



# Cullman County Water Department

## Rules and Regulations

The following rules and regulations are for the information and protection of the customers of the Cullman County Water Department. The customer is responsible for being aware of said rules and regulations, as well as where their meter is located and how to turn it off in case of an emergency. The water rates for Cullman County Water Department are determined by CCWD and will be payable at such rates, time and place as determined by CCWD. The following rules, regulations and all associated fees mentioned are effective April 1, 2018; are retroactive for existing accounts; supersede all previous rules, regulations and fees; and are subject to change without advance notice.

**A non-refundable service fee will be required and will be determined by current rates.**

**New Service Tap/Meter Installation:** Certain criteria must be met by a customer for a new service tap. Be sure you have read and understand the following policies.

- 1 Customer must apply for service, meet all requirements and be contacted by CCWD before a new water service contract will be accepted.
- 2 Customer must provide the following at time of application: a 911 address for the location of the tap installation issued by the governing county; a billing address; a valid phone number; photo ID; a copy of the property deed or signed permission by the property owner (Rental Form) where the service will be installed; full payment of tap fee; signature acknowledging receipt of CCWD rules and regulations
- 3 If accepted, CCWD will install a water connection consisting of labor, saddle, corporation stop, service line, curb stop, meter, and check valve to a point adjacent to the property line of an establishment or residence on the road right of way.
- 4 Any partial payment will be refunded and transaction canceled if not paid in full after 30 days.
- 5 Full payments will be refunded and transaction canceled if not released to construction after 60 days.
- 6 CCWD will determine if sufficient pressure (20psi) exists. If pressure is less than 20 psi the tap fee will be refunded.
- 7 Monthly billing will start immediately upon installation of tap/meter even if customer has not begun using water.
- 8 Customer is responsible for installing an inline water shut-off valve immediately adjoining the check valve at the meter. Water spigots will not be accepted as a cutoff.
- 9 CCWD will lock service at time of installation. Lock will only be removed by CCWD after notification by customer and verification by CCWD that the shut-off valve has been correctly installed immediately adjoining the check valve.
- 10 New water services must remain active for a minimum of 12 months once the account becomes active. If service is disconnected and the account becomes inactive for any reason before the end of the stated 12 month term, the applying customer will be responsible for the full 12 month minimum billing amount.
- 11 Customer is solely liable for any connection past the check valve. CCWD is not liable for any connection or problem past the check valve on the customer's side.
- 12 Customer is solely liable for any connection, maintenance, or leaks that may occur on the customer's side.
- 13 Customer should use their personal shut off valve for all personal use and emergencies.
- 14 Once the water service is established, any request by customer to move the service/meter will require a new application and full tap fee payment.

**New Service Requests with Existing Meters:** A customer requesting water service with CCWD where a meter service line already exists must pay a service fee for the service to be connected and to begin an account. The fee covers, reading, unlocking and other costs associated with the connection. The customer must show photo ID, 911 address, letter of credit, property deed, rental verification form (if applicable); and meter number, if available. ***The meter will be unlocked within 48 hours provided that you do not have an impending balance due on any previous accounts in your name. If you have a balance due, this balance must be paid in full before the new account will be unlocked.*** Should a customer change their mind about establishing a service in their name, and the service request has already been worked by CCWD, there will be a \$40.00 charge for the unlock and re-lock of the water service. Therefore, the customer will only be refunded a portion of the paid service fee. **Any service connect request that is placed on hold for any reason will be cancelled after 30 days.**

**Vacant Services/Meter Sets:** Service Connections and or meter sets without billing for a consecutive 24 month period will be subject to removal. In the event that service is requested after the removal of the service connection and or meter set, the customer will be responsible for all tapping fees associated with the new service. After the meter is located and assigned to be removed the customer has 2 weeks to activate the meter and start billing. Once the service has been removed the customer has 6 months from the pull date to activate the meter at our normal service fee. The customer must pay a minimum monthly bill for no less than 12 consecutive months. After 6 months customer will be responsible for the full water tap fee.

**Water Service:** Customer is responsible for all water usages, penalties and or fees once an account is activated in your name until we receive in writing that you wish for service to be discontinued. You agree, in order for CCWD to service your account or to collect any amounts you owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.

**Meter Replacement:** Meters and all associated parts are the property of the Cullman County Water Department. If a meter is found to be registering incorrectly, it will be replaced at no charge to the customer. **If a customer wishes to upgrade to a larger meter, the full tapping fee will be required to be paid in advance.**

**Access to Premises:** The Cullman County Water Department must have access to read and maintain meters at all times.

**Water meter must be set on road right of way.** If anyone prevents access by constructing a fence, barrier or other obstruction, CCWD after giving the customer reasonable notice will remove said meter and terminate service. To reinstate water service, the obstruction must be removed and the customer will be required to pay a full tapping fee.

**Meter Reading:** Meters will be read monthly. Cullman County Water Department reserves the right to vary the dates or length of period covered.

**Water Pressure Regulators:** It is the customer's responsibility to install and maintain a pressure regulator.

**Cutoff Valve:** CCWD requires that a cutoff valve be installed immediately adjoining the check valve on the customer's side of the meter. Any meter or curb stop damage a customer causes due to using the CCWD curb stop to turn water on and off, will be charged a damage fee. The amount of the fee will be determined by CCWD.

**Minimum Bill:** Each customer will receive a monthly minimum bill that will begin as soon as service is requested by customer. The bill covers a flat rate, from 0 to 2000 gallons and is charged to cover monthly meter reading and administrative costs.

**Billing/Collecting:** Bills will be calculated in accordance with the Cullman County Water Department rate schedule and will be for the period of days covered between meter readings. Readings from different meters will not be combined. Payment is due when bill is rendered and will be delinquent one day after the penalty date stated on the bill unless that day falls on a weekend or holiday, then such bill becomes deemed delinquent the first business day following the weekend or holiday. A 10% penalty will be added to each account upon delinquency. Water service may be disconnected without further notice and a reconnection fee plus payment of any unpaid balance is due before reestablishment of water service.

Disconnection or cut-off date will be 10 days past the current bill due date. Accounts where checks or negotiable orders returned by the bank due to insufficient funds or account closing, will be disconnected for non-payment. Water service can be restored upon cash payment of account plus returned check fees and a reconnect fee.

**Default on Account:** Any customer that defaults on their account will be responsible to pay any and all costs associated with the collection of the account. This includes attorney's fees, a 35% collection agency fee and any other fees associated with the collection. You agree, in order for CCWD to collect any amounts you owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.

**Unauthorized Re-connections:** If a customer or establishment either effects, causes, allows, or permits an unauthorized connection or re-connection to the Cullman County Water Department system by means of removing lock, installing a jumper or any other means of reconnecting to the system the customer will be responsible for paying all costs associated with the account and penalties for the unauthorized reconnect. If the customer or establishment refuses to pay all costs associated with the unauthorized reconnect, said customer is subject to prosecution under Alabama State Law 86-429.

**Suspension of Service:** Cullman County Water Department reserves the right to discontinue and terminate water service taps without notice for the following additional reasons:

- \*The occurrence and discovery of any tampering, alteration, modification or interference with any water meter, register, measuring device, or other component of the meter, with or without knowledge of the customer.
- \*Customer's willful disregard of the Rules and Regulations as set forth by Cullman County Water Department (includes denying access to meter by putting up fence, or placing anything over meter.)
- \*Emergency repairs
- \*Legal proceedings
- \*Insufficiency of water supply due to circumstances beyond the water department's control
- \*By order of public authorities
- \*The prevention of fraud or abuse.
- \*Delinquent accounts
- \*More than one household on a meter
- \*No Mail Receptacle or Active P.O. Box

**Request for Termination of Water Service:** To discontinue water service, the customer may call, come in person, mail, or fax a request for termination to Cullman Electric Coop. or Cullman County Water Department. A final reading will be taken within 48 hours of completion of request and a final bill will be computed and mailed to the forwarding address. Cullman County Water Department will not terminate water service until either the current customer requests termination in writing or the new tenant makes application for water service for that establishment or residence. It is the responsibility of the customer to verify the water service has been terminated in his or her name. The customer whose name the water service is in will continue to be responsible for all water usage, penalties and or fees.

**Disputed Billing:** If the customer believes their bill to be in error, the customer must notify Cullman County Water Dept. before the bill becomes delinquent. Such claim, if made after the bill becomes delinquent, will not be effective in preventing the discontinuance of water service provided. The customer may pay said bill under protest. The payment under protest will not prejudice the claim. At the customer's request, Cullman County Water Department will reread a customer's meter. If the reread discloses that the meter was over read, no charge will be made. If the reread discloses that the reading is correct then the customer will pay a reread fee. Either case, if the reading reflected on the current bill is found to be high, the balance due and usage will be adjusted and a new bill generated. After receiving payment for a meter test,

Cullman County Water Department will test the meter. If the meter is found to over register beyond 5% of the correct volume the meter testing fee will be refunded. The customer may be present during the meter test if an appointment is made.

The Cullman County Water Department’s policy does not allow employees to repair customer leaks.

**Sewer Fees:** The Cullman County Commission has authorized CCWD to collect sewer fees at the request of local sewer systems. These fees will be added to the customer’s monthly bill.

**Fire Hydrants:** Cullman County Water Dept. will install a 6” fire hydrant on the road right-of-way if the main will accommodate a 6” hydrant and the water department determines that a hydrant is needed. CCWD reserves the right to deny fire hydrant placement requests. If a hydrant placement is approved the full tapping fee must be paid in advance by the customer. By installing the fire hydrant, CCWD does not in any way guarantee that the volume of the water or the pressure at the hydrant will comply with the requirements of any insurance agency or fire department. CCWD reserves the right to remove any hydrant at any time it deems necessary or expedient. The hydrant will always be the property of the Cullman County Water Dept.

**Flush Hydrants:** Cullman County Water Dept. will install a 3” flush hydrant on the road right-of-way if the main will accommodate a 3” flush hydrant and the water department determines that a flush hydrant is needed. CCWD reserves the right to deny flush hydrant placement requests. If a flush hydrant placement is approved the full tapping fee must be paid in advance by the customer. By installing the flush hydrant, CCWD does not in any way guarantee that the volume of the water or the pressure at the flush hydrant will comply with the requirements of any insurance agency or fire department. CCWD reserves the right to remove any hydrant at any time it deems necessary or expedient. The hydrant will always be the property of the Cullman County Water Dept.

**Leak Adjustments-** CCWD may make a one-time leak adjustment per customer with an average normal household use and a current 12 month use history. To qualify, the use in question must be at least four times the average monthly use for the same time of the year. The leak must be repaired before any adjustment will be given. The person requesting the adjustment must be the person listed on the account and must provide to CCWD proof of identity. Secondary/recreational homes do not qualify if there is not average household use on the meter monthly. Lake property only qualifies if it is a full time residency with a minimum of 1 year household usage. The request for an adjustment must be done in a timely manner and CCWD reserves the right to deny adjustments of late fees if the request is not received before the due date stated on the affected bill. CCWD understands that high bills for leaks in some cases cannot be paid at one time and will offer a payment plan with no penalties if paid as agreed. See Payment Plans. *CCWD reserves the right to deny any requested adjustment.*

**Payment Plans-** CCWD will work out a payment plan for a customer whose bill is more than three times their average monthly use. The payment plan may be paid over time with no penalties for late balances. The request for a payment plan must be made in a timely manner. CCWD reserves the right to deny adjustments of late fees if the request is not received before the due date stated on the affected bill. The person signing the payment plan must be the person listed on the account and must provide to CCWD proof of identity. All payment plans must be paid by the due date listed on the bill in addition to current monthly charges. If at any time the payment plan is not met, the agreement is in default and the water service may be discontinued and only reconnected with the total balance due on the account plus any applicable reconnect fees.

**Water Line Locates:** CCWD is a member of the Alabama One-Call service. Please call 1-800-292.8525. Under Alabama state law, excavators must give utility companies a MINIMUM of 48 hour notice before starting to dig; customers are also required to give a MINIMUM notice of 48 hours. If you have an emergency locate after normal business hours please call 256-734-2900 and leave a detailed message on our water outage answering service.

This is the information needed to process your line locate request.

Company Name	Nearest intersecting road	Time frame (48 hours or emergency)
Caller’s name	Type of work being done	
Telephone number	Road bore/no road bore	
Address of locate	How area is marked	

If you do not call for a line locate and you hit CCWD’s water line, you will be charged \$100.00 per inch of pipe per line.

**Fees and Penalties:**

**Water Tap Fees** All compound meters require a quote.

3/4” Tap	approx. 30 GPM	\$ 600.00
1” Tap	approx. 50 GPM	\$ 800.00
1 1/2” Tap	approx. 100 GPM	\$ 1400.00
2” Tap	approx. 160 GPM	\$ 1940.00

**Fire and Flush Hydrants**

6” Fire Hydrant	\$2,650.00
Post Hydrant	\$1,350.00

**Damage Charges for No Locate Repairs**

2” line=\$200.00 3” line=\$300.00 4” line=\$400.00 6” line=\$600.00 8” line=\$800.00  
10” thru 16” will be 100.00 per inch plus cost of equipment needed to repair lines.

**Miscellaneous Fees and Penalties**

Service Fee	\$100.00
Meter Damage	\$250.00
Nonpayment Lock Fee	\$40.00
<b>After Hour Service Fees</b>	<b>\$75.00 (all after 2pm; nights/weekends)</b>
Unauthorized Reconnection/ Tampering	\$150.00
Meter Test Fee	\$40.00
Reread Fee	\$10.00

Hydrant Permit Fee	\$100.00
Fire Hydrant Meter Loss/Damage	\$500.00 plus cost of meter
Delinquent Penalty	10%

**Rate Schedule Effective through 09-30-2018**

Residential

First 2000	\$ 23.37
Next 3000	\$ 9.83
Next 5000	\$ 9.19
Next 5000	\$ 9.15
All Over	\$ 7.34

All other classification rates by request.