

SERVICE RULES AND REGULATIONS



256-355-3746

AMENDED OCTOBER 2018

WEST MORGAN-EAST LAWRENCE WATER & SEWER AUTHORITY

SERVICE RULES AND REGULATIONS

I. TYPES OF SERVICES

- (A) The rate schedule set forth below contemplates a single user, such as a one family dwelling, one farm dwelling with appurtenances, or one commercial operation.
- (B) Extraordinary circumstances, such as multiple unit dwellings, subdivision extensions industrial users, shall be governed by special contract agreements made by the Board of Directors.

II. WATER RATE ADJUSTMENT EFFECTIVE OCTOBER, 2017

BASE METER MONTHLY FEE

5/8"	Base Rate	\$ 9.20 PER MONTH
1"	Base Rate	\$ 12.32 PER MONTH
2"	Base Rate	\$ 66.40 PER MONTH
3"	Base Rate	\$ 76.80 PER MONTH
4"	Base Rate	\$ 82.00 PER MONTH
6"	Base Rate	\$128.80 PER MONTH
8"	Base Rate	\$191.20 PER MONTH
10"	Base Rate	\$264.00 PER MONTH

Consumption Charge (per 100 gallons)		
Block Range (Gallons)		
FIRST	2,000 gallons	0.4490
NEXT	8,000 gallons	0.8112
NEXT	10,000 gallons	0.7250
NEXT	10,000 gallons	0.6847
NEXT	20,000 gallons	0.4760
NEXT	100,000 gallons	0.3750
NEXT	350,000 gallons	0.3115
NEXT	500,000 gallons	0.3000
NEXT	1,000,000 gallons	0.2900
NEXT	8,000,000 gallons	0.2330
NEXT	10,000,000 gallons	0.2100
OVER	20,000,000 gallons	0.2040

A line item of \$0.01 per hundred gallons will be added to the customer's bill for the Carbon Replacement Fund. (Amended the 4th day of January 2018.)

SEWER RATES ADJUSTMENT EFFECTIVE on February 01, 2018 Billing:

First 5,500 gallons	\$30.50
All over	\$ 4.55 per thousand gallons

Seasonal sewage calculations are set up for residential accounts to determine a maximum amount of sewer to bill for the billing months of April to October. Calculations are made using the average of the sewer billing history for November thru March plus 25%.

III. APPLICATION FOR SERVICE

APPLICATION FOR WATER SERVICE

- (A) The consumer will make application for service with the office of the West Morgan-East Lawrence Water and Sewer Authority and at the same time make the necessary payments as required. (Amended the 15th day of April 2003)
- (B) A non-refundable Account Origination Fee of **\$100.00** will be required of all consumers at the time of application for service. (Amended the 1nd day of May 2018)

APPLICATION FOR SEWER SERVICE

- (A) The consumer will make application for service with the office of the West Morgan-East Lawrence Water and Sewer Authority and at the same time make the necessary payments as required.
- (B) A non-refundable Account Origination Fee of **\$100.00** will be required of all consumers at the time of application for service. (Amended the 1nd day of May 2018)
- (C) The owner of a trailer park or multi-dwelling for more than one family will be billed at a multiple hook up based on the number of units. (occupied or not.) (Amended the 1st day of February 2018.)
- (D) System Development Charge, effective November 3, 2016

Any industrial customer requesting connection to the water and/or sewer system and requiring a meter larger than 1" shall pay a System Development Charge according to the following schedule:

- \$5 per gallon per day of requested capacity for water service plus the actual cost of meter installation
- \$10 per gallon per day of requested capacity for sewer service

Should the customer's actual usage in any one billing cycle exceed the initial requested capacity, additional System Development Charges will become due.

System Development charges for industrial sewer service may vary based on the industrial discharge constituents.

IV. CHARGES FOR USERS AGREEING TO USE SERVICE

- (A) Effective June 1, 2003 each consumer subscribing to use the service of the Authority shall pay a tap fee or the actual cost of installation whichever is greater. (See chart below) Post hydrants and fire hydrants will be installed at cost. (Amended the 1st day of February 2018)

<u>WATER</u>	<u>SIZE SERVICE</u>	<u>TAP FEE</u>
	¾"	\$ 805.00
	1"	\$1,000.00
<u>SEWER</u>	<u>SIZE SERVICE</u>	<u>TAP FEE</u>
	All Sizes	\$100.00

- (B) Water Availability fee effective May 01, 2012:

¾" w/backflow	\$ 920.00	3" meter install	\$ 9,900 plus cost
1" w/backflow	\$1,200.00	4" meter install	\$13,200 plus cost
2" w/backflow	\$5,250.00 plus cost	6" meter install	\$36,000 plus cost

Long side sets are cost plus available fee
Fire hydrant installation is at cost.
Lower or raise meter for landscaping is \$500.00

Sewer Availability Fee

¾" \$1,280.00	2" \$1,800.00
\$1,730.00 Trinity Customers	3" \$2,700.00
1" \$1,280.00	4" \$4,000.00
\$1,730.00 Trinity Customers	6" \$5,900.00

Industrial Availability Fee to be determined based on discharge.

- (C) There will be a **\$30.00** per month base charge for fire flow meters for public schools and churches.
- (D) West Morgan – East Lawrence Water and Sewer Authority shall, at the request of any prospective customer, finance the then existing availability fee and tap fee required to establish service at four percent (4%) simple interest for up to twenty-four months (24). The fee shall be amortized, with interest, over the initial (24) month service period by adding the monthly figure for its amortization to the monthly water or sewer charge from the Authority. In the event the property is sold by the owner thereof during the twenty-four month period, then the remaining debt for the financing availability fee and tap fee shall remain due on the account until the same, with interest, is paid in full. The customer agrees, should the property be sold, to inform the new purchaser of the existence of the indebtedness.
- (E) No availability fee shall be charged for separate meters used solely for fire protection and from which there is no daily usage of water whatsoever. The owner/user or entity receiving fire protection service from such meter shall pay to West Morgan Lawrence Water and Sewer Authority a sum 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. (Amended the 19th day of February 2002)
- (B) Except for fire protection, the Authority shall not under any condition furnish water free of charge to anyone.
- (C) There will be no minimum charge for a 2" meter. Only a base plus usage charge. (Amended the 1st day of October 2015)
- (D) Minimum charge for the county owned parks will be based on a minimum of 5000 gallons per month.

VI. LEAKS: Residential

In order to qualify for a leak adjustment, the customer must take the following steps:

1. A request for a leak adjustment must be made in person, at the WMELWSA office in Mud Tavern, by the account holder, who must present a picture ID.
2. In order for an adjustment to be made, the amount of water billed for the period must exceed the account holder's six-month average water use by a factor of three. (Example: If the account holder's six-month average use is 1,000 gallons per cycle, the bill must be for 3,000 or more gallons.)

3. If 6-month data is unavailable, then the bill must be for usage in excess of 12,600 gallons for the cycle. This amount represents three times the system's average residential usage which is 4200 gallons per cycle.
4. Only one adjustment per service address per 36-month period will be allowed.

Additional policy information:

1. A leak is defined here as water that was delivered through the meter to the customer but that the customer did not use for any purpose.
2. Excess water usage that does not exceed 3 times the customer's average water use for the past six months shall not be deemed a leak for purposes of an adjustment.
3. The Authority, at its option, may inspect the repaired leak before the adjustment will be made.
4. The adjustment will be for no more than two billing cycles in any one occurrence per 36 months period. The 36-month period begins at first occurrence.
5. The adjustment will be a reduction to the average monthly usage for the past six months plus \$2 per thousand for all water leaked over the average.

VII. AUTHORITY'S RESPONSIBILITY

- (A) The Authority may make connections to service other properties not adjacent to its lines upon payment of reasonable costs for the extensions of its distribution lines and may be required to render service.
- (B) The Authority may install its meter at or near the property line or, at the Authority's option, on the consumer's property within 3 feet of the property line.
- (C) The Authority 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.
- (D) Under normal conditions, the consumer will be notified of any anticipated interruption of service.

VIII. CONSUMER'S RESPONSIBILITY

- (A) All meters, service connections to the meter, and other equipment furnished by Authority shall be, and remain, the property of the Authority. Customers shall provide a space for and exercise proper care to protect the property of the Authority on Customer's premises, and, in the event of loss or damage to Authority's property arising from neglect by Customer to care for same, the cost of the necessary repairs or replacements shall be paid by Customer. (July 13, 2017)
- (B) 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.
- (C) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter. The authority will provide a like valve on its side of such meter, to be used by the Authority only.

- (D) 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 Authority's rules and regulations and in full compliance with the regulations of the State Health Department.
- (E) Water furnished by the Authority 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, fire protection 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.
- (F) All premises having auxiliary water supply, should have air gap separation, or a reduced pressure principle back flow prevention device, (determined by Board)

For all premises where there is water or substances that could be objectionable but not hazardous to health, double check valve or approved vacuum breaker, (determined by Board)

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, install approved reduced pressure principle backflow prevention device.

The Water Authority should be notified if there are any changes in water usage.

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

IX. 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, maintaining or removing Authority property, inspecting and installing piping considered by the Authority to be necessary or prudent for proper water distribution, reading, relocating and testing meters or for any other purpose the Authority shall deem necessary or prudent in connection with the Authority's service and facilities. The Authority shall make every effort to disturb consumer's property as little as possible when implementing these items but shall have no duty to return the same to its original condition and contours.
- (B) Extensions of the system shall be made only when the consumer shall grant or convey to the Authority, or shall cause to be granted or conveyed to the Authority, a permanent easement or right of way across any property traversed by the water lines.

X. CHANGE OF OCCUPANCY

- (A) Not less than 3 days notice must be given in person or in writing, at the Authority 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 him liable for the water consumed since the last meter reading.

XI. METER READING-BILLING-COLLECTING

(A) Reading

Meters will be read monthly, but the Authority 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 the Authority 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 the Authority 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. Readings from different meters will not be combined for billing.

(C) Collecting

1. Bills shall be paid at the place specified by the Board, (Amended the 19th day of February 2002)
2. Bills are due when rendered, delinquent after 10 days, and a 20% penalty shall automatically be added to such bills if not paid within said 10-day period.
3. Delinquent notices may be mailed to the customer 10 days after the regular monthly billing date, but whether or not mailed, if payment is not received in the office within 10 days after the late charge date, service may be discontinued. (Amended the 25th day of April 2015)
4. Failure to receive bills or notice shall not prevent such bills from becoming delinquent nor relieve the customer from payment.

XII. SUSPENSION OF SERVICES

- (A) When services are discontinued and all bills have been paid, the security deposit, if any, will be refunded, subject to the provisions of paragraph X (B).
- (B) Upon discontinuance of service for non-payment of bills, the security deposit, if any, will be applied by the Authority 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, the Authority may proceed to collect the balance in the usual way provided by law for collection of debts. This paragraph does not apply to customers without a security deposit.
- (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 \$35.00 disconnect charge and a \$35.00 reconnect charge for each meter disconnected; plus, any such security deposit that may be required by the Authority.
- (D) Water Authority reserves the right to discontinue its service without notice for the following reasons:
 1. If a customer's water has been locked off and stays off for one week, the customer will be finalized and a new account origination fee will be charged as well as amount owed on customer's account.

2. To prevent fraud or abuse.
 3. Consumer's willful disregard to Water Authority's rules.
 4. Emergency repairs.
 5. Insufficient water supply due to circumstances beyond West Morgan-East Lawrence Water and Sewer Authority's control.
 6. Legal processes.
 7. Strike, riot, fire, flood, accident or any unavoidable cause.
 8. Direction of public authorities.
 9. The occurrence of any act which, in the opinion of the Board of Directors of the Authority, would be a violation of Section 13A-8-23 of the Code of Alabama as last amended. Neither the Authority 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.
 10. Should any person, firm or other entity be deemed by the Directors or any employee or agent of the Authority to have committed any act giving rise to a discontinuance of service under the provisions of XII (D) 1,2 or 8, then in order to obtain service restoration, there shall first be paid the Authority a **\$160.00 administrative charge and a \$30.00 service charge, all delinquent charges and any additional costs incurred by the Authority.** (Amended the 21st day of August 2001).
- (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 seventy-five dollars (**\$75.00**) fee to the Water Authority before service is restored. The cost of such damages will be determined by the Water Manager. 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)
- (F) Should a landowner's service be disconnected by the Water Authority for any reason, the Water authority shall not restore service to any part of the subject property until all delinquent or past due charges and costs are paid. (July 13,2017)

XIII. COMPLAINTS – ADJUSTMENTS

- (A) If the consumer believes his bill to be in error, he shall present his claim in person at the office of the Authority 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 request for adjustments will be reviewed by the Water Manager before any action or adjustment is taken.
- (C) Adjustments to water bills as a direct result of air in lines due to main line breaks will be made by the Water Manager without Water Board approval.
- (D) Water Authority will make special meter reading at the request of a customer for a fee of \$20.00 provided, however, that if such special reading discloses that the meter was over-read, no fee will be charged. (Amended the 19th day of February 2002)
- (E) Meters will be tested at the request of the consumer upon payment of a **\$45.00** fee to the Water Authority for the actual cost of making the test, provided, however, that if the meter is

found to over-register beyond 3% of the correct volume, no fee will be charged. (Amended the 12th day of January, 2004)

- (F) If the seal of a meter is broken by other than Water Authority 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 his previous bills and/or other data at the option of the Authority. (Amended the 2nd day of October 1995)
- (G) The West Morgan-East Lawrence Water & Sewer Authority Board authorizes a **\$1,000** fee to be imposed for any unauthorized use of a fire hydrant. (Amended the 9th day of September 1996)
- (H) When funds are available line extensions shall be evaluated for total cost of the project. Project cost shall be calculated using a minimum of a 6" line, but cost estimates shall include the cost of larger lines when conditions require that lines larger than 6" be installed. Project costs shall be based on the current replacement costs of pipes, valves, fittings, labor, and associated hardware used to construct the line extension. Service connection fees shall be paid as outlined in the current Service Rules and Regulations as adopted by the Board of Directors of West Morgan-East Lawrence Water and Sewer Authority.

The total cost of projects for line extension shall be calculated and credit given of **\$2,500.00** per active residential meter on the extension, at the time of construction, not to exceed the total cost of the extension. Each customer required to pay part of the construction cost for a line extension along an existing county road will be refunded that cost, at a rate of \$2,500 per active meter added later. (Amended the 12th day of July 1999)

Line extensions shall be evaluated on a first come, first serve basis. Installation priority shall be based on date of payment of aid to construction. Line extensions which do not require an aid to construction payment shall be scheduled as soon as practical, but within the normal activities of the Authority. Extensions with aid to construction payment shall have priority over extensions paid for by the Authority or as directed by the General Manager. (Amended the 14th day of September 1998)

- (I) The Board of Directors of West Morgan-East Lawrence Water & Sewer Authority has instituted a policy concerning all fire hydrants in its service area. Please be advised as follows:
 - 1. All fire hydrants in the West Morgan-East Lawrence Water and Sewer Authority service area are the property of the West-Morgan-East Lawrence Water & Sewer Authority. No individual, group, or organization has the authority to use these fire hydrants without a meter attached. There is a \$250.00 service charge on all fire hydrants with the exception of fire protection. Also, there is a \$5,000.00 fee for any unauthorized use of West Morgan East Lawrence Water and Sewer Authority's fire hydrants. The charge as well as the water used will be billed to the customer. (Amended the 6th day of September 2018)
 - 2. Each fire hydrant will be subjected to a flow test annually. If your organization wishes to keep records of the flow test, please send the name, address and phone number of the person in your organization that will keep records. West Morgan-East Lawrence Water & Sewer Authority will install a water meter on the hydrant prior to the additional test and your organization will be charged for the water passing through the meter.
 - 3. If your organization wishes to flow test any meter in addition to the annual flow test performed by West Morgan-East Lawrence Water & Sewer Authority, you must secure permission prior to your flow test. While permission will be freely granted, an employee of the West Morgan-East Lawrence Water & Sewer Authority will install a water meter on the hydrant prior to the additional test and your organization will be charged for the water passing through the meter.
 - 4. Flow tests will be performed at a time to be set by the West Morgan-East Lawrence Water & Sewer Authority so that a diminution in pressure will not occur to the residential customers along the line on which the fire hydrant being tested is located.

5. No one, other than an agent or employee of the West Morgan-East Lawrence Water & Sewer Authority has authority to mark or cover any hydrant for any reason. If anyone in your organization discerns a problem with any hydrant, please notify the West Morgan-East Lawrence Water & Sewer Authority immediately.

If any member of your organization has any questions whatsoever concerning this policy, please feel free to attend any meeting of the Board of Directors of West Morgan-East Lawrence Water & Sewer Authority. (Amended the 13th day of April 1998)