

**CLEVELAND
COUNTY WATER
NORTH CAROLINA**



Cleveland County Water

Water Service Policies and Procedures

Adopted July 11, 2023

I. GENERAL RULES

A. LOCATION OF FACILITIES

No water facilities shall be installed under the provisions outlined herein and accepted for ownership and maintenance by the District except those in a dedicated public right-of-way or dedicated public easement.

B. OWNERSHIP

All water facilities and appurtenances, other than plumbing, when installed or accepted by the District, shall become and remain property of the District; and no person, by payment of a charge or fee, or by any construction of facilities accepted by the District, may acquire any interest or right in any of these facilities, or any portion thereof, other than the privilege of having their property connected thereto and service in accordance with these rules and regulations.

C. UNAUTHORIZED WORK ON SYSTEM

No unauthorized person shall tamper with, work on, or in any way alter or damage any District water facility. This shall include the opening and closing of valves, hydrants, or causing any water, not legally paid for, to flow from the system. No person except authorized employees or agents of the District shall cut into or make any connections to the system. The offending person or persons shall pay all costs attributable to such tampering, as well as being subjected to all penalties as prescribed by law.

D. RIGHT NOT TO ALLOW SERVICE

The payment of costs or fees, submitting of petition, service contract, or any other act requesting water service does not guarantee that such service shall be forthcoming. The District shall have the right to refuse to extend service upon any reasonable grounds and specifically for any use detrimental to the water system, non-payment of required fees, or if, in the sole opinion of the District, it is not economically feasible.

E. DISTRICT'S RESPONSIBILITY AND LIABILITY

The District 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 serviced, and for which a tap-on fee then in effect for each size of meter has been paid.

The District may install its meter at the property line or, at the District's option, on the consumer's property, or in a location agreed upon. When two or more meters are to be installed on the same premises for different consumers, they shall be closely grouped and each clearly identified as to which consumer it applies.

The District does not assume responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore. The District reserves the right to refuse service unless the consumer's line and piping are installed in such a manner as to prevent cross-connections or backflow.

The District 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 District. The District shall not be responsible for any damage done by or resulting from any defect in piping, fixtures or appliances on the consumer's premises. The District shall not be responsible for negligence of third persons or forces beyond the control of the District resulting in any interruption of service.

F. CONSUMERS RESPONSIBILITY

Piping on the consumer's premises must be arranged so that the connections are conveniently located with respect to the District's water lines. If the consumer's piping on consumer's premises is so arranged that the District is called upon to provide additional meters, each place of metering will be considered as a separate and individual account. Where meter(s) are placed on premises of a consumer, a suitable place shall be provided for the District such that meter(s) are always unobstructed and accessible for meter reading and maintenance.

The consumer shall furnish and maintain a private shut-off valve and if, the consumer deems it necessary, a pressure reducing valve on the consumer's side of the meter.

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 District's rules and regulations and in full compliance with the sanitary regulations of Cleveland County and the State of North Carolina.

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

- G. All meters shall be installed and owned by the District and the District reserves the right to remove, test, seal and interfere with the meter for causes deemed justifiable by the District.

No bypass around any meter shall be installed unless determined by the District to be necessary, and where such devices exist, the use of same shall be regulated by the District. Unauthorized use of any bypass may result in removal of meter as well as all other penalties, civil or criminal, provided by law.

H. INITIAL OR MINIMUM CHARGE

All monthly charges including the minimum charge and fees are charged in accordance with the adopted fee schedule. (Please refer to the current fee schedule for rates and charges.)

I. WATER LEAK ADJUSTMENTS

A water leak adjustment will be given once every three years for a water customer per address in accordance with the District's adopted Leak Adjustment Policy. The customer's adjustment will be based on an average of his/her monthly bills. The customer must complete and sign a water leak adjustment form stating that they did have a leak and it is now repaired.

II. SERVICE REQUIREMENTS AND REGULATIONS

A. APPLICATION FOR SERVICE

Service will be supplied to those who have access to water lines. Application shall be made in person at the District's office or online via the District's website. Applications for new water taps shall be made in person at the District's office unless extenuating circumstances are present. A deposit fee, an application fee, as well as a tap fee shall be paid as established in the fee schedule. No application will be taken without proof of ownership of property and a picture ID.

The District may reject any application for service not available under a standard rate or which involves excessive service cost. The District may reject any application where the person owes the District for service rendered at a previous location.

B. DEPOSIT (SECURITY)

All users of water are required to keep a deposit on file as established in the fee schedule. The individual, firm, partnership, or organization whose name the account shall be in shall make said deposit and shall be responsible for all bills and fees incurred in connection with the service furnished. A separate deposit is required for each separate account that is setup in the billing system. Upon termination of service, the deposit shall be refunded to the name on the account less and except any outstanding balance owed to the District. It is requested that all applicants provide a Social Security number for verification purposes. However, disclosure of your Social Security number is voluntary. Cleveland County Water is authorized to request this number under NC General Statutes 143-64.60(b) and 132-1.10(b) and (c). A Social Security number will be used only for collection of debts owed to Cleveland County Water. The failure to provide a Social Security number will result in a higher deposit as the cost of collecting a delinquent account is higher if the Social Security number is not readily available. The last four digits of the Social Security number may be used to verify identity before disclosing account information.

1. Rental Property - All users of water are required to provide the District with a rent receipt, copy of a lease that clearly shows the applicants name as well as the landlord's name or a signed affidavit by the Landlord and tenant authorizing the right to acquire water service in the tenant's name. The receipt, lease or affidavit must also clearly show the physical address as well as the date the applicant made the deposit on the residence.

2. Owners – All users of water are required to provide proof of ownership of the property in order to install service in their name. Acceptable forms of ownership shall include the deed to the property, executed offer to purchase, tax payments, GIS

printouts, or other recognized legal court document demonstrating a transfer of ownership.

C. SUSPENSION OF SERVICE

Service shall be suspended for non-payment of bill or fees after 30 days from the bill date. Upon discontinuance of service for non-payment of bill(s), the consumer will be allowed ten (10) days before the deposit is applied to settle the account. After the deposit is applied, any balance will be refunded to the consumer, but if the deposit is not sufficient to cover the bill(s), the District will proceed to collect the balance in the usual ways provided for the collection of debts under North Carolina law.

All accounts that are discontinued for non-payment shall be billed a non-payment fee as established in the fee schedule. Accounts disconnected for non-payment shall be restored the same day provided the past outstanding balance is paid in full by 4:00 PM. Balances paid in full after 4:00 PM shall be restored the next business day unless the customer pays in person at the District office an after-hours fee in accordance with the current fee schedule.

D. TAMPERING WITH DISTRICT PROPERTY

If District property is tampered with, the customer whose name is on the account will be held accountable for all charges associated with meter tampering. The various charges associated with meter tampering are outlined in the District's adopted fee schedule

In the event District property is tampered with, the meter will be pulled and removed by Cleveland County Water. The applicable charges for tampering will be added to the account and will be added to any outstanding balance owed by the customer. The past due amount and any meter tampering charges will have to be paid before the meter is reinstalled.

E. CHANGE OF OCCUPANCY

The District requires a minimum of 48 hours' notice to discontinue service for a change of occupancy. 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. The customer must either send in a written request with ID, or come in the office with proof of ID, or call in and give proof of ID to discontinue service. Proof of ID can be a drivers license, picture ID card, Social Security card or some other legal form of identification.

F. METER READING, BILLING AND COLLECTING

Meter will be read, and bills rendered each month. Meter reading and billing are established in separate geographic regions of the service District of Cleveland County Water. Customers will be billed according to the geographic cycle their service is located within Cleveland County Water's service territory.

Bills are due and payable upon receipt. Customers are allowed 25 days from the billing date to pay their respective bill. If payment is not received by Cleveland County Water within 25 days, a

10% penalty will be added to the amount due. Water service may be terminated if the account is not paid within 30 days of the billing date.

G. COMPLAINTS

If a consumer believes a bill is in error, they shall present their claim in person, at the District's office before the bill becomes delinquent. If the claim is after the due date of the bill in question, said complaint shall not prevent the bill from becoming delinquent or prevent discontinuance of service, but the consumer may pay the bill under protest and said payment shall not prejudice his claim.

The District shall upon due notice, investigate complaints of errors or meter malfunction. Testing of meters will be at a fee established in the fee schedule. This fee will be waived if the meter is found to be at faulty or incorrect. The customer will be billed based on three months average for the period of malfunction.

III. EXTENSION POLICY FOR WATER LINES

Extension of the existing District owned, maintained and operated public water system may occur in the form of acquiring an established development which includes residential, commercial or industrial lines; or acquiring a new development. In both cases, extensions will be designed so that each individual property serviced will only be installed within the right-of-way of publicly dedicated and maintained streets unless otherwise permitted in these policies. Any extension of water lines will be at the discretion of the Board of Commissioners. The criteria described below is furnished for information only and not as a commitment to provide service.

A. EXTENSION OF SERVICE INTO DEVELOPED AREAS

Requests for extension of service should be made to the Manager of the District in writing. The Manager will respond to the request by furnishing a petition to be signed by those interested in receiving service. The petition and procedures shall follow the special assessment procedures as outlined in Article 9 of Chapter 153A of the North Carolina General Statutes.

For a project to be considered:

1. Construction cost will be computed as all necessary materials, labor, engineering and administrative costs.
2. The cost must not exceed \$1500.00 per property owner. The District may consider areas where the cost exceeds the \$1500.00 rate, but this will be at the District's discretion.
3. Tap fees and deposits will be charged in addition to any other charges.

Developed areas that have public water systems may become a part of the District and shall be addressed as new developments.

Existing community developments such as mobile home parks, apartment complexes and condominiums that do not have public dedicated streets within the project may become a part of

the District provided the public water infrastructure in place meets or exceeds the District's current adopted "*Waterline Installation Specifications for New Construction & Subdivisions*".

B. NEW DEVELOPMENTS

The developer of a new development will be responsible for all installation costs related to the water distribution system in accordance with the District's currently adopted "*Waterline Installation Specifications for New Construction and Subdivisions*". Upon completion of the development, the water system will be turned over to the District for ownership, operation and maintenance. The District upon turning on water to the system will then become the owner of said water system for the development. Before water can be officially turned on to the new development water system, the following must have been done:

1. A right-of-way for the water system must be granted to the District.
2. The water system must have been designed by an engineer licensed to do work in North Carolina.
3. The water system shall have been installed by a licensed contractor who is licensed and bonded in North Carolina.
4. All water line work shall have been inspected by the engineer and a representative of the District.
5. A letter of transfer of the water system to the District showing the total cost of all piping and appurtenances as well as a statement that all bills for the water system have been paid or a schedule showing how they are to be paid.

The District will frequently assume responsibility for a system before all residents are in place. The developer is still responsible for the installation of piping and meters to the remaining customers to preclude tap fees paid to the District.

IV. INSTALLATION AND TESTING OF FIRE HYDRANTS

The District does not install fire hydrants as part of the normal installation process. Persons desiring fire hydrants shall pay an installation fee as established in the fee schedule. Once the fire hydrant is installed, the District will assume the hydrant as part of the system and all maintenance will be controlled by the District.

The District will conduct a special fire flow test as requested at a fee established in the rate schedule. All persons or firms desiring to have the flow test are required to give the District a 48 hour written notice before the date of the desired test.

V. MULTI-RESIDENTIAL PERMIT

The District does not allow multiple use of one meter, but instead the District requires a meter for each residential unit. Due to circumstances that exist in mobile home parks, apartment complexes and

condominiums or other similar applications, when a meter for each residential unit will be difficult to install, a multi-residential permit will be allowed in accordance with the applicable fee schedule.

VI. ABRIDGEMENT OR MODIFICATION OF WATER SERVICE POLICIES AND PROCEDURES

No promise, agreement or representation of any employee of the District shall be binding upon the District except as it shall have been agreed upon in writing, signed and accepted by the acknowledged officers of the District. No modification of rates, fees or any of the Water Service Policies and Procedures shall be made by any agent of the District.

VII. ADOPTION OF WATER SERVICE POLICIES AND PROCEDURES

Until further resolved by the Board of Commissioners of the District, the Water Service Policies and Procedures as set out are hereby adopted.

Adopted this the 11th day of JULY 2023



Donald O. Melton
Chairman

ATTEST:



Bill Cameron, Secretary

