

# CHAPEL LANE WATER COMPANY

PO Box 2536 Rapid City, SD 57709

## RULES AND REGULATIONS

The following permanent policies apply to all individual and organizations receiving water service from the Chapel Lane Water Company, hereafter called the **Company**. They were adopted by the Chapel Lane Water Company Board of Directors and revised as noted.

### 1. APPLICATION FOR SERVICE

Individuals seeking water service from the Company must complete an Application for Water Service and Users Agreement before receiving water. If the property is already connected to the Company system, the only change will be the deposit. If this is a new connection then a request for new service must be made and the appropriate connection fee will be charged. A new application must be made and approved by the Company on any change in ownership of property or in tenancy as described in the original application. The Company may discontinue water service until such new application is made and approved.

### 2. RATES AND CHARGES

The members of the Company shall pay a rate per month for water service as established and published by the Company. The fee is due on the first of the month for service received in the previous month. Payments are considered delinquent if not paid by the 10th of the month in which payment is due.

Bulk rate billing for water service is available for homeowner associations or multi-unit facilities. Associations or facilities wishing to apply for such rates must submit a written application for consideration by the Company's Board of Directors.

Members who are members of an approved homeowners association or multi-facility paying under a bulk rate agreement shall pay water service charges to the homeowner's association/landlord that shall in turn pay the Company a "bulk rate" classification charge per month as established by the company.

### 3. DEPOSITS

All new members of the Company shall be required to make a deposit in an amount established by the Company Board of Directors. This will be required before service will be provided and normally will be equal to two months water service fee. The deposit will be returned upon termination of membership with all payments current. If payment for services is not current, the deposit will be used to settle that part of the delinquent account that the deposit will cover. Any additional balance will still be due the Company. Property owners shall be ultimately responsible for the payment of the deposit on rental properties. No interest will be paid on deposits held by the Company.

### 4. BILLING, PAYMENT AND COLLECTION.

The monthly service rate can be paid by electronic draft or directly to CLWC. If the occupant wishes to pay by electronic draft, they must request an application form from the CLWC and complete all required information. Service provided before the effective date of the electronic draft must be paid by customer. A payment booklet will be provided to each individual not paying by a "bulk rate" classification agreement or paying by electronic draft containing monthly payment coupons to be used when paying the monthly service charges.

Payment is due on the first day of each month for the previous month's usage. The month printed on the payment coupon is the month of the payment, but is for the water service during the previous month (i.e., the coupon printed with February is paid between February 1<sup>st</sup>-10<sup>th</sup> for January's service). Accounts become delinquent after the 10<sup>th</sup> of the following month.

If the account is not paid by the 20<sup>th</sup> of the month, you will receive a first notice of delinquency. If the account remains delinquent the next month, a second and final notice will be sent by Certified Mail on the 20<sup>th</sup> of that month indicating a two-month delinquency by the resident of record. If the entire delinquent bill is not paid by the 10<sup>th</sup> of the following month, water service will be terminated. When the homeowner receives a written termination notice from the Company, they will be required to arrange for their payments to be made by EFT (Electronic Funds Transfer) to continue or restart their water service.

Collection fees plus a late charge of five dollars (\$5.00) per month delinquent will be added to the delinquent account.

Property owners will receive this notice although they may be renting their unit. The Amended By-Laws of the CLWC, dated February 19, 1989, clearly state in Sections, 2.01, 2.04, 2.05 and 2.06 that it is the responsibility of the property owner to pay delinquent water bills incurred by their tenants. It is also the responsibility of the property owners to notify the Company when a tenant vacates the property and when a new renter will occupy the property. The property owner will be responsible for the water billing during vacancy.

Should it become necessary to stop water service for a delinquent account, there will be a further fee assessed to the account of fifty dollars (\$50.00) plus any extra cost associated with stopping service. The account must be paid in full before any service will be restored.

If a property is to be unoccupied for at least two consecutive months, the property owner may apply for a "vacation rate" (\$10.00 per month reduction) during the period that the property will be vacant. A written request must be made in advance to the Board of Directors. The Board must review and approve the request before any rate reduction goes into effect. If a property is unoccupied and being sold, the service rate can be reduced by ten dollars (\$10.00) per month during the period of the sale if that period exceeds two (2) months. To receive this reduction the owner must first notify the CLWC of the date the property became unoccupied and for sale. When applying for the refund of their deposit they must include the date of the sale of the property and a request for the reduced service rate. Refunds will be made to the property owner when the property is sold. The Company Board of directors must review and approve a request before any rate reduction will be granted.

## 5. MEMBER SERVICES

Chapel Lane Water Company will provide the following member services at no charge:

- (a) Explanation of bills, charges, deposits, operation activities, rules and policies.
- (b) Location of valve boxes and service lines when location surveys can be completed using magnetic or electronic location devices.
- (c) Investigation of leaks unless such investigation requires excavation equipment.
- (d) Consultation on water quality, availability, conservation and use.
- (e) Annual reporting of accounting and operations activities.

Members will be charged for assistance in correcting plumbing problems, supervision or inspection of service line construction and repair and consultation on construction of on-lot-facilities.

## **6. AUTOMATIC LAWN SPRINKLING SYSTEMS**

Automatic lawn sprinkling systems supplied by a 1 inch or smaller service line that require flow rates more than twelve (12) gpm must be approved by the Board of Directors before installation.

## **7. CONTRACTOR APPROVAL**

Contractors installing or repairing mains or service lines to be connected to or which are a part of the Company system shall be approved by the Company. All work must be done by or under the direct supervision of an installer certified under the South Dakota State Plumbing Code.

Approval by the Company will be accomplished by the Board of Directors. Approval will be granted by the Board of Directors after the contractor has:

- (a) Satisfied the Board that he/she and all employees scheduled to work is competent as exhibited by satisfactory performance on previous work of a similar nature. Contractors may be asked to submit a written statement of qualification and/or list of previous similar projects.
- (b) Provide proof of certification if requested as an installer under the South Dakota State Plumbing Code.
- (c) Exhibited to the Board a thorough knowledge of rules and regulation of the Chapel Lane Water Company.

Contractors who fail to conform with the policies and procedures established by the Company or who fail to complete the installation of service lines and mains in a workmanlike and professional manner may have their approval to work on the Company's system revoked by the Board.

## **8. SERVICE LINES AND CONNECTIONS TO THE SYSTEM**

Homeowners, developers and others wishing to connect to the Chapel Lane Water Company system or modify any existing water lines in the Company's operating area shall secure written permission from the company before beginning any work. Any new connection to the system will require the payment to the required connection fee before the written approval being proved by the Company. This connection fee shall be used to cover the costs of inspections and related work associated with the connection. No connection to the system will be allowed without this written approval. The Board of Directors reserves the right to establish minimum standards for materials, designs and construction methods.

Requirements for approval of modification or additions to the Company system:

- (a) Applicant contractor must be approved by the Company.
- (b) Application must be approved by the Company at least two days before commencing work.
- (c) All material is to be furnished by the contractor or developer for all work involved.
- (d) All materials used will be approved by the Company.

The following information must be provided to the Company before approval will be provided:

- (a) Size of tap.
- (b) Type of material to be used.
- (c) Description of property or plans for water main extensions or connections.
- (d) Planned location for all curb stops and type of curb box to be installed.

Violators of the approval process will be required to correct any deficiencies identified by the Company at the applicants expense and the contractor will have their right to work in the Company's system reviewed by the Company Board of Directors.

Developers wishing to connect to the main system shall submit plans and specifications describing the proposed piping system to the Company Board of Directors for review and approval before initiating construction. Written approval will be provided by the Board of Directors and all connection fees must be paid before beginning construction. As-built plans acceptable to the Company must be provided in three (3) copies by the developer before service will be provided to the new main.

Developers and property owners connecting to the Company system must furnish the Board of Directors with location sketches showing the precise location of service lines and associated valves and fittings with respect to the lot corners and structures. This location shall be prepared at the expense of the property owner or developer and shall be prepared at the expense of the property owner or developer and shall be prepared in a format acceptable to the Board of Directors.

The applicant shall obtain all easements and permits required for construction in the right-of-way and shall complete the work in a manner acceptable to the governing entity that owns or has jurisdiction over the easement or right-of-way.

A representative of the company must be present when any connections are made to the Company's system. Notice shall be given that the connection is to be made at least 24 hours before construction commences. The contractor will be required to complete the work in a manner and with the materials approved by the Company.

Corporation cocks shall be one (1) inch Mueller number H15005 and curb stops shall be one (1) inch Mueller number H15156 to provide uniformity throughout the system. All services shall be one (1) inch diameter copper water service line. No service lines over one (1) inch in diameter will be allowed without written approval by the Company prior to construction. All non-conducting pipes shall be buried with a locator wire anchored firmly to the valve box at ground level and secured to the copper service line. No multi-service hookups on a single curb stop are permitted without written approval of the Company.

All service lines and mains will be disinfected in accordance with standard public health procedures and flushed before use.

Unless waived in writing by the system manager, all service lines and mains will be pressure tested in the presence of a Company representative before service will be initiated. Pressure test results must conform with normally accepted limits before Company approval will be granted.

No interconnections with private or community wells or other water systems will be allowed.

After construction, the Company will be responsible for repairs to the service line from the main to within 1 foot of the curb stop (on the main side of the curb stop), and the property owner will be responsible for repairs to the curb stop, all connections to the curb stop, and the service line from the curb stop to the structure or system being serviced. However, the property owner will be responsible for all pavement repair or settlement that may occur as a result of the original service line construction. The property owner shall also be responsible for repair of any damage sustained to the curb stop, curb box, or main as a result of service line construction past the curb stop. The property owner will also be responsible for any damage to the curb box or curb stop that results from construction on the property for purposes other than water service. The property owner will also ensure that access to the curb box and curb stop remains readily available. No landscaping or construction will inhibit this access.

If the property owner does block access to the curb stop, the Company reserves the right to remove the blockage and provide an access to the curb box or curb stop. All cost associated with this work will be the responsibility of the property owner.

The Company or its designated representative shall have the right to enter upon the property receiving service to make necessary additions, modifications, repairs or maintenance to the water system. Additionally, all pipes and fixtures required to provide water service shall, at all reasonable hours, be subject to inspection by the Company or its duly authorized agent.

Any leak in any pipe fixture on the premises of the owner shall be immediately repaired. Service may be discontinued until such repair is made.

Unless an emergency exists, no person shall open or close valves on the main system or on service lines without approval of the Board of Directors or their designated representative.

#### **9. WATER METERS.**

Should the Company determine that water meters are required for service, water meters will be installed in an appropriate location for every unit receiving water service (typically in utility room where water service enters the structure). At multiple-unit service locations, the Company may decide to meter individual units or multiple units. For existing services, the Company will bear the cost of furnishing and installing water meters and making necessary plumbing modifications to accept water meters. On new services, the owners will be responsible for installing necessary plumbing to accept water meters. The Company will bear the cost of furnishing and installing water meters on new services. Water meters are the property of the Company.

#### **10. TEMPORARY USE OF WATER**

Water service may be provided to a construction site on a temporary basis if the builder or owner agrees to comply with all rules, policies and procedures of the Company including payment of connection fee, receiving written connection approval and prepayment of thirty (\$30.00) dollars is made. Prepayment of the fee would allow contractors to use water from the system for water settling around foundations and in trenches. However, contractors should work with the system manager when large quantities of water will be required to insure that the demands for construction water do not coincide with peak demands on the system.

#### **11. DAMAGE TO THE SYSTEM.**

Any person, business or entity that shall damage any pipes, valves, hydrants, production facilities or storage facilities shall be responsible for all repair costs associated with such damage. Contractors excavating in Chapel Lane, Chapel Valley, High Place or any other area served by the Company shall contact the System Manager at least 24 hours before initiation of any excavation to request location data for pipes and system appurtenances. It shall be the contractor's responsibility to locate pipes and appurtenances before construction and to exercise caution when excavating near or adjacent to any part of the Company's system.

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