

**RULES AND REGULATIONS OF
CHOWAN COUNTY WATER SYSTEM
EDENTON, NORTH CAROLINA**

Revised July 10, 2020

- I. All services are classified under one category to include residential, schools, churches, and commercial users.

II. RATE SCHEDULE AND TAP-ON FEES:

RATE SCHEDULE:

- (1) REGULAR RESIDENTIAL AND COMMERCIAL CUSTOMERS:
First 2,000 gallons, flat rate of \$14.00
Over 2,000, \$7.00 per thousand gallons

- (2) Trailer Courts and Multi-dwelling units served through one meter:
Trailer Court shall mean any rental or sale of trailer spaces or trailers for any purpose. These installations shall be billed as per the County's regular published rates.

- (3) Trailer Court and Multi-dwelling water service size to be required:
 - a. $\frac{3}{4}$ " service – 1 trailer
1" service – 2-5 trailers
2" service – 6-20 trailers
 - b. Cost of service to be paid by owner

- (4) FIRE PROTECTION
 - (1) Sprinkler heads - \$.08 per head per month

- (5) AFTER HOURS SERVICE CALLS

All calls after 4:30 pm Monday-Friday and all national holidays will be subject to a \$50.00 service fee.

III. APPLICATION FOR SERVICE:

- A. Service will be supplied only to those who have made applications and have paid the deposit.
- B. The Consumer will make application for service, in person, at the office of the County Water System and at the same time make the deposit guarantee required below.
- C. The County may reject any application for service not available under a standard rate or which involves excessive service cost, or which may affect the supply of service to other customers or for other good and sufficient reasons.
- D. 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, provided that when the owner of the premises has been served water and has not paid for the same, the County shall not be required to render service to anyone at said location where the water was used, until said water bill has been paid.
- E. For violation of any of the provisions of these rules relating to application for service, the County may at the expiration of fifteen days after mailing a written notice to the last known address of the Consumer, remove the meter and discontinue service. Where the meter is thereafter re-installed the Consumer shall first pay to the County a re-installation charge of \$50.00.

IV. DEPOSIT:

- A. There will be no deposit required for property owners. However, a tenant shall require a minimum cash deposit of \$75.00, refundable without interest upon termination of service with a zero (\$0) balance account.
- B. After satisfactory payment of outstanding water bills the remainder if initial Deposit shall be refunded to the subscriber.
- C. The individual in whose name the deposit is made shall be responsible for payment of all bills incurred in connection with the service furnished.

- D. A separate deposit is required for each meter installed.
- E. The deposit receipt is not negotiable and can be redeemed only at the County Water System.
- F. Where the County finds that the request for a guarantee deposit refund is questionable, the County may require the applicant for refund to produce the deposit receipt properly endorsed.

V. INITIAL OR MINIMUM CHARGE:

- A. The initial or minimum charge, as provided in the rate schedule, shall be made for each meter installed, regardless of location. Each meter requires a separate meter reading sheet, and each meter reading sheet shall cover a separate and individual account.
- B. In resort areas where service is furnished to a Consumer during certain months only, the minimum charge per service for the period of non-use shall be the regular minimum as set out in the published rates of the County.
- 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. All commercial use including storerooms and stalls 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.

VI. 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 then in effect for each size of meter will be charged.
- 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 clearly designated to which Consumer it applies.
- D. The County reserves the right to inspect the Consumers service piping but does not assume the responsibility of inspecting the Consumer's piping or apparatus and will not be responsible therefore.

- E. Under no conditions shall inter-connections with the County System be permitted.
- 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 Consumer's premises. The County shall not be responsible for negligence of third persons or force beyond the control of the County resulting in any interruption of service.
- G. Under normal conditions, the Consumer will be notified of any anticipated interruption of service.

VII. 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's lines and mains.
- B. If the Consumer's piping on the 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 reader.
- D. The Consumer should furnish and maintain a private cut-off valve on the Consumer's side of the meter; the County to provide a like valve on the County's side of 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 in full compliance with the sanitary regulations of the State Board of Health.
- F. The Consumer shall guarantee proper protection for the County's property placed on the Consumer's property 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 person or property is caused by or results from 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 may be discontinued by the County.
- I. It shall be the Consumer's responsibility to notify the Chowan County Water Department before allowing any flow test on sprinkler systems.
- J. High volume pumps shall not be connected to or operated from a fire hydrant and/or water line except by personnel of either the Edenton Fire Department or the Center Hill Crossroads Fire Department and then only to fire hydrants located on mains six inches in size or greater having a green, red, or silver painted top. Fire Department personnel shall maintain a minimum of five (5) pounds per square inch positive pressure on the County Water System at all times high volume pumps are being utilized. By allowing these connections the County does not guarantee in any manner the availability of water for fire protection.

VIII. EXTENSIONS TO MAINS AND SERVICES:

- A. The County may construct extensions to its water lines to points within its service area but the County shall not be required to make such installations unless the Consumer makes application for service and advances to the County the entire cost of the installation.
- B. All line extensions shall be evidenced by contract signed by the County and the person advancing funds for said extension, but each contract shall be null and void unless approved by the County Board of Commissioners.
- C. No refund shall be made from any revenue received from any lines leading up to or beyond the particular line extension covered by contract.
- D. Water distribution lines to serve undeveloped subdivisions will be handled as follows:
 - (1) The developer will submit plans for review and approval by the County, its engineers, and the State Board of Health.
 - (2) The developer will install the lines in accordance with the approved plans
 - (3) Upon completion of the new extension, the developer will deed the right-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.

IX. 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 property, inspecting piping, 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 Consumer.

X. CHANGE OF OCCUPANCY:

- A. Not less than three days notice must be given in person or in writing, at the County's 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.

XI. BILLING – COLLECTIONS

- A. 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.
- B. Charge for service commences when meter is installed and connection made, whether used or not, for a minimum period of two years.
- C. Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be for the same or different premises, or for the same or different services.
- D. Bills are due when rendered and become delinquent on the 26th day of the month, whereupon a penalty of 10% will be added; if not paid by 5:00pm on the 25th day of the following month or the first business day, service will be discontinued and the total bill plus a \$50.00 fee will be applied. Payment by cash, certified check, money order or credit card using the phone number on the bill only. Reconnections will be based on priorities and best efforts will be made to reconnect service within 3 business days.
- E. Failure to receive bills or notices shall not prevent such bill from becoming delinquent or relieve the Consumer from payment.

XII. 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 bills are paid in full, redeposit made and a service charge of \$50.00 paid for each meter reconnected.
- D. The County reserves the right to discontinue its service without notice for the following additional reasons:
 - (1) To prevent fraud or abuse.
 - (2) Consumer's 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 prosecution by law, permanently refuse service to any Consumer who tampers with a meter or other measuring device. A tampering restoration fee of \$500.00 plus the cost of any water usage will be charged to the customer prior to reconnection.

XIII. COMPLAINTS – ADJUSTMENTS

- A. If the Consumer believes his bill to be in error, he shall present his claim, in person, at the County 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 reading at the request of the Consumer for a fee of \$25.00 provided, however, that if such special reading disclosed that the meter was over read, no charge will be made.
- C. Meters will be tested at the request of the Consumers upon payment to the

County of \$25.00 plus shipping provided, however, that if the meter is found to over-register beyond four percent of the correct volume, no charge for the test 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.
- E. Leak adjustment – to allow an adjustment of 20% to that amount of gallons of water in excess of customers six months average bill. For example:
Billing with leak 30,000 gallons
Deduct average bill 5,000 gallons
25,000 gallons
From this deduct 20% 5,000 gallons
20,000 gallons
Add back average 5,000 gallons
Bill customer 25,000 gallons

XIV. ABRIDGEMENT 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 officers of the County.
- B. No modification of rates or any of the rules and regulations shall be made by any agent of the County.

XV. ADOPTION OF RULES

ADOPTED by Chowan County Water Department through authority delegated by the Chowan County Board of Commissioners.