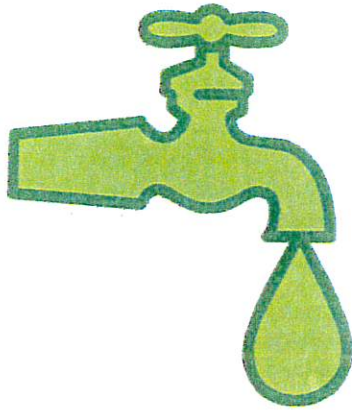


CHATOM UTILITIES



SERVICE RULES AND REGULATIONS

III. APPLICATION FOR SERVICE

- A. The consumer will make application for service with the office of Chatom Utilities and at the same time make the necessary payments as required.
- B. A Service Availability Charge of \$150.00 will be required of all consumers at the time of application for service. A \$50.00 connection fee will also be required to turn meter on.
- C. Any consumer with a previous delinquent account must pay said account in full before making application for water service.

IV. CHARGES FOR USERS AGREEING TO USE SERVICE

- A. Each consumer subscribing to use the service of the Chatom Utilities shall pay a tap fee or the actual cost of installation whichever is greater. (See chart below.) All services above 3/4" will be actual cost of installation including material and contract labor if necessary.

<u>SIZE SERVICE</u>	<u>TAP FEE</u>
5/8"	\$450.00 – short side
5/8"	\$900.00 – long side

- B. No Service Availability Charge shall be required for separate meters used solely for sprinkler suppression system and from which there is no daily usage of water whatsoever. The owner/user or entity receiving this service from such meter shall pay to Chatom Utilities the minimum monthly water rate charge predicated on the size of the meter selected by the customer, for each and every month while said meter is installed.

V. MINIMUM CHARGES

- A. The minimum charge, as provided in the rate schedule, shall be made for each connection subscribed for under the provisions of IV.A. above.
- B. Chatom Utilities shall not under any condition furnish water free of charge to anyone.

VI. UTILITIES' RESPONSIBILITY

- A. Chatom Utilities reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross-connection or backflow.
- B. 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 therefore, 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. Chatom Utilities will provide a like valve on its side of such meter, to be used by Chatom Utilities only.
- 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 any local building codes and in full compliance with the regulations of the State Health Department.

- D. Water furnished by Chatom Utilities shall be used for consumption by the consumer, members of his household and his 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 or any other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.
- E. All premises having auxiliary water supply, should have air gap separation, or a reduced pressure principle back flow prevention device.

For all premises where there is water or substances that could be objectionable but not hazardous to health, there must be a double check valve or approved vacuum breaker installed as determined by the Utilities Director.

For all premises where there are any materials dangerous to health, which is handled in such fashion as to create an actual or potential hazard, there must be installed an approved reduced pressure principle backflow prevention device.

Chatom Utilities should be notified if there are any changes in water usage.

ALL THE FOREGOING SHALL BE IN ACCORDANCE WITH PUBLIC LAW 805 AND 22-23-30 CODE OF ALABAMA 1975 AND SAFE DRINKING WATER ACT OF 1977 AS AMENDED AND THE SBCCI STANDARD CODES, 1985 EDITION REVISED PROCEDURES ADOPTED THE 4TH DAY OF JANUARY, 1988.

VIII. ACCESS TO PREMISES

- A. Duly authorized agents of the Authority shall have access at all reasonable hours to the premises of the consumer for the purpose of installing or removing Chatom Utility property, inspecting piping, reading and testing meters, or for any other purpose in connection with the Chatom Utilities service and facilities.

IX. CHANGE OF OCCUPANCY

- A. Not less than 3 days notice must be given in person or in writing, at the Chatom Utilities 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 longer.
- C. The new occupant must apply for water service within 48 hours after occupying the premises. Failure to do so will make the new occupant liable for the water consumed since the last meter reading.

X. METER READING/BILLING/COLLECTING

- A. Reading
 - 1. Meters will be read monthly, but Chatom Utilities reserves the right to vary the dates or length of period covered, temporarily or permanently, if necessary or desirable.
- B. Billing
 - 1. Bills will be rendered monthly, but Chatom Utilities reserves the right to vary the dates or length of period covered, temporarily or permanently, if necessary or desirable.

2. Bills for water will be figured in accordance with the rate schedule approved by the Board of Directors of Chatom Utilities and will be based on the amount consumed for the period covered by the meter readings, except where a consumer orders turn off less than one month after turn on, the minimum bill to such consumer for such period shall be equal to the minimum charge for one full month's service.
3. Reading from different meters will not be combined for billing.

C. Collecting

1. Bills shall be paid at place Chatom Town Hall.
2. Bills are due on the 15th day of each month. A \$5.00 penalty shall automatically be added to such bill if not paid by the 16th of each month. If the 15th falls on a non-business day then the next business day will become the billing date.
3. Failure to receive bills or notice shall not prevent such bills from becoming delinquent nor relieve the customer from payment.
4. Service will be discontinued on the next regular business day following the 16th day of each month for accounts in arrears for more than 30 days.

XI. SUSPENSION OF SERVICES

- A. When services are discontinued and all bills have been paid, the Service Availability Fee, if any, will be refunded, subject to the provisions of paragraph IX.B.
- B. Upon discontinuance of service for non-payment of bills, the service availability charge, if any, will be applied by Chatom Utilities toward settlement of the account. Any balance amounting to \$1.00 or more will be refunded to the customer, but if the security deposit is not sufficient to cover the bill, Chatom Utilities may proceed to collect the balance in the usual way provided by law for collection of debts.
- C. Service disconnected for non-payment of bill will be restored (during normal business hours) only after all bills are paid in full, including a \$50.00 reconnect charge for each meter disconnected.

Service will be discontinued upon receipt of returned check. A fee of \$30.00 shall be charged for a check with insufficient funds. A reconnection fee of \$50.00 will also be charged.
- D. Chatom Utilities reserves the right to discontinue its service without notice for the following reasons:
 1. To prevent fraud or abuse.
 2. Consumer's willful disregard to Chatom Utilities' rules.
 3. Emergency repairs.
 4. Insufficient water supply due to circumstances beyond Utilities' control.
 5. Legal processes.
 6. Strike, riot, fire, flood, accident, or any unavoidable cause.

7. Direction of public authorities.
 8. The occurrence of any act which, in the opinion of Chatom Utilities, would be a violation of Section 13A-8-23 of the Code of Alabama as last amended. Neither Chatom Utilities nor its directors, employees, or agents shall be liable to the customer for a determination that an act of a customer would be or is in violation of said Section 13A-8-23 so long as said determination is made in good faith by said directors, employees, or agents.
 9. Any occurrence within the customer's piping system that results in major waste of water and or consumption of water, i.e. break in line; major leak (To be determined by water system employees)
- E. Any damage from any source to a meter, meter box, service line or locking device serving a customer whether committed by that customer or not, shall be the full responsibility of the customer and the customer must pay the cost of repair or replacement of said item or items in full plus a fifty (\$50.00) fee to Chatom Utilities before service is restored. The cost of such damages will be determined by Utilities Superintendent. The Water Board may, in addition to prosecution by law, permanently refuse service to any customer who tampers with or damages a meter or any other measuring device.
- F. Should a landowner's service be disconnected by Chatom Utilities for any reason, Chatom Utilities shall not restore service to the subject property until all delinquent or past due charges and costs are paid. Should a renter or proposed renter of the subject property request service, Chatom Utilities will have no obligation to restore service to the existing meter(s) without full payment of all past due charges and costs. The proposed renter's only option will be to request the installation of and pay all charges for a new meter being set.
- G. Chatom Utilities may, in addition to prosecution by law, permanently refuse service to any customer who tampers with a meter or measuring device.

XII. COMPLAINTS – ADJUSTMENTS

- A. If the consumer believes his bill to be in error, he shall present his claim in person at the office of Chatom Utilities 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 bill under protest and said payment shall not prejudice his claim.
- B. All requests for adjustments will be reviewed by the Utilities Superintendent before any action or adjustment is taken.
- C. Chatom Utilities will make special meter readings at the request of a customer for a fee of \$20.00. However, if such special reading discloses that the meter was misread, no fee will be charged.
- D. Meters will be tested at the request of the consumer upon payment of a \$45.00 fee to Chatom Utilities for the actual cost of making the test. However, if the meter is found to register beyond +/- 2% of the correct volume, no fee will be charged.

- E. If the seal of a meter is broken by anyone other than Chatom Utilities employees 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 the consumer's previous bills and/or other data at the option of Chatom Utilities.
- F. Unauthorized use of a hydrant shall be prosecuted.

XIII. NOTICE OF MEETINGS OF THE BOARD

- A. The board meets in regular session on the 2nd Tuesday of each month at 6 p.m. at the Chatom Town Hall. Notices of special meetings are posted at the Utility office at least 48 hours prior to the meeting.
- B. Anyone wishing to appear before the Board must have their name and nature of their request placed on the agenda at least 3 working days prior to the meeting.

If any member of your organization has any questions whatsoever concerning this policy, please feel free to attend any meeting of Chatom Water Board.

