

Water Works and Sewer Department of the Town of Eclectic

Policies and Rates for all Water Customers

507 Main Street
Eclectic, Alabama 36024
Office: 334-541-2840
Fax: 334-541-4478
Email: waterandsewer@townofeclectic.com

Office Hours
Monday – Friday
8:00 am – 5:00 pm

| | |
|---------------------|----------|
| Board of Directors: | 07/10/74 |
| Revised: | 05/20/96 |
| Revised: | 06/02/97 |
| Revised: | 09/30/97 |
| Revised: | 05/ /01 |
| Revised: | 03/15/03 |
| Revised: | 05/19/03 |
| Revised: | 01/01/05 |
| Revised/Adopted: | 12/07/15 |
| Revised/Adopted: | 01/01/20 |

Holidays will be posted on the front door in advance.

Application Process

All customers are required to fill out an application providing your name, mailing address, social security number, driver license number, street address, employer, home and employers phone numbers. A copy of your driver license is required. All required fees must be paid in full at time of application. If you are requesting a service at a location that currently has water, we will be able to activate the meter on the same day in most cases. If you are requesting service at a location that does not currently have water, we ask that you allow at least two weeks for your service to be installed. Some cases may require a longer period of time depending on the situation. You will be given a flag to place where you would like your meter set. If the meter cannot be installed in this location, we will contact you.

If you have previously been on our water system and have an outstanding balance with us, you will be required to make arrangements to pay the outstanding balance.

Each address is assigned a customer number, route number and account number. The route and account numbers are used for meter location and meter reading. The customer numbers are used for posting payments and are assigned by the computer system. No two customers will have the same customer number. **Each residence or business must have its own meter. No double connections are allowed, unless they have been grandfathered in. A meter shall serve only one single-family dwelling or a single business.**

Required Water Fees

Meter Deposit (no longer required as of 01/01/20)

| | |
|-------------|-----------|
| Residential | \$ 50.00 |
| Rental | \$ 75.00 |
| Commercial | \$ 100.00 |

Effective Fees as of 01/01/20

| | |
|---------------------------------|-----------|
| Activation Fee (non-refundable) | |
| Residential owner | \$ 100.00 |
| Residential rental | \$ 125.00 |
| Commercial | \$ 125.00 |

New Service Tap

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|------------|-----------|
| ¾" Tap Fee | \$ 700.00 |
| 1" Tap Fee | \$ 900.00 |
| 2" Tap Fee | \$1400.00 |
| 6" Tap Fee | \$2500.00 |

Impact Fee

For New Tap \$ 500.00

Road Bores

& Openings \$ 700.00

The activation fee, tap fee, impact fee and bore fee are non-refundable. The meter deposit is held on the account until the account is final. The meter deposit will be applied toward the final bill; you will then be refunded any credit amount remaining on your account. (prior to 01/01/20)

Water Rates

The following water rates were implemented January 1, 2002. The rate schedule is a flat rate, requiring all customers to pay the same amount for water regardless of volume. Billings are based on actual usage/consumption figures from monthly meter readings. Each customer is required to pay a minimum bill, or flat rate, whether water is used or not. The current water rates are as follows:

Residential (Including Churches)

| | |
|------------------------------|----------------------|
| First 2500 Gallons (minimum) | \$16.50 (plus taxes) |
| All Gallons over 2500 | .70 per 100 Gallons |

Commercial

| | |
|------------------------------|----------------------|
| First 2500 Gallons (minimum) | \$16.50 (plus taxes) |
| All Gallons over 2500 | .70 per 100 Gallons |

Required Sewer Fees

Effective Fees as of 01/01/20

Residential

| | |
|------------|-----------|
| Tap Fee | \$ 500.00 |
| Impact Fee | \$ 500.00 |
| Bore Fee | \$ 700.00 |

Commercial

| | |
|------------|-----------|
| Tap Fee | \$1200.00 |
| Impact Fee | \$ 500.00 |
| Bore Fee | \$ 700.00 |

Sewer Rates

Residential (Including Churches)

| | |
|------------------------------|---------------------|
| First 2500 Gallons (minimum) | \$20.00 |
| 2501 – 20,000 | .30 per 100 Gallons |
| Over 20,000 | .25 per 100 Gallons |

Commercial

| | |
|------------------------------|---------------------|
| First 2500 Gallons (minimum) | \$20.00 |
| 2501 – 20,000 | .40 per 100 Gallons |
| Over 20,000 | .30 per 100 Gallons |

All customers within 200 feet of the sewer will receive a minimum sewer charge on their water bill. If a customer is hooked to the sewer, the usage is based on water consumption.

By law, not everyone is required to pay the tap fee for sewer connection. Those persons considered to be of low-and-moderate income are exempt from this fee. Low-and-moderate income is determined by your combined annual household income from all sources for the previous year. To be exempt you must provide evidence of your household income to the Water Works and Sewer Department. Such information will be held in the strictest confidence. Suggested evidence would be your most recent tax return.

Each customer will be responsible for hiring a duly licensed plumber of his own choosing to connect the sewer line from the lateral to the house or commercial structure. That plumber is responsible for connection as required by the Town. The Eclectic Water Works and Sewer Department must inspect all lines before they are covered up. The plumber must supply a sketch of the sewer connection to the Town.

Meter Reading

Meter reading begins on the 15th of each month, unless the 15th falls on Saturday, Sunday or a Holiday. Meter reading will then begin on the following business day. All meters are read each month. **Errors do occur** – if you feel your bill is higher than normal, please don't hesitate to call our office at 334-541-2840 and ask to have your meter reread. The earlier we are notified of any problems, the sooner the problem can be corrected.

Billing

Bills are processed and mailed the last two working days of each month. We mail all bills on the same day. We are not responsible for the postal service losing or misdelivering bills. If you do not receive your water bill by the third of the month, please call our office at 334-541-2840 for your payment amount. Bills received are for the previous month's water usage. Example – The bill you receive June 1st, due June 10th, would be for water used between April 15th and May 15th.

Due Date, Late Fees and Payments

Bills are due by 5:00 pm on the 10th of each month. If the 10th falls on a Saturday, Sunday or Holiday, bills are due by 5:00 pm the first business day following the 10th of the month. **If we do not receive payment by 5:00 pm on the due date, there will be a 10% late charge added to your account.** To avoid late charges, we must receive your payment in the office by 5:00 pm on the due date. Mailed payments must be received in the office by the due date. There is a drop box located to the left of the entrance drive for your convenience. The drop box is checked once during normal business hours, with the exception of the bills due date, it is then checked in the morning and at 5:00 pm. Payments placed in the drop box after 5:00 pm on the due date will be considered late and will have a late fee applied. The Water Works and Sewer Department will not be responsible for cash put in the drop box or sent in the mail. We ask that you only pay cash when paying in person and will be given a receipt for your payment.

Final Reading/Billing

It is the sole responsibility of the CUSTOMER to inform the Office that a final reading needs to be obtained. **When water service is no longer needed, please come by the office at 507 Main Street to sign a final form. We need a date in which the account needs a final reading and a forwarding mailing address for the final bill.** The account will continue to be billed until such notification is received. Meter Deposits collected prior to 01/01/20 are applied to any unpaid balance and credit balances are refunded to the customer. **Any unpaid balance after the meter deposit is applied is due to be paid upon receipt of the final bill. Any unpaid balance not paid within 30 days will be reported to the Credit Bureau. Eclectic Water Works and Sewer Department shall have the right to demand payment in full and the customer will be responsible for any and all collection and/or legal expense incurred in the collection of this account.**

Hand Written Bill Fee

Occasionally the mail is misdelivered or lost and it may be necessary to hand write your bill. The first time your bill is handwritten, you will be given a letter stating: Beginning with your next month bill payment, if it is necessary to handwrite your payment there will be an additional \$1.00 charge.

Disconnection (Cut-off)

Water service is disconnected after two months non-payment. Disconnection of water service is done the day following the due date. **If a bill is received that has two months owed, the past due balance must be paid by 5:00 pm on the 10th (due date) to avoid disruption in water service.** The disconnect list is printed on the bill due date of each month after all payments received for that day have been posted to accounts. We will attempt to call anyone who appears on the disconnect list for the first time. **Once the field personnel leave the office with the list, a \$50.00 account reinstatement fee will be charged,** regardless of water disruption before payment is made. If payment is received before the field personnel leave with the list, the account balance must be paid in full to avoid disruption in water service. If water service is disconnected, you will be required to come to the Water Works Office during normal business hours to pay the total due plus a \$50.00 account reinstatement fee. **After hours calls require payment of total due, \$50.00 account reinstatement fee and \$50.00 after hour fee.** Field personnel may only accept payment for after hour calls.

Extensions

Extensions are allowed in emergency situations. If an extension for water service becomes necessary you **must come to the office and speak with office personnel** to make arrangements. **Only one extension is allowed within a six-month period.**

Penalties

The water meter, curb stop, meter box and service line from the main to the meter belong to the Eclectic Water Works and Sewer Department. There will be a **\$150.00 penalty charged for the first offense, a \$300.00 penalty for the second offense, and \$500.00 for additional offences for any of the following:**

Cutting a lock or breaking a curb stop on a locked meter, plus the cost of the lock and/or curb stop.

Tampering with the meter, service line from the meter to the main or the main plus the cost of repairing any damage.

Turning on a meter that has been turned off for non-payment, whether the meter is locked or not.

Should any unlawful use, misuse or damage occur Eclectic Water Works and Sewer Department reserves the right to take legal action.

Checks

All check must be payable to: Water Works, Water Works & Sewer Department or Eclectic Water Works. Checks must be preprinted with correct name, address and telephone number. Third-party checks and checks for more than the amount of the payment will not be accepted.

Returned Checks

Returned checks are considered **NON-PAYMENT** for services and water service may be discontinued. There will be a \$30.00 charge on all returned checks. If failure to pay the check in the time allowed occurs, water service will be discontinued and a \$50.00 account reinstatement fee will be charged. The returned check, returned check charges and account reinstatement fee must be paid in full by cash before water service will be restored.

If we receive a returned check that was paid to have water service restored after being disconnected for non-payment, no notice will be given. Water service will automatically be turned off and a \$50.00 account reinstatement fee will be charged. The returned check, returned check charges and account reinstatement fee must be paid in full by cash before water service will be restored.

If two returned checks are received from a customer, we will no longer accept checks as a form of payment for this account. We will only accept money orders, cashier checks or cash on the account.

Eclectic Water Works and Sewer Department accepts checks, money orders, cashier checks, cash and debit/credit cards with customer paying minimum vendor fee.

Emergencies

All emergencies are to be directed to the Eclectic Water Works and Sewer Department Office at 334-541-2840. After or before normal business hours please call the Eclectic Police Department at 334-541-2148. When calling with an emergency, please provide the following information to the person to whom you are reporting:

Your name, service address, specific nature of the problem, time the problem began or was discovered, a telephone number you can be reached at-incase additional information is needed from you.

Emergencies may consist of, but not limited to, the following:

Identified or suspected leak, dirty water or air waterlines, low water pressure or volume or *no water.

*Having no water due to disconnection of service for non-payment will not be considered a bona-fide emergency. Service will not be restored after hours without a \$50.00 after hour charge.

Complaints

All customer complaints are to be directed to the Office during regular office hours. The telephone number is 334-541-2840. If the staff is unable to resolve the problem, the Superintendent will be contacted. When calling in a complaint or reporting a problem, please state the name the account is in, be concise and specific as to the nature of the problem or complaint. The staff is committed to providing you with the best water service possible with as few interruptions as is absolutely necessary. However, sometimes temporary interruptions or problems cannot be avoided. During these times, we ask for your patience and understanding until such time that the problem is resolved. **It is not always possible to contact customers and advise them in advance of work to be done that may affect their service**, therefore if you experience dirty water, air in your lines, low pressure, low volume or other similar problems, please call our office immediately. Should you have a problem other than during office hours, please contact the Eclectic Police Department at 334-541-2148 and Water Works staff will be notified.

Easement Agreements

Easements are REQUIRED for all Customers who do not own the land/property on which the water meter and meter box is to be placed. Easements may also be required for extensions to the water main, if at any point, the lines crosses any property not owned specifically by the Customer. IT IS THE RESPONSIBILITY OF THE CUSTOMER to acquire the necessary easements, and to furnish a property description to the Water Works Department at the time of application for service. Easement Agreements and Property Descriptions are to be provided to the Water Works Department at the expense of the Customer.

Usage Agreement

The following is REQUIRED for all Customers obtaining a new service installation: Customers are required to pay a minimum water bill for 24 consecutive months from the date the meter is set whether water is used or not. This clause is part of and is clearly defined in the Customer Service Agreement and there shall be no exceptions to this policy. All policies, late fees, billing requirements and delinquency policies apply to customers falling under these provisions.

Main Extensions

Customers requesting water service to an area for which the main must be extended in order to provide service has two options: (1) A water meter can be set at the end of our main and the customer can run a line from the meter to his/her property at the customers expense. This line will be the sole responsibility of the customer. (2) The main may be extended to the customer's property with the customer paying the expense. The Department must approve the extension of ALL lines before work begins. After work has begun, the Water Works must inspect the line periodically before lines are covered. The Department reserves the right to accept or decline responsibility of the line after one year from the date in which the line becomes operational.

At such time the extension is requested, the customer will be provided an ESTIMATE as to the cost of the extension. The customer is required to agree to the ACTUAL cost of the extension, including (materials, extra labor & equipment cost, tap, impact & road bore fees and activation fees, etc.) Payment of the ESTIMATE cost must be paid in full before work can begin. Any additional ACTUAL costs above the ESTIMATE are required to be paid within 30 days of the billing.

Master Meter

A Master Meter is a meter that serves more than one household. Master Meters are normally not employed by the system; however, existing Master Meters that have been grandfathered into the system over the years are subject to the following provision:

- No new connections may be made to an existing master meter.
- Owner shall be solely responsible for payments of service.
- Any change in ownership must be immediately reported and applicable fees paid.

Service Connection

Service connections consist of a ¾" connection from the water main, to and including the water meter, safety valve and meter box. All ¾" service connections shall be installed by the system personnel, and shall be type K soft copper. The customer is not allowed to work on, operate or perform any maintenance or tamper with in any way any part of the main, service line, meter or meter box or any part thereof. For services larger than the standard ¾" service connection, please refer to the section on Large Service Lines.

Large Service Line

The standard service line is a ¾" copper line. The Tap Fee of \$700.00 only covers the cost of a standard ¾" service. Any connection larger than ¾" line must have Department approval, and should be requested when the initial application for service is submitted. The customer is required to pay the difference between the cost of a ¾" line and the actual size desired. You may contact the Department if you have questions regarding the size service you may need. An ESTIMATED cost will be provided to you, but payment shall consist of ACTUAL cost due to variations in the price market for materials.

Safety Valves (Cut-off Valve)

THE FOLLOWING IS REQUIRED FOR ALL CUSTOMERS ON ALL NEW SERVICE CONNECTIONS: A safety valve (cut-off valve) is to be placed a minimum of two (2) feet but not more than four (4) feet from the meter toward your building. The safety valve must be inspected and approved by the Department prior to turning water on at the meter. There shall be no exceptions to this requirement. Other cut-off valves may be placed along the line at the customer's discretion. If you have any questions regarding this requirement, please call the Water Works Office at 334-541-2840.

Cross Connection/Dual Check Valve

State Law requires cross connection devices to be installed on all new services. This is included in the Tap Fee paid by the customer and is maintained by the Water System and may not be removed, repaired or operated by the customer. Older services may also require the installation of a dual check valve at any such time that the service may require replacement or relocation at a cost of \$35.00 to be paid for by the customer. The dual check valve shall remain the property of the system as is the service line, meter and meter box.

Connection Between Unapproved and Approved Sources of Public Water Supply

There must be a complete physical disconnection between private wells and or other unapproved sources and the service from a public water supply.

There are good sound reasons and years of experience behind this requirement. Some private wells are not properly protected and may become contaminated in many ways. Thus, where a connection exists, water from these wells can be pumped into the public system at any time low pressures happen to occur. It is also possible that the pump in a private well may be able to furnish more pressure than the public system at a particular location and thus pump into the system. The State Health Department Laboratory regularly checks our public water supply system, which is supplied with, chlorinated water obtained from a safe and approved source. It is emphasized that valves (gate or check) between the two supplies are not sufficient. There must be a complete distinct separation.

The Health Department has no objection if a premise, which is served by a public water supply, also has a private well, provided this disconnection is made. Very few, if any, people will be inconvenienced if the public water supply system includes this requirement of the State Health Department in its rules of operation.