



**INMAN-CAMPOBELLO WATER DISTRICT  
RULES, REGULATIONS, AND SERVICE FEES**

**REVISED January 17, 2012**

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*General Manager*

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Commission:

Carroll Campbell

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David Gibson

Mike Ravan

Lane Wilson



## **B. BILLING AND PAYMENT TERMS**

1. **Billing**-The customer shall be billed for water usage on a monthly basis. All bills are due and payable upon receipt. The bill shall be considered delinquent if not paid by the due date shown on the bill.

If the due date falls on a holiday in which the ICWD office is closed, payments received *will be posted* before penalties are charged on the next business day.

Payment can be made by cash, checks, money order, credit card or on-line at: [www.icwd.org](http://www.icwd.org) . A credit card fee (currently \$2.00) will be charged.

2. **Past Due Accounts**

All bills are due and payable upon receipt. When a bill becomes past due, the customer will be mailed a Final Notice Before Disconnection of Service, which will include a \$5.00 late payment fee. The customer will have five additional days to pay the past due balance before water is disconnected.

Payment must be received at the ICWD office no later than 4:30 p.m. on the due date to avoid a late payment fee. Payments received after 4:30 p.m. will be posted to the customers' account the next business day.

3. **Non-Payment Fees**

Payment must be received at the ICWD office no later than 4:30 p.m. on the final notice due date to avoid water service being disconnected.

Payments received after 4:30 p.m. will be posted the next business day and a \$30.00 non-payment fee will be immediately charged to the customers' account.

**Payments received after 4:30 p.m. must include the past due amount , \$5.00 late payment fee and the \$30.00 non-payment fee to have service restored/continued.**

4. **Disconnection of Service**

If service is disconnected for non-payment, only cash, money order, credit card or online payments will be accepted to have service restored.

**Payments to restore service must include the past due amount, \$5.00 late payment fee and the \$30.00 non-payment fee.**

After disconnection of service, if the service is turned on illegally without payment being made, the meter may be removed and an additional fee of \$100.00 will be required to restore service.

If the customer tampers with the ICWD's equipment to illegally turn the water service on, the following charges/procedures may apply:

- In addition to the outstanding balance, a \$100 fee must be paid in order for service to be restored.
- The ICWD will notify law enforcement and prosecute customers that repeatedly tamper with ICWD equipment as described above.
- If deemed necessary by the ICWD, in order to ensure that a customer will not steal water or continue to tamper with ICWD equipment, the ICWD may disconnect the water service at the main. If the customer desires to have service restored, the customer must pay for all outstanding charges including the \$100 fee stated above and the customer must also pay the complete cost of having service restored which shall not exceed the current cost of a new service installation.

#### 5. **Returned Check/Bank Draft Policy**

If a check is returned from the bank unpaid, a **\$30.00 returned check fee** will be charged to the customer's account. The customer will be notified in writing that the check has been returned to the ICWD and they will have 7 days from the date of the letter to resolve the matter.

If the customer fails to resolve the check issue within the seven (7) days, the ICWD will disconnect service and the customer's account will be charged **\$30.00 non-payment fee**.

If service has been disconnected for non-payment and the customer's payment to restore service is by check and the check is returned unpaid from the bank, service will be disconnected without further notice. The customer will be charged a **\$30.00 returned check fee** and the meter may be removed and an additional **\$30.00 service charge** will be required to restore service.

To restore service only cash or credit card payments will be accepted. The customer can request the ICWD to have the check re-deposited, providing this was the customer's first returned check.

If an account has four (4) Returned Checks in a twelve (12) month period, the ICWD will notify the customer in writing, due to the excessive number of returned checks, that all future payments must be made by cash, money order or credit card.

### **C. ICWD COURTESY HOLDS**

The ICWD realizes that from time to time for various reasons it becomes necessary to hold a customer's bill without discontinuing service.

#### **CRITERIA FOR HOLDING BILLS**

1. Customer must have at least six (6) months service.
2. Accounts can be held only one (1) time per two (2) year period.
3. If a customer makes a request to hold his/her bill and their request is granted, the customer will not be charged the \$30.00 non-payment fee. The customer may be granted, at Management's discretion, up to two (2) weeks to make payment. The customer shall be told the date and time that his/her payment will be due in the ICWD office, and that if payment has not been made by the due date, then service will be disconnected and the \$30.00 non-payment fee will be charged to the customer's account.

### **D. OTHER REASONS FOR DISCONNECTING SERVICE**

1. **Unsafe Apparatus** - If the appliances or apparatus of the customer create a condition which could cause contamination of the water supplied by the ICWD, result in an annoyance to other customers, or are otherwise unsafe, service will be disconnected until sufficient corrective measures have been taken by the customer.
2. **Service Detrimental to Others** - If the service of a customer is of such magnitude, or such character, that service to other customers is adversely affected, service may be disconnected.
3. **Fraud or Abuse** - The ICWD reserves the right to refund or disconnect service in order to protect itself against fraud or abuse.
4. **Non-Compliance with Regulations** - Regulations are established to protect both the customer and the ICWD. If the customer fails to comply with the rules and regulations, this shall be sufficient reason for disconnecting service.
5. **Ground Wire Attachments** - If the ICWD's main or any part of the ICWD's equipment is damaged due to a ground wire attachment on the customers' side of the meter, the ICWD may disconnect service until the corrective action is taken by those responsible.

6. Well Connected to Customer's Supply Lines – Since this could create a condition for the water supply to potentially become contaminated, the ICWD cannot allow customers to have wells connected to plumbing that are also connected to the ICWD water supply.

In the event such occurrences are detected, water service will be disconnected until the well is disconnected from the users supply lines.

7. If it is discovered, at the time the customer applies for service or after service has been established for a new customer, that said customer has an outstanding bill due for prior service with the ICWD, or if the service was put in one spouses' name to avoid paying any outstanding bills which were in the other spouses name, then service will be refused or disconnected until all outstanding bills have been paid.

## **E. RULES AND REGULATIONS**

1. All water furnished shall be on a metered basis. Water furnished for a given lot shall be for that lot only. Water taps may not be transferred from the location where the tap was originally made to another location.
2. A 3/4-inch meter shall be classified as a residential meter. All meters 1-inch or larger shall be classified as either commercial, industrial or agricultural.
3. Water service provided to mobile home parks or apartment complexes, shall be from individual meters for each unit or from a master meter, which shall be at least a 1-inch meter. When the applicant elects to install a master meter, the meter shall be adequately sized so as to maintain a minimum of 25 psi pressure during peak usage.
4. Every metered water service shall have a monthly minimum charge or rate on each service installed, varying with and based upon the size of the meter. The minimum charge shall be in accordance with the published rates in effect and shall entitle the consumer, without additional charge, to have supplied through the meter the amount of water set forth in the following table:

<b>Meter Size</b>	<b>Amount of Water Allowed</b>
3/4"	2,000
1"	6,000
1 1/2"	20,000
2"	50,000
3"	125,000
4"	350,000
6"	750,000
8"	1,000,000

5. The water meter for each customer is installed and maintained by the ICWD. All water meters shall be located on the property for which water service is being provided and shall be placed on the property being served in a location for the convenience of the ICWD. Any damage to the meter/meter box or any of the ICWD's equipment attached to the meter/meter box caused by or through the actions of the customer must be repaired at the customer's expense.
6. Control Valves – The curbstop, located in the meter box, is the property of the ICWD and should not be operated by the customer. A separate cut-off valve, located on the outlet side of the meter box, shall be installed by agents of the ICWD at the time the water tap and meter are installed. The cost of the valve will be included in the cost of the tap and meter installation. The cut-off valve located on the outlet side of the meter box and any other apparatus connected with same shall be the property of and maintained by the customer.
7. Change in Location of Meters and Service – If a meter or service is relocated for the convenience of a customer or if the customer fails to allow the ICWD reasonable access to the meter or service, the customer shall pay the cost of relocating the service.
8. If a meter gets out of order and fails to register, the customer will be charged at the average rate of consumption as shown by the meter when working properly.
9. In case of a disputed account involving the accuracy of a water meter, such meter will be tested upon the request of the customer. In the event the meter tested is found to have an error in registration of 3% or more, the bill will be increased or decreased accordingly, but in no event shall such correction be made for more than 60 days. If the meter tested is found to be accurate, the customer will be charged for the meter test.

10. The customer is responsible for installation and maintenance of all service pipes and fixtures from the water meter to the point of consumption. All leakage must be kept to a minimum. All water that passes through the meter shall be charged for, whether the water is used or wasted. Excessive leakage of water will be considered a willful waste of water, and if not promptly corrected, may result in a disconnection of service until corrective measures have been taken.
11. The authorized agents of the ICWD shall have the right of access to the premises supplied with water, at reasonable hours, for the purpose of reading meters, examining fixtures and pipes, observing the manner in which water is used and any other purpose which is proper and necessary in the conduct of the ICWD's business.
12. Customers must permit the ICWD reasonable access to its equipment at all times. All trees, shrubs and fences should be placed so as to permit convenient access to the water meter and service line. If a fence is erected, it should be set back or offset so that the water meter is located outside of the fence and no part of the fence shall be within three (3) feet of the meter.
13. Water shall not be used for irrigation, fire protection, or other purposes except when water is available in sufficient quantity, so as not to interfere with the regular domestic consumption of the area served. Disregard for this rule shall be sufficient cause for refusal and/or disconnection of service.
14. Customers shall be charged a monthly fire protection fee based upon the size of the customer's supply line in accordance with the following schedule:

<b>PRIVATE FIRE PROTECTION</b>	
<b>Supply Line Size</b>	<b>Charge</b>
<b>4 inch line</b>	<b>\$12.50</b>
<b>6 inch line</b>	<b>\$25.00</b>
<b>8 inch line</b>	<b>\$37.50</b>
<b>10 inch line</b>	<b>\$50.00</b>
<b>12 inch line</b>	<b>\$62.50</b>

**F. REQUESTING A LEAK ADJUSTMENT**

The ICWD understands that a home or business may experience problems with leaks of various types. For instance, a running toilet or a leak on the customer's service line can cause a significant loss of water resulting in a high

water bill. It is not the intent of the ICWD to profit from the misfortune of its customers, therefore the ICWD has adopted a policy for leak adjustment requirements as follows:

1. If a customer has a leak and the leak is not repaired in a timely manner, the ICWD will consider it a willful waste of water and will not consider a request for a leak adjustment.
2. It is the responsibility of the homeowner or business to locate the source the water loss and make necessary repairs before a leak adjustment will be approved.
3. Proof of repair may be required at the discretion of the ICWD management.
4. A request for a leak adjustment must be made to the ICWD Customer Service Department within sixty (60) days from the date of the bill.
5. The customer must receive three (3) full cycle bills to be considered for a leak adjustment.
6. The leak must result in at least a 100% increase in the customers' average bill for the three (3) previous months service.
7. A request for an adjustment for a leak inside the meter box will be approved providing the ICWD was notified and the leak was repaired by the ICWD personnel. Customers are prohibited from fixing leaks inside meter boxes.
8. The procedure for computing an adjustment for a leak inside the meter box is as follows:
  - a. The three (3) previous billing consumptions will be averaged.
  - b. This average will be the customer's corrected bill.
9. Approval for leak adjustments inside meter boxes will not be on a limited basis.
10. The procedure for computing an adjustment for a leak on the customer's side of the meter is as follows:
  - a. The three (3) previous billing consumptions will be averaged.
  - b. The monthly rate schedule will be used to compute the cost for the average consumption.
  - c. The average consumption will then be subtracted from the total consumption billed and the difference will be charged at the

lowest rate offered by the ICWD.

- d. The average cost and the difference cost will be added together to get the total amount for the corrected bill.

- 11. Leak adjustments are limited to one (1) adjustment during any twelve (12) month billing period. If a leak is found & repaired between two (2) billing periods, both billings will be considered for an adjustment.

**G. HYDRANT METERS**

- 1. Use of water from hydrants will be permissible provided that the water is metered by ICWD equipment and protected by an ICWD backflow preventer. The ICWD will be the only authorized agent for installation and removal of meter and backflow preventers.
- 2. The customer shall make application for water service from a hydrant in person, at the ICWD office and at the same time, pay a \$150.00 hydrant meter deposit.
- 3. Customers can make their hydrant meter request by phone, providing a hydrant meter deposit is on file.
- 4. Charges are as follows:

- a. \$150.00 Hydrant Meter Deposit
- b. \$ 45.00 1<sup>st</sup> initial charge to install meter on hydrant
- c. \$ 20.00 Service charge each time the meter is installed after the 1<sup>st</sup> initial charge
- d. \$ 9.00 Flat rate charge each day the hydrant meter is in service
- e. Water consumption shall be charged based upon the ICWD's current rate table.

**H. COST OF WATER TAPS AND METERS**

¾"	Tap and Meter .....	\$ 700.00
1"	Tap and Meter .....	\$ 850.00
1 ½"	Tap and Meter .....	\$ 3,325.00
2"	Tap and Meter .....	\$ 3,675.00

**I. TAP REQUIREMENTS**

**Taps Paid/Installed/Account Inactive:**

1. Customers can pay the tap fees and request the tap be installed, but for the account to remain inactive.
2. The customer is required to notify the ICWD when they are ready for the account to be made active. The customer will not be charged a \$30.00 new service fee providing the account will have the customer's same name that paid.

**J. OTHER FEES**

1. \$40.00      **After Hours CNP Not Paid:**  
Customer has not paid the CNP bill and requests the water be turned back on. The customer will be required to sign a \$40.00 after hours agreement stating customer will pay the CNP and \$40.00 charge by the next business day.

**K. TAMPERING FEES ASSOCIATED WITH ICWD EQUIPMENT ILLEGALLY TURNED ON:**

1. \$30.00      Locked Meter Charge
2. \$50.00      Pulled Meter Charge

**L. POLICY STATEMENT**

The ICWD reserves the right to change the rules and regulations and the rates for the use of water from time to time, to shut off the water for alterations, repairs and to stop and restrict the supply of water whenever it may be found necessary. The ICWD shall not be liable under any circumstances for a deficiency of failure in the supply of water whether occasioned by shutting off the water to make repairs or connections, or for any cause whatsoever.

Duly executed this the \_\_\_\_\_ day of \_\_\_\_\_, 2012.

\_\_\_\_\_  
Chairman

\_\_\_\_\_  
Vice-Chairman

\_\_\_\_\_  
Secretary

\_\_\_\_\_  
Treasurer

\_\_\_\_\_  
Commissioner