

RULES, REGULATIONS, AND GUIDELINES

Waterworks District No. 1 Avoyelles Parish, Louisiana

These Rules, Regulations, and Guidelines are designed to govern the supplying and distribution of water service in a uniform manner for the benefit of the Waterworks District No.1, Avoyelles Parish, Louisiana, and its customers. They are subject to change from time to time and/or are subject to any other regulatory agency having jurisdiction over public water systems. These Rules, Regulations, and Guidelines will be in use at least until such time as the Board of Directors decides to amend or terminate these Rules, Regulations, and Guidelines. If any portion of these Rules, Regulations, and Guidelines shall be declared invalid by a competent authority, such voidance shall not affect the validity of the remaining portions. The current rate schedule shall take precedence over discrepancies with these Rules, Regulations, and Guidelines and the current rate as adopted by the Board of Directors.

I. DEFINITIONS

The following terms when used herein shall have the below stated meaning:

Applicant: Any individual, firm, partnership, corporation, authority, or other agency living or owning land located within the service and distribution area applying for water service.

Board: The governing body, that is, the Board of Directors, Waterworks District No. 1, Avoyelles Parish, Louisiana.

Customer: Any individual, firm, partnership, corporation, authority and/or other agency receiving water service.

District: Refers to the Waterworks District No. 1, Avoyelles Parish, Louisiana.

Point of Delivery: The water delivered at the meter, located on the District's side of the property line or easement. When the water line must be installed on the other side of the street, the Waterworks District No. 1 will extend the line under the street to the user's property line on the opposite side of the street for connection. In rural areas, water distribution lines will be installed parallel to parish roads and highways and on private property where possible. Service lines to the meter will not extend across private property unless necessary to serve users whose property does not join the road. The user must pay for all applicable fees and services.

Service: The term service when used in connection with the supplying of water shall mean the availability for use by the customers. Service availability shall depend on the consumer's requirement and/or water treatment and/or water distribution facilities capacity.

Service Line: The pipe from the water main or other source of water supply to the water meter.

Water System: The pipes and other constructed conveyances to serve the applicable consumers with potable water.

II. RULES AND REGULATIONS

The supplying, taking of water and general powers of the Board:

The supplying and taking of water services will be in conformance with these Rules and Regulations and the applicable rate schedule attached hereto, provided, that such rate schedule is subject to change by action of the Board. Provided further, that if at any time the Board determines that total amount derived from the collection of water charges is insufficient for the payment of operation costs, emergency repairs, or debt service, the Board shall increase the water rates for the first month thereafter in an amount sufficient to pay such operating costs, emergency repairs and debt service.

Service is for Sole Use of the Customer:

Service is for sole use of the customer and shall not permit nor allow the extension of pipes to transfer water from an individual parcel, lot, and/or property to another, nor to share, resell, or

sub-meter water to any other customer. If any emergency or specific situation should make such an arrangement advisable, it shall be done only on specific written permission of the Board and only for the duration of the emergency. Each residence or business establishment will pay the applicable water fees for each residence or business establishment served.

Multiple Users:

A. Subdivisions and Developers:

Developers and owners pay for essential utilities, such as drinking water, to new or developing areas, including subdivisions. The Board may, at its discretion, elect to participate in some of these costs. If it is determined that a subdivision's lines must be enlarged, the owners of the subdivisions and the developers will be expected to contribute an amount equal to the cost of enlarging the lines. The developer must also pay for constructing the utility systems within the development or subdivision. If the Board or a representative thereof determines that the owner has installed service and main lines within the subdivision in accordance with approved plans and specifications, the Board may agree to accept ownership and overall operation and maintenance responsibility of the service lines within the development.

B. Multi-Customer Residences:

Multi-Customer Residences include, but is not limited to, properties such as apartments, motels, housing authorities, etc., and shall be provided with a single master meter and will be responsible for paying a minimum charge for each dwelling unit whether or not each unit is occupied.

C. Other Multi-Dwelling Lots:

There shall be only one (1) meter per dwelling unless the dwelling is considered a "multi-customer residence." Two (2) or more dwelling structures shall not be connected to a common meter, even if the structures are on the same parcel, lot, and/or property. However, the Board may permit multiple dwellings, including mobile homes, located on an individual parcel, lot, and/or property to obtain service through a master meter, provided the customer shall be responsible for payment of the bill based on a minimum charge per dwelling. The customer must get applicable approvals and pay for the design, installation, and construction of the service lines within the lot.

Agreements with Governmental and Public Bodies:

The District, through its Board may make specific water service contracts with the Federal Government, the State of Louisiana, or agencies thereof, school districts, municipal corporations, and nonprofit corporations, differing from stipulations set out in the rate schedule and rules.

Right of Access:

Representatives of the District shall have the right at all reasonable hours to enter upon the customer's premises to read meters, test meters, inspect piping and to perform other duties for the proper maintenance and operation of service, or to remove the meter and/or equipment upon termination of service by a customer or the District.

Continuity of Service:

The District will make all reasonable efforts to maintain constant and uninterrupted water service. However, the District shall have the right to interrupt service for the purpose of making repairs, connections, extensions, or for other necessary work. Efforts will be made to notify consumers who may be affected by such interruptions, but the District is not liable for losses, which might occur due to such interruptions. The District and the Board does not accept responsibility for losses of damages relating to the quality or quantity of services. This includes interruptions to service caused by storms, strikes, floods, or other causes beyond the District's control.

Capacity Limitations:

The District is unable to supply all parcels, lots, and/or properties within the jurisdiction of the District with water service due to capacity limitations. The District retains an engineering consultant to advise with respect to the maximum active water services reasonably supported by the water system. In the event service to an applicant would exceed the District's ability to adequately supply the applicant from the existing facilities and/or adversely affect service to other consumers to a reasonable extent, the District will not be obligated to render such service unless and until suitable self-liquidating financing is secured to cover any investment costs for additional water production facilities and/or distribution lines and/or operation and maintenance issues.

The District will not be obligated to extend service, connect existing or upgraded meters for new service, or install new customer meters to any applicant if the water system capacity would be unacceptably exceeded as recommended by the District's engineering consultant and/or the Department of Health. This section is applicable to all applicants which request to open or reestablish an account with the District for water service regardless of whether or not the applicant's land contains service lines and/or an existing meter from prior service.

However, in the event that an existing Customer terminates water service for the purpose of transferring the parcel, lot, or property and/or otherwise transferring the account holder to a lessee or other person or entity associated with the existing Customer, the existing Customer shall advise the District of this purpose of terminating water service in writing, in which case service may be considered continuous if the new applicant establishes service within one (1) year of the termination of water service by the prior customer. In no event shall the District be responsible for determining the purpose of a customer's termination of water service.

Minimum Charges:

All customers shall be subject to a minimum monthly charge set forth in the rate schedule. The minimum shall be multiplied by the number of dwelling units for Multi-Customer Residences and shall be multiplied by the number of dwellings for Other Multi-Dwelling Lots for which the District permits use of a master meter.

III. METER INFORMATION

Meters:

Meters will be furnished, installed, owned, inspected, tested, and kept in proper operating condition by the District. Any new applicant or customer, including transfers, shall be required to upgrade an existing meter to the District's current standard, including payment of all expenses and the applicable deposit, prior to service.

Meter Accuracy:

Residential Service meters (AWWA C700¹) whose errors do not exceed 1½% of actual flow (98.5% to 101.5%) shall be considered as within the allowable limits of accuracy for billing purposes. Propeller Meters (AWWA C704²) whose errors do not exceed 2% fast or slow (98.0% to 102.0%) shall be considered as being within the allowable limits of accuracy for billing purposes.

Requested Meter Tests:

Meter test requested by the customer will be performed without cost to the customer if the meter is found to be in excess of allowable limits. Otherwise, the customer for whom the requested test was made will be charged for the cost of the test (including all shipping and handling costs).

IV. CUSTOMER'S RESPONSIBILITY

Customer's Responsibility:

The customer shall be responsible for any damage incurred to the meter installed for his/her service, for any purpose of cause other than normal wear and tear.

Services:

The District or its designated representative will install all water service pipes (except for private fire protection) from the appropriate distribution line to the meter. The service pipes shall not be less than three-fourths (3/4) inch in size. The District may require an upgrade to existing service pipe before service is commenced for any new applicant or customer, including transfers. The District, its designated representative or a licensed operator will install the meter and all associated appurtenances, including approved backflow prevention valves which must be used at all taps where deemed necessary by the Department of Health.³ The customer will be responsible for all piping from the water meter to the dwelling and must include a customer cut off valve at a location selected by the customer. The customer is not allowed to use the District's meter cut-off valve as an emergency cut-off valve. In the case that a customer has a leak, it is not the responsibility of the District to cut off water.

¹ AWWA C700 – American Water Works Association Standard C700: Cold-Water Meters – Displacement Type, Metal Alloy Main Case.

² AWWA C704 – American Water Works Association Standard C704: Propeller-Type Meters for Waterworks Applications.

³ This is a necessary item to prevent backflow from hot water heaters and other items such as hot tubs, etc., where these plumbing fixtures are at elevated levels. Backflow devices can help prevent damage to water heaters or loss of life and structures from fires as well as contamination of water supplies that can result in public health risks. Thermal expansion is an important consideration in water heating devices and safety release devices MUST be relatively new and serviceable to prevent rupture of hot water heaters where dual checks or other backflow devices are used.

Cross Connections:

There shall be no cross connections established or maintained between the District or any other district (private or otherwise) unless specifically approved by the Board. Further, all new structures constructed within the District shall, prior to the service connection, comply with the plumbing regulations contained in the Louisiana State Uniform Construction Code and enforced through the Louisiana Revised Statute 40:1730.21.

V. CONDITIONS OF SERVICE TO THE CUSTOMER

General:

- A. Customers will maintain all service lines from the point of connection to the place of use. Service lines shall be kept in good operating condition to prevent loss of water through leaks. Customers will make repairs on a timely basis as necessary and pay all charges for service to repair lines past the point of connection, that is, the meter.
- B. Customers will have a single residential or commercial unit per service connection, subject to the Multi-Customer Residences and Multi-Dwelling Lots provisions contained herein.
- C. Customers will not connect a non-District water source, such as a private well, industrial, agriculture, or any other type of well, to any service line connected to the District.
- D. Customers will not allow any unknown water source to enter the distribution system through customer's connection to the service line.
- E. Customers shall pay bills for service, including bills for minimums, received in accordance with the terms set forth by the District.
- F. In a change of occupancy situation, the original customer shall be responsible for payment of service until service is formally terminated or transferred. In the situation where a transfer is requested, and money is owed to the District, the Board may refuse to transfer the customer's service until all debts owed to the District have been made.

Obtaining Water Service:

- A. Subject to capacity restrictions, persons, businesses, or entities seeking water service may obtain service by applying to the District. If the application is approved, the applicant must pay all appropriate fees and deposits in accordance with the fee schedule of the District.
- B. The District shall provide a water meter and service connection point. The Customer is responsible for the construction and maintenance of the service line from the District connection point.

- C. Customers shall arrange for the District's designated representative to make the connection by installing or upgrading the water meter and appropriate appurtenances, furnished by the District. The costs for obtaining water service from the District is found in the connection fee schedule but may be subject to change at any time.

VI. BILLINGS AND PAYMENTS

A. Customer Deposit

1. Customers will pay a deposit to guarantee payment for services received. Deposits will remain in the control of the District.
2. Customers may apply the payment deposit toward payment of final bill at time of service termination. Any remainder will be refunded.
3. Disconnection of service due to non-payment will result in the deposit applied to the account as necessary to satisfy arrears. Deposit amounts for future reconnections can be increased as deemed necessary by the Board.

B. Billing of Customers

1. Customers will be billed for service on a monthly basis in accordance with the rate schedule of the District.
2. Water meters will be read at regular intervals each month.
3. Bills will be mailed at regular intervals each month.
4. Customers will be billed for water consumption or the monthly minimum, whichever is greater, in accordance with the established rate schedule of the District.

C. Terms of Payment

1. Meters are read during the week of the 15th of each month and billed on or about the 1st of the following month. The net amount of the bill is due by the 15th of that month after which, a 10% penalty is added to the balance and the gross amount is due. If payment is not received by the 20th of the month, the customer will receive notice and an additional late fee is added. If payment is not received by the 26th of the month, the service will be subject to disconnection. If the meter is disconnected for non-payment, the amount due PLUS a reconnect fee must be paid in full before the service will be restored.
2. If any of the above due dates fall on a weekend or a holiday the due dates will be the next business day.
3. Customers applying for service will be subject to a records search. All prior outstanding utility bills due the District must be paid, or arrangements made to be paid prior to receiving service.

4. An after-hours deposit box is located at the District Office for the customer's convenience. Payments made in the night deposit box should be check or money order. All payments are taken out daily and credited to the customers' account.

VII. DISCONNECTION OF WATER SERVICE

Disconnection of Water Service for Non-Payment:

- A. Customers subject to disconnection of water service will be charged a reconnect fee in accordance with the fee schedule of the District.
- B. Customers that receive a notice of disconnection of water service may pay the amount in arrears and any applicable fees in accordance with the District fee schedule by cash, check, or money order. This must be done prior to the date of disconnection of water service.
- C. Non-Sufficient Funds Checks (NSF) will result in disconnection of water service unless payment of the amount in arrears and any applicable fees in accordance with the District fee schedule is received by the District within ten (10) days of notice. Checks can be refused for a cash only basis for any individual customer based on that customer's past performance with NSF checks.

Hearing on Notice of Disconnection of Water Service:

- A. A Customer may request a hearing with the Board of Directors with respect to a notice of disconnection. The customer must notify the District in writing and request a hearing at the next board meeting. The customer's name will be added to the agenda.
- B. No Board member nor the Board President alone can adjust the fee schedule or policies.

Restoration of Water Service after Disconnection for Non-Payment:

- A. A Customer desiring restoration of water service after disconnection for non-payment must satisfy arrears in the full amount including reconnect fees.
- B. If a customer does not satisfy arrears within ninety (90) days after disconnection, the Customer's account with the District will be deemed terminated. Thereafter, the person, business, or entity seeking to reestablish service at that parcel, lot, and/or property will be deemed an applicant/new customer for purposes of the Capacity Limitations section set forth above.

VIII. MISCELLANEOUS

Policy Changes:

These policies are subject to change as deemed necessary and with a majority vote by the Board. The Board shall establish rates and fees for service as necessary to ensure the continued operation and maintenance of the District that meets current State and Federal Laws, Rules, and Regulations.

Inspection:

A representative of the District and/or the State and/or local Health Department shall have the right at all reasonable hours to enter upon the consumer's premises for inspection and enforcement of any State and Federal Laws, Rules, and Regulations.

Violations:

Violation of any State or Federal Law, or violation of these Rules and Regulations shall constitute cause for disconnection of a consumer's service.

FEE SCHEDULE

**All prices subject to change*

Table 1

Water Service Fees where new meter installation requires connecting to an existing water main and all components required to make a complete meter assembly	
Security Deposit (Refundable upon Termination of Service):	\$100.00
Water Tap Fee (Non-refundable Cost of Installing Service):	\$750.00
Meter Installation Larger than 5/8 x 3/4 inch meter	Contact District

Table 2

Water Service Fees where there is an existing tap, appropriate piping components and meter box but does not have a meter or reader	
Security Deposit (Refundable upon Termination of Service):	\$100.00
Tenant Security Deposit (Refundable upon Termination of Service):	\$200.00
Water Tap Fee (Non-refundable Cost of Installing Service):	\$350.00

Table 3

Fees and Charges associated with Water Service	
Water Rate	
0 – 2,000 gallons:	\$23.00
For every 1,000 gallons after 2,000 gallons:	\$6.00
Late Payment Fee (for paying bill after due date)	10% of unpaid bill
Additional late fee after 20th of the month	\$5.00
Reconnection Fee (in addition to past due amount)	\$50.00
NSF Charges	
NSF Fee	\$25.00
Bank Charge	Actual Charge