

# **POLICIES AND PROCEDURES**



# **MONROEVILLE WATER WORKS**

**EFFECTIVE: January 8, 2008**



# Monroeville Water Works Policies and Procedures

## **Tampering with meter or locking device**

If a meter or locking device is tampered with, the customer whose name on the account will be prosecuted to the “fullest extent of the law”.

## **Late charges on delinquent accounts**

A \$5.00 surcharge on all water bills up to \$50.00 and a 10% surcharge on all water bills over \$50.00 will be added to the water portion of a customers’ bill, and would become due should the customer not pay the bill by the due date stated on the bill.

## **Delinquent Notices**

Should a bill not be paid on the stated due date, a delinquent letter will be sent to all customers who have bills outstanding. These letters should be mailed to the delinquent customers within 4 calendar days of the due date. The letter shall give 7 calendar days for the bill in question to be paid. Should the account still remain delinquent, water service shall be terminated any time after the 7 day grace period.

## **Disconnection of Services**

Should it become necessary to disconnect water services for non-payment of a bill or for a returned check, the water service will be disconnected and not reconnected until said delinquent bill is paid in full. At no time shall a water works employee reconnect a disconnected water service after normal business hours. Should a customer have a receipt showing the water bill has been paid, the receipt should be brought to the office during regular business hours.

## **Employees Taking Payments in the Field**

At no time shall a water works employee take a water payment in the field. All payments for water services shall be made to the water works office and properly receipted.

## **Returned Checks**

A fee of \$30.00 shall be charged for a check with insufficient funds. All efforts will be made to contact the customer. If the check was given to prevent disconnection of services the water will be turned off if the attempts to contact the party are unsuccessful, necessitating a reconnection fee as well as a returned check fee. If the check was given to have water service restored after being disconnected for non-payment, the water will be disconnected and reconnection fee and returned check fee will be charged.

## **Reconnection Fee**

If water service is disconnected for being delinquent, a charge of \$50.00 must be paid in addition to the current bill before water service will be restored.

## **Water Deposit**

Deposits shall be paid before any new service is connected. The following is a schedule of the required deposits:

50.00	New Customer (owner)
75.00	Renter

All business accounts shall have a \$120 deposit on file. This deposit shall be kept on file until the business closes the account, at which time the deposit will be applied to the bill and any remaining deposit will be returned.

Deposits will not be billed to the customer.

### **Questioned Meter Readings**

Water meters whose errors do not exceed 2% fast or slow shall be considered as being within the allowable limits of accuracy for billing purposes.

Meter tests requested by customers will be performed without cost to the customer if the meter is found to be in excess of 2% fast. Otherwise, the customer who requested the test will be charged forty dollars for the cost of making the test, and will pay the bill in question. If a meter is found to over-register, (more than 2%), a maximum of two (2) prior months adjustment may be made to a customer's bill, using a six (6) month average.

All meter accuracy tests will be conducted by an independent contractor.

### **Old Accounts**

Any person who wishes to establish water service with the Monroeville Water Works, yet has an outstanding balance on another account, must pay the previous bill in full before any other service can be established.

### **Multiple Dwelling Meter Sets**

Any complex which has 12 units or less may have individualized meters paid for by the developer. Any complex with 13 units or over must have a master meter and back flow prevention device installed and paid for by the developer.

## **New Meter Sets**

Each new dwelling must have a meter set specifically for that dwelling. Meter set shall be paid for by the owner prior to installation.

## **Multiple Use of Meters**

Each single-family dwelling and residence, including mobile homes, shall have a single water meter and a separate water service for each such single-family dwelling, residence or mobile home.

Any existing water service meter connection which is not in conformity with the foregoing policy shall be allowed to remain in service until such time as such service is discontinued for any reason, including but not limited to: non-payment of bill; request of owner/user; or, inoperable and/or unsafe condition of equipment. Any resumption or re-connection of such service at such location shall be required to be in strict conformity with all provisions of the above policy.

## **Cross Connection Control Policy**

No person, firm or corporation shall hereafter install or cause to be installed any new water service meter connection with the potable water service mains or pipes of the Board which such new meter service connection allows or permits a cross-connection. For purposes of this resolution, a “cross-connection” is defined as “any actual or potential connection, physical or otherwise, through which or because of which, non-potable water or other fluids could flow or pass into a potable water system or facility, including, but not limited to, backflow and related phenomena.”

Cross connection control devices shall be paid for by the owner/developer.

## **New Line or Apparatus Upgrade**

Any time a customer creates a need, i.e. the customer builds a new building or house and requires fire protection or large lines, the customer shall bear the expense. The customer or developer shall construct said upgrade according to the “Regulations For Main Line Extensions” of the Monroeville Water Works.

All taps on the Monroeville System shall be of wet tap method. All taps shall be made by the Monroeville Water Works employees and the owner/developer shall pay the current cost associated with the tap prior to installation.

All new line inspections shall be conducted during normal business hours.

## **Requested Services**

All requested services, water meters, fire hydrants, water lines, and repair to existing services shall be submitted in writing to the General Manager from the requesting agency.

## **Partial Payments**

To insure all payments are posted to the proper customer accounts and thereby the proper agencies, i.e. Water Works Board and the City of Monroeville, no partial payments will be accepted.

## **Fire Protection Lines**

Should a customers’ personal fire protection line develop a leak, the Monroeville Water Works Board will make every attempt to contact the management of the property for permission to turn the water off so repairs can be made by the property owner. Should management not be available or is unwilling to make the decision to turn the water off, The Monroeville Water Works will turn the water off and immediately notify

the Monroeville Fire Department and the Monroeville Police Department.

### **Private Water Lines**

The Monroeville Water Works Board owns and maintains most of the water lines on public property but not all. The water lines listed below are considered private and will not be maintained nor repaired by the Monroeville Water Works.

- Greentree Apartments
- Rockwood Apartments
- West Side Apartments
- Camellia Place Apartments
- Candlewick Apartments
- All Vanity Fair Property
- Any Industrial property with personal fire protection

Monroeville Water Works' line repair responsibility stops at the meter or valve.

### **Locating Buried Water Lines**

The Monroeville Water Works is a member of the Alabama One Call, and as such will respond to line locate requests within the customary 48 hour period. If it is an emergency line locate called in to the One Call Center, it will be handled within the usual 1-2 hour period.

Lines will only be located on the public right of way. No lines will be spotted on private property as we do not know what is in the ground.

## Monroeville Water Works Conference Center

One half of rent must be paid at time of application. If cancelled, this portion will not be refunded. The balance is due no later than seven (7) days prior to the event.

A security deposit is required and must be paid under separate check no later than seven (7) days prior to the event.

Should a security deposit not be paid by **8:00 a.m.** on the last business day before the scheduled event, the event is then considered cancelled. No set up for the event will occur, no key will be given.

**Renters may only pick up the key on the DAY THEY HAVE IT RENTED. NOT BEFORE!! If additional time is required, the renter may want to rent the Conference Center the day before their event.**