Warren County Public Utilities
Rules and Regulations

1. CLASSIFICATION OF SERVICE
   A. Residential & Churches
   B. Other (Schools and Commercial users)
2. RATE SCHEDULE AND TAP-ON FEES
   A. All water rates and tap fees shall be those most recently adopted by the Warren County Board of Commissioners and a schedule of same shall be available upon request at the Warren County Water Office.
   B. Water service to any separate structure shall require separate metering. A user is defined as house, mobile home, other residence or place of business; and each user must be metered separately.
   C. Blow-off taps will not be used by customers under any circumstances. All tap fees must be paid.
   D. Bulk customers may be allowed. Bulk customers will be determined on a case-by-case basis.
3. APPLICATION FOR SERVICE
   A. Service will be supplied only to those who have paid the tap fee and deposit.
   B. Application for service shall be made with the Warren County Public Works office.
   C. Application for service shall be accompanied by a water deposit of $125.00 or a water/sewer deposit of $150.00, and an Activation fee of $25.00 for new accounts and the appropriate tap-fee, if required.
   D. Deposits are refundable upon termination of service and settlement of all accounts.
   E. Deposits are non-interest bearing.
   F. Tap-on fees are non-refundable once taps have been installed and once installed, taps will not be relocated without payment of additional tap fee.
   G. All customers are required to make deposit with application for service.
   H. The individual in whose name the account is established shall be responsible for payment of all bills incurred in connection with the service furnished.
   I. Where the County finds that the request for a deposit refund is questionable, the County may require the refund applicant to produce the deposit receipt properly endorsed.
   J. The County may reject any application for service if the County cannot provide a service at a standard cost or if said service may affect the supply of water to existing customers, or for any other good and sufficient reasons deemed necessary by the Board of Commissioners.
   K. The County may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location. When a member of the household has been served water and has not paid for same, the County shall not be required to render service to any other member at said location where the water was used until said water bill has been paid. When all members of the same household move to a new location, service will not be rendered under the name of a different household member until all previous bills have been paid.
   L. For violation of any of the provisions of these rules relating to application for service, the County may at the expiration of thirty days from the date of mailing a written notice to the last known address of the Consumer, discontinue service. Any applicable fees will be charged for reinstatement of services.
4. INITIAL OR MINIMUM CHARGE
   A. All customers that signed up for a tap during the early incentive sign up offer and have subsequently received a meter tap during construction, shall have a maximum of 90 days to connect to the County water system, once water is available for use. After this time period has elapsed a $12.00 monthly charge shall be levied until such time as the connection is made. **Upon connection to the water system, the customer must remain a water user for a period of 12 months before discontinuing water service. Discontinuation of water service prior to 12 months will result in resumption of the $12.00 monthly charge until such time as connection is restored.**
   B. The initial or minimum charge, as provided in the rate schedule, shall be made for each meter installed and connected, regardless of location. Each meter requires a separate meter reading sheet, and each meter reading sheet shall cover a separate and individual account.

C. 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. Each commercial unit and each storeroom or stall used for business purposes, shall be metered separately from any residential use and vice versa, whether now in service or to be installed in the future.

5. COUNTY'S RESPONSIBILITY AND LIABILITY

A. The County shall run a service line from its distribution line to the property line where the distribution line runs immediately adjacent and parallel to the property to be served, and for which a tap-on fee and meter then in effect will be charged. All services and meters shall remain on State right-of-way or County right-of-ways and easements.

B. The County may install its meter at the property line or at the County's option, on the consumer's property or in a location mutually agreed upon.

C. When two or more meters are to be installed on the same premises for different consumers they shall be closely grouped and each clearly designated to which consumer it applies.

D. The County does not assume the responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore.

E. The County reserves the right to refuse service unless the consumer's line or piping is installed in such manner as to prevent cross-connections or backflow and multiple hook-ups. **Under no conditions shall cross-connections with the County System be permitted. The County reserves the right to inspect the customer's well or outside water flow apparatus to ensure cross-connections and multiple hookups are not present. Violation of this regulation may be considered tampering with a public water supply, carrying with it a minimum of $100.00 fine.**

F. The County shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises, unless such damage results directly from negligence on the part of the County. The County shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures or appliances on the consumers premises. The County shall not be responsible for negligence of third persons
or forces beyond the control of the County resulting in any interruption of service.

G. Under normal conditions of scheduled maintenance, the consumer will be notified of any anticipated interruption of service. Emergency repairs and unscheduled maintenance, may cause service disruption, for which the customer may not be notified.

H. The County will cut off service to any customer that is past due in payment of the monthly bill or whose pipes are busted from freeze or other damage from the meter through the house if the pipes or lines are not repaired immediately. A service charge of $25.00 will be charged to cut the water back on.

I. The County shall not be liable for damages of any kind to household appliances to include refrigerators, ice-makers, hot water heaters as well as hot water furnaces, if service is discontinued for non-payment of bill.

J. The County shall not be liable for any damages to household appliances to include hot water heaters, icemakers, refrigerators as well as hot water furnaces as a result of water being turned off to make emergency repairs to lines, tanks and pumps after an attempt has been made to notify the customers.

6. CONSUMER'S RESPONSIBILITY

A. Piping on the consumer's premises must be so arranged that the connections are conveniently located with respect to the County lines or mains.

B. If the customer's piping on consumer's premises is so arranged that the County is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.

C. Where meter is placed on premises of a consumer, a suitable place shall be provided by consumer for placing such meter-unobstructed and accessible at all times to the meter reading.

D. The County recommends that the consumers shall furnish and maintain a private cutoff valve on the consumer's side of the meter; the County to provide a like valve on the County's side of meter or within the meter.

E. 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 the County's rules and regulations and in full compliance with the sanitary regulations of the State Board of Health. **IN NO INSTANCE SHALL A CROSS CONNECTION BE ALLOWED**.

F. The consumer shall guarantee proper protection for the County's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the County.

G. In the event that any loss or damage to the property of the County or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his agents or employees, the cost of the necessary repairs or replacements shall be paid by the consumer to the County and any liability otherwise resulting shall be assumed by the consumer.

H. The amount of such loss or damage or the cost of repairs shall be added to the consumer's bill; and if not paid, service shall be discontinued by the County.

7. EXTENSIONS TO MAINS AND SERVICES

A. Water distribution lines to serve undeveloped or private subdivisions will be handled as follows:

1. The developer, at his expense will submit for reviews and approval by the County, its engineer and the State Board of Health.

2. The developer, at his expense will install the lines in accordance with the approved plans.

3. Upon completion of the new extension, the developer may deed the complete facility, to include all rights of ways, easements, permits, franchises and authorizations or other instruments needed, for the operation and maintenance of the facility, to the County. The County will not reimburse the developer for the extension.

8. ACCESS TO PREMISES

A. Duly authorized agents of the County shall have access at all reasonable hours to the premises of the consumer for the purpose of installing or removing County's property, inspecting piping, checking for cross-connections, checking for multiple hookups, reading or testing meters or for any other purpose, in connection with the County's service and facilities.

B. Each consumer shall grant or convey or shall cause to be granted or conveyed, to the County a perpetual easement and right of way across any property owned or controlled by the consumer wherever said perpetual easement and right of way is necessary for the County water facilities and lines so as to be able to furnish service to the customer.

9. CHANGE OF OCCUPANCY

A. Not less than three days notice must be given in person or in writing, at the Water Department, to discontinue service for a change in 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.

10. METER – READING – BILLING – COLLECTION

A. Meters will be read and bills rendered monthly; but the County 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 County's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter readings.

C. Charge for service commences when the meter is installed, whether used or not.

D. Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be allowed for hook-up on initial installation of the water system.

E. Bills are due when rendered and become delinquent at 4:30pm on the due date. If payment is not received in the Public Works office by 4:30pm on the due date, a late charge of $25.00 will be added to the account. Service is subject to be disconnected within 24 hours after the due date.

F. Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from payment.

G. There will be a $25.00 service charge on all checks returned in the water department.

11. SUSPENSION OF SERVICE

A. When services are discontinued and all bills paid, the deposit will be refunded.

B. Upon discontinuance of service for nonpayment of bills, the deposit will be applied by the County toward settlement of the account. Any balance will be refunded to the consumer; but if the deposit is not sufficient to cover the bill, the County may proceed to collect the balance in the usual way provided by law for the collection of debts.

C. Service discontinued for nonpayment of bills will be restored only after the customer's balance is paid in full. Service will be re-connected within 24 hours of receipt of payment.

D. The County 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 County's rules.
3. Emergency repairs,

4. Insufficiency of supply due to circumstances beyond the County's control.
5. Legal processes.
6. Direction of public authorities
7. Strike, riot, fire, flood, accident or any unavoidable cause.

E. The County may, in addition to persecution by law, permanently refuse service to any customer who tampers with a meter or other measuring device. Tampering also carries with it a minimum of $100.00 fine or cost of repair.

12. COMPLAINTS – ADJUSTMENTS

A. If the consumer believes his bill to be in error, he shall present his claim in person, at the County Water and Sewer Department Billing Office 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. The County will make special meter readings at the request of the consumer. If such special reading discloses that the meter was misread, a bill may be adjusted or a credit may be applied to the next bill.

C. Meters will be tested at the request of the consumer upon payment to the County of the actual cost to the County of making the test provided; however, that if the meter is found to over-register beyond 3 per centum of the correct volume, no charge will be made.

D. If the seal of a meter is broken by other than the County'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 previous bills and/or from other proper data.

13. ABRIDGEMENT OR MODIFICATION OF RULES

A. No promise, agreement or representation of any employee of the County shall be binding upon the County except as it shall have been agreed upon in writing, signed and accepted by the acknowledged representative of the County.

B. No modification of rates or any of the rules and regulations shall be made by any Agent of the County.

14. ADOPTION OF RULES AS AMENDED

Until further order of the Board of Commissioner of Warren County, North Carolina, the rules and regulations as the same are hereinabove set out, are hereby adopted as the date hereof to become effective on and after July 1, 2016.

Barry Richardson, Warren County Board Of Commissioner

Date 7-11-2016

Angelena Kearney-Dunlap
Clerk of the Board

Date 7-12-2016