

COKER WATER AUTHORITY, INC.

SERVICE RULES AND REGULATIONS

~~Revised 6/13/17~~

The following Rules and Regulations have been adopted by the Coker water Authority, and may amended from time to time as needed to insure the efficient operation of the system for all of its customers:

I. TYPES OF SERVICE

- (a) The rate schedule set forth below contemplates a single user, such as a one-family dwelling, a one-farm dwelling with appurtenances, or one commercial operation, and will not be changed without the prior written consent of the Farmers Home Administration.
- (b) Extraordinary circumstances such as subdivision extensions, multiple dwelling units, and industrial users shall be governed by special contract agreements made with the Board of Directors.

II. RATE SCHEDULE

Residential rate:

First 2,000 gallons.....	\$20.00 minimum per month
Next 2,000 gallons.....	\$6.25 per 1,000 gallons
All over 4,000 gallons.....	\$3.65 per 1,000 gallons

Commercial Rate:

First 10,000 gallons.....	\$95.00 per month minimum
All over 10,000 gallons.....	\$3.65 per 1,000 gallons

Water Sold to Other Systems..... \$1.61 per 1,000 gallons

III. APPLICATION FOR SERVICE

- (a) The consumer will make application for service, in person, at the Coker Water Authority Office, and at the same time will pay the necessary deposit as required by these Rules and Regulations.

- (b) A cash deposit of \$100 will be required of all customers when water service becomes available.
- (c) For service in areas deemed by the Board of Directors to be "high turnover" areas, a deposit of \$300 will be required when water service becomes available.

IV. CHARGES FOR USERS AGREEING TO USE SERVICE

Each consumer subscribing to use the service of the Corporation shall pay a connection fee of \$600 for each connection desired, regardless of which side of the road the water main is on. Each consumer agrees to pay any additional costs which are related to providing service to their property, such as road boring, where required.

V. MINIMUM CHARGE

- (a) The minimum charge, as provided in the Rate Schedule, shall be applied to each connection subscribed.
- (b) Water furnished for a given lot shall be used for that lot only. Each consumer's service must be separately metered at a single delivery and metering point. (A single meter for each household).
- (c) Except for fire protection, the Corporation shall not, under any circumstances, furnish water free of charge to anyone.

VI. CORPORATION'S RESPONSIBILITY

- (a) The corporation shall run a service line from its distribution line to the property line where the distribution line exists, or is to be constructed, and run immediately adjacent and parallel to the property to be served. No service charge, other than the connection fee referred to in IV above will be made for a 5/8" x 3/4" meter. A proportionately greater charge will be made for a meter of larger dimension.
- (b) The Corporation may make connections to service for other properties not adjacent to its lines upon the payment of reasonable costs for the extensions of its distribution lines as may be required to render such service.
- (c) The Corporation may install its meter at or near the property line, or, at the discretion of the Corporation, on the consumer's property within 3 feet of the property line.

- (d) The Corporation reserves the right to refuse service unless the consumer's lines or piping are installed in such manner as to prevent cross-connections or backflow.
- (e) Under normal conditions, the consumer will be notified of any anticipated interruptions in service.

VII. CONSUMER'S RESPONSIBILITY

- (a) Where meter or meter box is placed on the premises of consumer, a suitable place shall be provided by the consumer thereof, unobstructed and accessible at all times to the meter reader.
- (b) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter, the Corporation will provide a like valve on its side of the meter.
- (c) The consumer's piping and apparatus shall be installed and maintained by the consumer at the consumer's expense, in a safe and efficient manner in accordance with the Corporation's Rules and Regulations and in full compliance with the sanitary regulations of the A.D.E.M.
- (d) Water furnished by the Corporation shall be used for consumption by the consumer, members of his household, or employees only. The consumer shall not sell water to any other person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, nor other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served.
- (e) Disregard for this Rule shall be sufficient cause for refusal or discontinuance of service.
- (f) The consumer will be responsible for the cost and maintenance of a pressure regulator, if any. The Corporation will not be responsible for any maintenance of regulators.

VIII. ACCESS TO PREMISES

- (a) Duly authorized agents of the Corporation shall have access, at all reasonable hours, to the premises of the consumer, for the purpose of installing, maintaining, or removing Corporation property, inspecting pipes, reading and testing meters, or for any other purpose in connection with the Corporation service and facilities.

- (b) Extensions to the system shall be made only when the consumer shall grant or convey, or shall cause to be granted or conveyed, to the Corporation a permanent easement or right-of-way across any property traversed by the Corporation's line.

IX. CHANGE OF OCCUPANCY

- (a) Not less than three days' notice must be given in person or in writing, at the Coker Water Office, to discontinue service or to change occupancy.
- (b) The outgoing party shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever period is longer.
- (c) The new occupant will apply for water service within 48 hours after occupying the premises and failure to do so will make him liable for the water consumed since the last meter reading.

X. METER READING – BILLING – COLLECTING

- (a) Meters will be read and bills rendered monthly, but the Corporation reserves the right to vary the dates or length of period covered, temporarily or permanently, if in the Corporation's sole opinion it is either necessary or desirable.
- (b) Bills for water will be figured in accordance with the Corporation's rate schedule and will be based on the amount consumed for the period covered by the meter readings, except where a consumer requests service turned-off less than one month after turn-on, the minimum bill to such consumer for such period shall be equal to the minimum charge for one full month's service.
- (c) Consumers subscribing for water service pursuant to Section IV above will commence payment of at least a minimum water bill when water is available, whether or not the meter box is installed.
- (d) Readings from different meters will not be combined for billing purposes.
- (e) Minimum bills for undeveloped properties, where meters have not been installed, may be combined.
- (f) Bills shall be paid at the place specified by the Corporation.
- (g) Bills are due when rendered, and are considered delinquent after 20 days, at which point a late fee of \$10.00 will be assessed.

- (h) Delinquent notices may be mailed to the consumer ten (10) days after the regular monthly billing date, but whether mailed or not, if payment is not received within forty (40) days after the due date, service may be discontinued.
- (i) Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.

XI. SUSPENSION OF SERVICE

- (a) When services are discontinued, and all bills have been paid, the security deposit will be refunded.
- (b) Upon discontinuance of service for nonpayment of bills, the security deposit will be applied by the Corporation toward settlement of the account. Any balance remaining after all amounts owed to the Corporation are settled will be refunded to the consumer; but, if the security deposit is not sufficient to cover the amounts due to the Corporation, the Corporation may proceed to collect the balance due as provided by law for the collection of debts.
- (c) Service disconnected for nonpayment of bill will be restored only after bills are paid in full, such security deposit as may be required by the Board of Directors is submitted, and a service charge of \$50.00 is paid for each meter reconnected.
- (d) The Corporation reserves the right to discontinue service without notice for the following additional reasons: (1) To prevent fraud or abuse; (2) Consumer's willful disregard of the Corporation's rules and regulations; (3) Emergency repairs; (4) Insufficiency of water supply due to circumstances beyond the control of the Corporation; (5) Legal process; (6) At the direction of public authorities; (7) Strike, riot, fire, flood, accident, or other unavoidable cause or act of God, or civil unrest; (8) At any time the Board deems that it is necessary to do so to protect the integrity of the system or the safety of the water supply.
- (e) The Corporation may, in addition to prosecution by law, permanently refuse service to any customer who tampers with a meter or other measuring device.

XII. COMPLAINTS – ADJUSTMENTS

- (a) If the consumer believes that his bill is in error, he shall present his claim, in person, at the office of the Coker Water Authority before

the bill becomes delinquent. Any claim that a bill contained errors, if made after the bill has become delinquent, shall not prevent discontinuance of service provided herein. The Consumer may pay such bill under protest and said payment shall not prejudice his claim.

- (b) The Corporation will make special meter readings at the request of the consumer for a fee of \$10.00, provided, however, that if such special reading disclosed that the meter was initially over-read, no charge will be made.
- (c) Meters will be tested at the request of the consumer upon payment to the Corporation of the accrual cost of making the test, provided, however, that if the meter is found to over-register beyond three per cent (3%) of the actual volume, no charge will be made.
- (d) If the seal of a meter is broken by anyone other than the Corporation's representative, or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills and/or from any other proper date.

COKER WATER OFFICE HOURS: MONDAY – FRIDAY
7:30 am – 3:30 pm

TELEPHONE: (205) 339-6946
FAX: (205) 333-5658

ADDRESS: 11557 EIZENHOWER DR.
P.O. BOX 98
COKER, AL 35452

BOARD MEMBERS: Randy Averette, Chairman
Frank Swindle, Vice-Chairman
William Davidson, Secretary/Treasurer
Roy Ferguson
Paul Fetterly