

## WATER SYSTEM POLICIES

Effective Immediately

1. If customer asks for a meter to be turned off for any reason, the reconnect fee will be \$25.
2. When a customer has a bad leak and bill is \$1,000 or less, customer has 18 months from time of receipt of first bill that includes the leak, to get the bill paid up. If customer has a leak and the bill is over \$1,000, the customer has 36 months from time of receipt of first bill that includes the leak, to get the bill paid up. Customer must pay monthly water bill plus payment on the leak in both cases.
3. If customer calls and thinks his meter has been read incorrectly, we will go read again but if the reading was correct, the customer will be charged \$25. If meter was read incorrectly, there will be no charge.
4. Meter installations will be installed in front of residence or as close as possible and customer must show proof of ownership of the property. Installation has to be on utility right-of-way. If you install a fence around your property, you must provide access to the meter.
5. Members with meters that have been inactive for 10 or more years will have two options. Either their \$25 membership fee refunded and we remove the meter. If they want the meter to remain, they will be required to pay a \$50 annual fee for having to check meters periodically. A charge of \$75 plus the \$25 membership fee will be required to re-install meter.
6. Beginning August 2024, we will no longer accept renter deposits. The person who has the membership on the meter will be responsible to see that all bills are paid. All monthly bills will go to the member beginning with the 10/1/2024 bills.

First print August 2024

Revised 8/21/2024