

TABLE OF CONTENTS

I. RIGHTS AND RESPONSIBILITIES 2

- A. AUTHORITY 2
- B. SCOPE 2
- C. DEFINITIONS USED IN THIS POLICY 2
- D. APPLICATION OF THIS POLICY 3
- E. CONFLICT 3
- F. PART OF ALL CONTRACTS 3
- G. NO PREJUDICE OF RIGHTS 3
- H. UNIQUE RIGHTS AND RESPONSIBILITIES 3

II. ESTABLISHING SERVICE 4

- A. OFFICE AND SERVICE HOURS 4
- B. REQUEST FOR SERVICE 4
- C. PRIOR DEBT 5
- D. ACCOUNT DEPOSITS 6
- E. REFUNDING OF DEPOSITS 6
- F. RATES 6
- G. BILLING 6
- H. BILLING ADJUSTMENTS 7
 - I. ADJUSTMENTS 7
- J. PAYMENT OPTIONS 7
- K. BILL PAYMENT ARRANGEMENTS 8
- L. THE DISTRICT'S RESPONSE TO RETURNED CHECKS 8

III. SERVICE OPTIONS 9

- A. OPTIONS IN SERVICE 9
- B. MEDICAL ALERT PROGRAM 9

IV. DISCONTINUING SERVICE 10

- A. CLOSING A UTILITY ACCOUNT 10
- B. RE-CONNECTION 12

V. CONSTRUCTION AND METERING GUIDELINES 12

- A. MINIMUM PLUMBING REQUIREMENTS 12
- B. METER LOCATION 12
- C. METERING 12
- D. METER READING 12
- E. LINE EXTENSIONS 13
- F. SERVICE INTERRUPTIONS 13
- G. PROPERTY OWNED BY THE DISTRICT 13
- H. THE DISTRICT'S RESPONSE TO A CUSTOMER CUTTING ON/OFF UTILITY SERVICE 13
- I. THE DISTRICT'S RESPONSE TO METER TAMPERING 14

VI. UWHARRIE POINT SEWER POLICY 14

This policy was approved by the Handy Sanitary District Board on March 9, 2006.

Effective date: March 29, 2006

Revised: May 11, 2006

Revised Oct 12, 2006

Revised: July 12, 2007

Revised: February 14, 2008

Revised: July 1, 2008

Revised August 22, 2008

Revised February 23, 2009

Revised April 28, 2009

Revised October 29, 2009

I. RIGHTS AND RESPONSIBILITIES

A. AUTHORITY

1. The enactment of these policies were approved by the Handy Sanitary District Board. As fee schedules, rates and other specific policies are updated, it will be the responsibility of the General Manager to make sure the policy manual is revised. Most changes involving fees and rate schedules are delegated by the General Manager, with prior approval by the Board.
2. The Field Manager's responsibilities include operation and control of the utility lines and utility property. He sets the standards of quality for construction and maintenance of the utility system and plans for utility system improvements.
3. The Office Manager is authorized to hear concerns and complaints, settle disagreements, and reconnect any customer disconnected for non-payment while the concern is investigated, if he deems necessary. All grievances must be heard and addressed by the General Manager prior to an item appearing before the District Board.

B. SCOPE

1. This policy is not meant to be all-inclusive but offers direction and guidance for the General Manager and employees of the District.
2. This policy has been adopted by the District Board for all customers of the District.
3. The intent of this policy is to provide the customers and the employees of the District with a helpful guide with uniform procedures for providing water and sewer utility service. The District desires to treat its members in a fair and indiscriminate manner while recognizing that each customer has distinct needs and requirements.
4. Employees of the District have been empowered and well-trained to use this policy to deliver high quality service to customers. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the General Manager accepts the responsibility as the final authority on this policy. However, every customer has the right to appeal that decision before the District Board.
5. This policy is not meant as a substitute for personal initiative on the part of employees. It will serve as a guide for reasonable response to customer needs while meeting the requirements of good business practice on the part of the District.

C. DEFINITIONS USED IN THIS POLICY

1. **EMPLOYEES** - The employees of District, charged with the responsibility of delivering services to the customers while ensuring good business practices and considering the needs and wants of customers.
2. **DISTRICT** - The Handy Sanitary District and its governing body and its employees.
3. **BOARD** - Those officials elected to represent the customers of the Handy Sanitary District.

D. APPLICATION OF THIS POLICY

1. This policy applies to every customer or applicant for utility service. Copies of this policy are available at the District's office.
2. This policy may be revised, amended, supplemented or otherwise changed from time to time by action of the Board. Customers are encouraged to seek answers to any questions by calling the Office.
3. As detailed in ordinances, the District intends to adhere to all rules and regulations of the American National Standards Institute (ANSI); the American Water Works Association (AWWA); the Water Environment Federation (WEF); the North Carolina Department of Environment, Health and Natural Resources (NCDEHNR); as amended. Further, all operations are prefaced upon safety for the public and employees alike.
4. The District is not responsible for any damage caused by turning on or off utility services.

E. CONFLICT

1. Provisions of a special contract or tariff between the District and a customer will take precedence over these policies

F. PART OF ALL CONTRACTS

1. These policies are part of all oral and written contracts for providing and receiving utility service from the District.

G. NO PREJUDICE OF RIGHTS

1. Although the District and its customers may not always exercise the rights specified in these policies or available to them by law, that does not prevent the District or the customer from exercising those rights at a later time.

H. UNIQUE RIGHTS AND RESPONSIBILITIES

The customer and the District have unique rights and responsibilities toward utility service. The responsibilities, detailed fully throughout this publication, are summarized here:

CUSTOMER RESPONSIBILITIES

- 1) Meet requirements of application for services.
- 2) Pay bills by the Due Date shown on each monthly bill.
- 3) Notify the District if there is someone in the household who is either chronically or seriously ill, or handicapped.
- 4) Notify the District with questions or complaints about service.
- 5) Be aware of District-owned property at the customer's home/business and safeguard it.
- 6) Install, maintain any lines or plumbing beyond the meter connection.
- 7) The District provides utility service for the sole use and convenience of the premises under contract. The customer will ensure that utility service is not given or resold to a

neighbor or tenant. Violation of this policy will be cause for immediate disconnection of service.

8) The customer shall be responsible for complete disconnection from other water systems (wells) prior to connection to the District water system.

9) Notify the District when the customer wants the account closed and water disconnected.

CUSTOMER RIGHTS

1) If the customer is notified of an impending disconnection for non-payment, he has the right to request establishing a payment arrangement designed to pay the account in full according to terms set with the District's customer service representative.

2) The customer has a right to request, free of charge, six months of historic billing and usage information.

3) The customer has the right to protest bills he/she believes to be in error.

4) The customer has a right to request a review of any complaint according to the grievance procedure.

DISTRICT RESPONSIBILITY

1) To avoid disconnection for non-payment after 4 p.m. on a Friday, on a weekend, or on a holiday.

2) To avoid disconnection for non-payment during extreme weather conditions.

3) To provide and explain rate schedules, how meters are read, and other additional, reasonable information.

4) To respond to questions or complaints from customers. We may not agree with the complaint, but we pledge prompt, courteous and honest answers.

5) To provide six months of historic billing and usage information when requested by the customer.

DISTRICT'S RIGHTS

1) To access the District's utility facilities.

2) To receive notice of changes in address, status of utility service, or problems with utility service.

3) To receive timely payment for services delivered to a customer.

4) To take action in court regarding equipment tampering or financial delinquencies.

II. ESTABLISHING SERVICE

A. OFFICE AND SERVICE HOURS

1. The District office is located at 17403 S. NC Hwy 109, in Denton, NC. The office hours are 8:00 AM to 5:00 PM, Monday through Friday.

2. Emergency work is performed 24-hours a day, seven days a week. The emergency pager number is (336)-237-8195.

B. REQUEST FOR SERVICE

1. **Original Application of Service:** The District does not install taps unless they are going to be made active. Any customer requesting services will complete and sign an application and agreement for services. The person whose signature is on these forms accepts personal responsibility for payment of the account. The customer will show:

- a) Photo identification (driver's license)
- b) Copy of deed for property owners/Rental receipt for renters
- 2. **Account Information Changes:** Any changes of account information, mailing address, phone number etc. should be given to the customer service representative only by the person whose name is on the account.
- 3. **Commercial and Industrial Accounts:** Accounts established for non-residential services will require the signature of an owner or other representative of the business who accepts the personal responsibility for payment of the account.
- 4. **Time of Application:** The District will strive to meet the customer's needs for connection of service. Normal connection will be made the same day as the request with the exception of new services, if the request is received prior to 4:30 p.m. on normal Business Days. New service connections will be made within 15 working days of the request.
- 5. **Place of Application:** Customers may request for service at the office.
- 6. **Out-of-Town Connection Requests:** If a customer wants to obtain service prior to arrival in the District, he should request that the office mail him the application and agreement for service, which he should return, completed and signed, with the deposit and/or tap, and/or membership fee. Upon receipt of the above-mentioned, the District will begin service.
- 7. **Customer Service Policy:** Customers can request a verbal explanation of the District's policies and may obtain a written copy of the guidelines as well.

8) **Hydrants:**

- a) Customers may request to have a fire hydrant installed. See fee schedule for current costs.
- b) The hydrant must be connected to a six-inch line and be able to meet minimum standards as determined by the District

9) **Hydrant meters:**

The following are the rules and responsibilities to be followed by customers receiving water service by hydrant meter:

- a) See fee schedule for current costs.
- b) Hydrant meter usage will be read at least every Friday.
- c) Hydrants will be turned off at the end of each day.
- d) It is the customer's responsibility to notify the District when use of the hydrant is no longer needed.
- e) The District retains the right to remove any hydrant meter which shows zero gallons of usage for two consecutive weeks.
- f) Damages to the hydrant meter will be the responsibility of the customer requesting the meter.
- g) Anyone caught bypassing a hydrant meter will be fined \$500.00 and reported to the authorities.

C. PRIOR DEBT

1. The District shall not furnish service to an applicant or to any other member of the applicant's household, who is indebted to the District for service previously furnished, until all indebtedness has been satisfied.

D. ACCOUNT DEPOSITS

1. Deposits must be paid on each account that is set up for connection in the District. Connection will not be made until the deposit is paid in full. A service security deposit will be collected before any service is connected. Deposits can not be transferred from one account to another.
2. The District employees are charged with the responsibility of prudent management of the District's finances. A deposit for utility services is collected as security that all bills will be paid in full by their due date. Employees realize that most customers pay their bills in full and on time; however, we seek to protect the good-paying customers from the detriment of uncollectible accounts by other customers. Since the District's employees cannot know in advance which customers will pay promptly and which ones will not, reasonable and uniformly applied deposits are necessary.
3. The deposit of any customer whose service is involuntarily terminated for either non-payment, meter tampering, or other reasons will be applied toward the balance owed on that customer's account.

E. REFUNDING OF DEPOSITS

1. A deposit will be refunded automatically when service is voluntarily discontinued. All outstanding amounts on the final bill will be deducted from the deposit amount. Refunding of deposits is generally within one month after discontinuation of service. However, this may depend on when the service is terminated during the monthly billing cycle.

F. REFUNDING OF BADIN LAKE SEWER PROJECT FEES

1. No refunds for sewer tap fees paid for the Badin Lake Sewer Project will be made until 90 days after the completion of the project. Customers that paid a sewer tap fee that are not required to connect to the system under the mandatory connection ordinance may apply to the Board of Supervisors for a refund, but no refunds shall be issued until 90 days after the project is completed. Customers have the option of transferring their paid sewer tap fee to another customer at any time. Sewer taps must be made active or refunds issued no later than 5 years after the completion of the project's construction.

G. RATES

1. The District's water and sewer rates and fees are set by District Board and are designed to be fair, reasonable, just, uniform and non-discriminatory. Setting rates locally offers rate regulation that is responsive to the customers of the system. The District's goal is to provide the best possible utility service to all customers at a rate which is competitive with other similar public utility providers.
2. Customers will be billed in accordance with the current Rate Schedule, which is available to customers upon request.

H. BILLING

1. Bills are generally mailed out on the 1st day of each month.
2. A bill is past due if not paid by 5 p.m. on the 21st day of the month. A \$25.00 late fee will be incurred on each account the next working day after the 21st, and in addition, a \$50.00 reconnection fee will be incurred on each account after the disconnect list has left the office. See Section IV-B-1a. One late fee may be waived (per account), in a 12 month billing period. For example, if you have not received a late fee in the prior 12 billing months, your late fee will automatically be waived. However, once this occurs, the same account must be paid, by the due date, for another 12 month billing period in order to be eligible to receive another waiver of the late fee.
3. Service is scheduled to be discontinued if payment is not received by 9 a.m. on the morning of cut-off which is scheduled generally on or after the 10th of the following month.
4. No service will be reconnected between the hours of 5 p.m. and 8 a.m. during the week and no service will be reconnected between 5 p.m. Friday and 8 a.m. Monday.
5. A charge, as outlined in the Metering Tampering Section of the policy, will be charged to any customer who reconnects his own meter.
6. Customers who think a bill is in error or otherwise have reason to protest termination of utility service may contact the office.

I. BILLING ADJUSTMENTS

1. If the District has inadvertently overcharged a customer for utility service, the District will promptly notify the customer and credit the account. If the time frame of the mistake can be determined, the utility should credit the account for that entire interval, up to a maximum of three years. If the time frame of the problem cannot be determined, the utility should credit the excess amount charged during the previous 12-months. If the exact amount of excess charge cannot be determined, the utility should estimate the amount due. If an overcharged customer owes a past due balance to the District, the utility may deduct the past due amount from any credit due the customer.
2. If an undercharge has occurred because of meter tampering, the District can charge the account for the overdue amount in a lump sum.
3. If an overcharged customer owes the District on another account, the District may apply the credit to that past due account.

J. ADJUSTMENTS.

1. District customers with water leaks may be eligible for an adjustment of their bill. To qualify, the customer's current total usage must be triple the previous six months' average usage. Customers can not receive an adjustment more than once in an eighteen-month period. Upon meeting the qualifications for this adjustment, the customer may be billed at an adjusted rate of \$3.00 per thousand gallons for usage over the customer's previous six month's average bill as determined by District records. (The customer's average usage will be billed at the normal rate.)

2. Also, customers with water leaks occurring **between the meter and the dwelling** may also be eligible for an additional adjustment of the sewer portion of their bill. To qualify

for this adjustment, the customer must provide the District with certification, signed by a plumber, verifying that the leak occurred between the meter and the dwelling and indicating that the water never entered the sewer system. Upon receipt of this verification, the sewer portion of the customer's bill may be adjusted to their monthly average sewer charge, as determined by the District records.

3. This adjustment policy only is retro-active for one month prior to July 12, 2007 per the District Board of Directors.

K. PAYMENT OPTIONS:

Customers have five options for making payments to the District. To ensure that payments are credited to the proper accounts, customers should include their stub or provide their account numbers with payments. The options for payment are as follows:

OFFICE

1. The office is located at 17403 S. NC Hwy 109, in Denton, NC. Payments may be made between the hours of 8:00 AM and 5:00 PM, Monday through Friday.

DRIVE-THRU WINDOW

1. For customer convenience, a drive-thru window is located at the office, and payments are accepted during the same hours as the office.

DROP BOX FOR PAYING AFTER HOURS

1. For customer convenience, a drop box is located next to the Drive-Thru Window at the office. Payment and billing stub may be deposited in the box.
2. The drop box is open 24 hours. However, payments put in the box after 5 p.m. will be considered next-day payments.

AUTOMATIC DRAFT

1. For customer convenience, the District offers automatic draft of monthly bills from the customer's savings or checking account.

MAIL:

1. For customer convenience, the District accepts payments by mail. The mailing address for payment is P.O. Box 987, Denton, NC, 27239

*Due to the fact that the District does not take credit or debit cards, no over the phone payments are accepted.

*Due to the fact that Field personnel do not have access to customer account information, including billing records, they are not authorized to collect payment for any service.

L. BILL PAYMENT ARRANGEMENTS

1. Payment arrangement may be available prior to disconnection which will save the customer from being placed on the cut-off list for non-payment. Customers should

contact the District's customer service representative prior to the cut-off list coming out of the office. Once the cut-off list has left the office, no payment arrangements can be made.

2. Payment arrangements may be made in the case of a leak when customer can not pay the total bill, however the customer has to pay the total current bill plus at least \$50.00 of their past due balance. It is the customer's responsibility to pay this amount each month, to ensure the continuation of service. If payment is not made by the specified time, service will be disconnected without further notice.

M. THE DISTRICT'S RESPONSE TO RETURNED CHECKS/INSUFFICIENT FUNDS FOR AUTO DRAFT

1. The District will only accept cash, certified check or money order from any customer having two insufficient funds (bad) checks within any three-month period.

a) Upon receipt of the first returned check, the customer will be informed of and given a copy of the written policy.

b) Upon receipt of the second returned check, the customer will be advised that all bills must be paid in cash, certified check, or money order and will be given another copy of the written policy.

c) Cash payment, certified checks or money orders only will be accepted for the next three months.

d) After the three month period ends, if another insufficient funds check is received, all future bills must be paid in cash, certified check, or money order.

2. Upon receipt of a return check the customer will receive prompt notification by phone or letter.

3. As allowed by the State of North Carolina, a charge is added to the customer's bill because of each returned check. This charge is \$25.00 per check.

4. The customer's account will be charged for returned checks and will be subject to regular collection policies for delinquent accounts.

a) If the returned check was payment for reconnection of service due to a past due bill, the service will be immediately disconnected without notification to the customer.

5. All returned checks and receipt of cash, certified check or money order for payment will be recorded on the District's books.

III. SERVICE OPTIONS

A. OPTIONS IN SERVICE

1. **Twenty-Four Hour Emergency Service:** Employees of the District are on 24-hour call for emergency service. Please call (336)-859-2553 during business hours and (336) 237-8195 after hours.

B. MEDICAL ALERT PROGRAM

1. The customer has the responsibility of notifying the District if there is someone in their household who is chronically or seriously ill.

2. The customer must provide a letter or certification from a doctor or hospital advising of the above condition. These letters will be reviewed and brought up-to-date each year

by a designated employee in the Utility. A customer who complies with these notification procedures will have a white seal placed on his meter to designate his household as containing a chronically ill customer.

3. The customer has the responsibility to carefully handle his account so that service will not be interrupted for failure to pay. With the medical alert designation, the District will make every effort to make personal contact with the customer before service is terminated.

IV. DISCONTINUING SERVICE

A. CLOSING A UTILITY ACCOUNT

1. After an account has been closed by either customer request or demand of the District, all funds (including deposits, refunds, and overcharge credits) will be used against amounts owed the District on the closed account first. When those accounts have been cleared, a check for the remaining deposit will be issued to the customer for any net credit.

2. FORCED CLOSING OF A UTILITY ACCOUNT

a) As soon as possible after termination of utility service, the account will be closed. All fees and credits are then added to the balance and a "final" bill will be issued to the customer.

b) All legal means of collection for an account in arrears will be taken whether the account is in "closed" status or not.

3. TERMINATION OF SERVICE

a) **Requesting Discontinuance of Service:** Any customer requesting discontinuance of service will inform the District's employee of the location, date service is to be disconnected and the forwarding mailing address for the final bill.

b) **Disconnection Scheduling:** Disconnection from the District's utility system will be performed the same day if the request is received prior to 10 a.m. with exception of extreme circumstances as determined by the utility. A request received after 10 a.m. will be fulfilled the next working day.

c) **Final Bill:** A customer's final bill will be mailed in a timely manner to encourage collection and customer understanding.

d) Any customer closing an account should be certain that this service will not be needed for a period of 1 year from the date requesting the account be closed. If the service is reinstated within 1 year, the District will charge the customer the following:

1) A minimum monthly bill for the months falling within the initial request for service disconnection and the reinstatement date of service.

2) A new deposit fee

3) A reconnection fee

4. CUSTOMER'S RIGHTS PRIOR TO DISCONTINUANCE OF SERVICE

a) **Reasonable Opportunity:** The District will discontinue utility service to customers for non-payment only after giving the customer a reasonable opportunity to question the accuracy of the bill. Reasonable opportunity is defined as the period of time from the issuance of the bill until the date of potential disconnection.

b) **Disputed Bill:** If a customer disputes the accuracy of his bill, he has the right to a hearing at which he may be represented in person or by another person of his choosing who may present, orally or in writing, his complaint and contentions.

c) **Exceptions:** Under special circumstances, the District may choose not to interrupt service during extreme weather or when the meter serves an elderly or handicapped person about whom the District has prior written knowledge.

d) **No Disconnection:** Disconnections for non-payment will not be made after 5:00 p.m., on holidays or on weekends.

e) **Hearings:** The District will discontinue utility service for nonpayment of bill only after notice has been given and the customer has had the opportunity to be heard on disputed bills.

f) Any customer desiring a hearing may contact the General Manager at the District office, or telephone (336) 859-2553. Hearings may be scheduled between 8:30 a.m. and 4:30 p.m., Monday through Friday. This person has the authority to settle the issue and reconnect any disconnected account while the matter is investigated.

g) The customer may be represented in person and/or by counsel or other person of his choosing at this meeting. The complaint may be presented orally or in writing. The customer will be notified in a timely manner of the results of any investigation regarding a hearing and of any resulting determination regarding adjustment or cut-off.

5. CUSTOMER'S RIGHTS REGARDING DISCONNECTION

a) If a customer disputes the accuracy of a bill, that customer has a right to a hearing as previously detailed.

6. INVOLUNTARY DISCONTINUANCE OF SERVICE

b) The District may discontinue utility service for any one of the following reasons:

(1) Failure of the customer to pay bills for utility service as required in the Billing Information Section of this policy.

(2) Failure of the customer to pay deposits as required as required in the Customer Deposits Section of this policy.

(3) Upon discovery of meter tampering including bypassing the meter or altering its function.

(4) Failure of the customer to permit District employees access to their meters at all reasonable hours. Locked gates, loose dogs, parking cars over meters, etc. are violations of District policy.

(5) Use of water for unlawful reasons.

(6) Discovery of a condition which is determined to be hazardous or unsafe.

d) Federal laws regarding bankruptcy require that the District not alter, refuse or disconnect service based solely on the basis of the beginning of bankruptcy proceedings or on the customer's failure to pay for bankruptcy service, when a petition for bankruptcy has been filed. However, a utility may terminate a bankrupt debtor's service if it is not provided assurance of payment (a deposit or other security) for future services within 20-days after the date of the order for relief. If the debtor gives adequate assurance of future

payment for services, the utility may not terminate the debtor's utility service for pre petition debts.

e) The District will take extra measures to insure that handicapped, elderly or seriously ill customers receive their bills, have them explained to them, and are notified of any problems with payment.

7. DISCONNECTION DURING EXTREME WEATHER

a) The District will not exercise its right to disconnect service for nonpayment of any bill when the safety and well-being of a customer may be at stake. For that reason, disconnections for non-payment may not be conducted on any extremely cold winter day or extremely hot summer day. The District temperature guidelines for this policy are below 32-degrees Fahrenheit or above 100-degrees Fahrenheit all day long.

b) If a customer's bill remains unpaid on the next business day, the disconnection for non-payment may then occur. This delay in disconnection for non-payment will not preclude the District from disconnection at a future date and does not change the customer's liability for payment of all bills and fees.

c) The customer is encouraged to contact the District in advance of disconnection to make payment arrangements, especially where winter day hardships can occur.

B. RE-CONNECTION

1. When it becomes necessary for the District to discontinue service for any of the reasons listed above, service will be restored after payment of the following:

a) All past due bills due the District including additional fees and charges required by this policy

b) Any deposit as required

c) Any material and labor cost incurred by the District

V. CONSTRUCTION AND METERING GUIDELINES

A. MINIMUM PLUMBING REQUIREMENTS

1. The customer must meet all Plumbing (N.C. Department of Environment, Health and Natural Resources), other codes and safety standards, prior to connection to the District's utility system. An inspection certificate may be required before service is begun.

2. Temporary service on a premises may be available provided the service is for a fixed time period and approved by the Field Manager.

B. METER LOCATION

1. Upon application for service, customers will be given a flag to place in the ground, at their desired location, which must be accessible to the District's employees, and on the state right of way.

C. METERING

1. Meters which measure utility service are highly accurate instruments of measurement with expected life span that exceed 40-years. In very few circumstances are these meters measuring incorrectly. District utility employees would prefer to assist each customer in

determining extraordinary usage, but will test any meter upon request. A customer requesting a meter test should contact the District Office.

2. A water meter may be tested once in a 12-month period at the request of the customer. If the test shows the meter to be inaccurate (plus or minus 2-percent), adjustments may be made, and the customer will not be charged for the test. However, if the test shows the meter to be accurate, there will be a \$50.00 charge to the customer.

D. METER READING

1. The District's meters will be read by District employees, according to the District's schedule. Reading dates will vary slightly from month-to-month due to weekends, holidays, weather conditions, and other factors. Monthly billing periods will be assumed to be 30-days, but may range from 25 to 36-days.

2. If meter reading corrections are necessary, the District will promptly make them, and a credit due to a customer from a meter reading error will be posted to the customer's account or a check may be written to the customer if requested.

E. LINE EXTENSIONS

1. The District strives to design, install, operate, and maintain the water distribution system in compliance with good engineering and operating practices which are economically feasible to the District. Line extensions to a home are made safely and quickly.

2. If the District's preferred method of service is not acceptable, the customer may pay a non-refundable contribution for the extra cost of providing and maintaining service by an acceptable alternate method over and above the cost of the District's initial preferred method.

3. In any case, the customers preferred method will need to meet the qualifications of good engineering and operating practices.

F. SERVICE INTERRUPTIONS

1. The District will make all reasonable efforts to provide continuous and uninterrupted service, but cannot be liable for loss or damage (direct or consequential) caused by any failure to supply utilities or by an interruption, if it is due to any cause beyond the reasonable control of the District.

2. If the customer notifies the District of a condition, the District's employees will promptly begin to restore the utility service.

3. The District will make every attempt to notify customers prior to a planned interruption of service.

4. Prolonged service interruptions due to maintenance and construction may sometime be necessary. In some instances, where safety is a concern, the customer may be required to show proof that the premises are safe.

G. PROPERTY OWNED BY THE DISTRICT

1. All meters and other equipment furnished by the District will be the property of the District except meter bases which are furnished by the District and become the responsibility of the owners. Damages to this equipment which arises from neglect on the part of the customer will be the financial responsibility of the customer.

H. THE DISTRICT'S RESPONSE TO A CUSTOMER CUTTING ON/OFF UTILITY SERVICE

1. It is unlawful for anyone other than a District agent to cut on or off utility service (water or sewer).
2. A service charge will be billed to anyone violating this policy to recover the District's cost for investigating the complaint.
3. If a meter seal is found to be broken or removed, the District should test the meter to determine if tampering has occurred and then reseal the meter. The customer should be notified of this process.

I. THE DISTRICT'S RESPONSE TO METER TAMPERING

1. Tampering with a meter or bypassing a meter is the same as stealing. The aggressive enforcement of this policy is required by the large majority of good paying customers who would be financially burdened with paying for the stolen services. The District will call for the prosecution of cases of meter tampering, water theft and fraud to the fullest extent of the law.
2. A service charge representing the District's cost for the investigation and processing of a meter tampering case will be billed to the customer who benefited from the tampering. Any damage to these devices will be paid by the customer.
3. Any customer may contest these additional service charges by calling upon the General Manager for a hearing. A hearing will be scheduled before the General Manager.
4. Tampering with water meters is prohibited by North Carolina General Statutes 14-159-1, and North Carolina General Statutes 14-151-1:
 - a) "It shall be unlawful for any unauthorized person to alter, tamper with or bypass a meter which has been installed for the purpose of measuring the use of water or knowingly to use water passing through any such tampering meter or use water bypassing a meter provided by a water supplier for the purpose of measuring and registering the quantity of water consumed.
 - b) Any meter or service entrance facility found to have been altered, tampered with, or bypassed in a manner that would cause such meter to inaccurately measure and register the water consumed or which would cause the water to be diverted from the recording apparatus of the meter shall be the prima facie evidence of intent to violate and of the violation of this section by the person in whose name such meter is installed, or the person or persons so using or receiving the benefits of such un-metered, unregistered or diverted water."

VI. SEWER POLICY

A. CUSTOMER REQUIREMENTS FOR PROVISION OF SEWER

- Must be on Handy's water system and have an account established for billing purposes

B. UWHARRIE POINT SEWER POLICY

New Construction

- HSD will provide installation of pump and tank. In addition, HSD will install panel and wiring to pump
- Property owners will be responsible for the electrical work to the panel as well as being responsible from the sewer line to wet well
- HSD will maintain and repair all **NORMAL** maintenance and repair of pumps and panels. Charges may be assessed if the repairs are the result of inappropriate material that causes damage to the pump or line
- Cost is \$4,500.00 plus current tap fee
- Completion of pump installation may take up to 15 working days after the request
- Property owners must sign the right of egress/ingress form before a pump will be installed
- Property owners will be responsible for locating all other utility lines on the property
- Options for larger wet wells or other than standard electrical panels will be available at extra cost.
- Price for sewer service is per unit even if multi units share the common pump and wet well
- If location of pump is more than 300 feet from the main, additional charges will apply at the going rate for pipe and installation. These costs will be determined at site review meeting with the contractor.

Existing Pumps

- HSD will assume the responsibility of all pumps at Uwharrie Point, after existing units fail. When existing pumps fail or service levels dictate as determined by a plumber, a new after market pump will be installed by HSD at a cost of \$2,000.00
- When new pumps and panels are installed they become the responsibility and property of HSD
- HSD will maintain and repair all **NORMAL** maintenance and repair of pumps and panels. Charges may be assessed if the repairs are the result of inappropriate material that causes damage to the pump or line
- Property owners must sign the right of egress/ingress form before a pump will be installed
- Property owners will be responsible for locating all other utility lines on the property

*These figures are subject to change as prices for pump and labor rates dictate.

Requirements to be met by the customer before the District will replace an existing pump with the installation of an aftermarket sewer pump:

- Grinder pump tank and lid must be in serviceable condition (determined by the District)
- Existing electrical power must be on the outside of the house, within 25 feet of the tank, and at least 30 amps/230 volts with a neutral and ground
- Tank must be accessible for maintenance (free of landscaping, storage buildings, etc)
- Tank must be empty

Additional charges may be incurred if these requirements are not met.