shall be sufficient cause for refusal and discontinuance of service.

VIII. Access to premises

- (A) Duly authorized agents of the corporation shall have access, at all reasonable hours, to the premises of the consumer, for the purpose of installing or removing corporation property, inspecting pipe, reading and testing meters, or for any other purpose in connection with the corporation service and facilities.
- (B) Extensions to the system shall be made only when the consumer shall grant or convey, or shall cause to be granted or conveyed, to the corporation a permanent easement or right of way across any property traversed by the lines.

IX. Change of occupancy

- (A) Not less than three days' notice must be given in person, by filling out paperwork at the corporation office, to discontinue service or to change occupancy.
- (B) The outgoing party shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever period is longest.
- (C) The new occupant will apply for water service within 48 hours after occupying the premises and failure to do so will make him/her liable for the water consumed since the last month reading.

X. Meter reading, Billing, and Collecting

- (A) Meters will be read and bills rendered monthly, but the corporation reserves the right to vary the dates or length of period covered, temporarily, or permanently if necessary or desirable.

- (B) Bills for water will be figured in accordance with the corporations rate schedule and will be based on the amount consumed for the period covered by the meter readings, except where a consumer orders a turn-off less than one month after turn-on, the minimum bill such consumer for such period shall be equal to the minimum charge for one months service.
- (C) Readings from different meters will not be combined for billing.
- (D) Bills shall be paid at the place specified by the corporation.
- (E) Bills are due when rendered, delinquent after the 10th of the month and a 10% penalty shall automatically be added to such bills if not paid by the 10th of the month.
- (F) Cutoff date is the 15th of each month, pending the water agreement. If payment in full is not made by that date water will be turned off. Beginning January 01, 2019, the following charges will go into effect for reconnection fees.

Lock Off 1st Offense	\$50.00
Lock Off 2nd Offense	\$100.00
After Hours Unlock (This fee is on top of your Lock off Fee)	\$50.00

- (G) Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.

XI. Suspension of services

- (A) When services are discontinued, and all bills have been paid, the security deposit will be refunded.
- (B) Upon discontinuance of service for nonpayment of bills, the security deposit will be applied by the corporation toward settlement of the account. Any balance will be refunded to the customer; but, if the security deposit is not sufficient to cover the bill, the corporation may proceed to collect the balance in the usual way provided by law for collection of debts.
- (C) Service disconnected for nonpayment of bills will be restored only after bills are paid in full and a reconnect charge of \$50.00 for first offense and \$100.00 for customers after first offense.
- (D) The corporation reserves the right to discontinue its service without notice for the following additional reasons.
 1. To prevent fraud or abuse.
 2. Consumers willful disregard of the corporations rules
 3. Emergency repairs
 4. Insufficiency of water supply due to circumstances beyond the corporations control.

5. Legal processes
6. Direction of public authorities
7. Strikes, riot, fire, flood, accident or any unavoidable cause.

(E) The corporation may, in addition to prosecution by law, permanently refuse any consumer who tampers with a meter or other measuring device.

XII. Complaints and adjustments

- (A) If the consumer believes their bill to be an error, they shall present their claim, in person, at the office of the Ford's Valley & Hwy. 278 Water Cooperative before the bill becomes delinquent, such claim, if made after the bill has become delinquent, shall not be effective in preventing discontinuance of service as heretofore provided. The consumer may pay such a bill under protest and said payment shall not prejudice his claim.
- (B) The corporation will make special meter readings at the request of the consumer. **One free re-read per calendar year** is allowed per account and **after that each reread is \$25.00**. If the customer requests his/her meter to be reread and the reading was correct, a \$25.00 fee will be charged. If the meter was read incorrectly there will be no charge.
- (C) Meters will be tested at the request of the consumer upon payment to the corporation of the actual cost of making the test.
- (D) If the seal of a meter is broken by someone other than the corporation's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his/her previous bills and/or other proper data.

XIII. Eligible Seniors

- (A) Customers who are 65 years of age or older with a household income below \$15,000 will be eligible for a reduced minimum bill of \$16.00 for the first 2000 gallons of water. The customer Must bring in the latest copy of his/her income tax return showing the gross income for the year to be eligible. Those customers who do not file income tax returns will not be eligible. This must be renewed each year in order for the customer to continue getting the reduced rate.

XIV. Miscellaneous Fees:

Use of debit/credit card (This is for the card machine company)	\$3.00
Fee for returned check	\$30.00
Fee for Tampering 1st Offense	\$100.00
Fee for Tampering 2nd Offense	\$250.00