

Rural Water District No 2

Okfuskee County,
Oklahoma

Policy & Procedures

Updated & Approved November 9, 2017

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New Water Hookups, Transfers, Tenants, Pasture Taps

1. Find out location-get legal description.
2. Manager will give estimate on cost of hookup based on the following factors. This is only an estimate. Plus additional cost if necessary.

Membership Fee.....\$75.00

-plus-

Deposit.....\$150.00

-plus-

Supplies and the District to furnish machinery.....\$ Actual Cost

-plus-

10% District Surcharge

3. Make application.
4. Sign water user agreement/tenant/pasture tap agreement.
5. Before setting water meter-Must have a state approved septic system. Must have written approval of septic system from state (DEQ) on new hookup.
6. Payment of estimated cost or arrangements for payment must be made before meter will be set.
7. Explain payment of bills and billing procedure.
8. Payments for new service can be spread over six (6) months following the execution of an agreement to pay.

Transferring Membership

Memberships remain with the member. Transfers of membership will only be allowed to a family member in the event of the members' death, or with the approval of the Board.

Tenant Meters

Whenever a tenant moves out, the District will attempt to contact the owner of the property to see if they want the meter left in the can or pulled. If unable to contact the owner and the house is unoccupied, the District will pull the meter. There will be no fee to reconnect charged to the owner or new tenant.

Tenant Deposits

The amount for a tenant deposit is \$150.00.

Reconnect Fee

The current reconnect fee is \$50.00. Meters will be reinstalled during regular working hours only, Monday through Friday, 9:00 a.m. - 3:00 p.m.

Return Check Fee

The current amount for a returned check is \$25.00 plus any bank charges.

Meter Tampering

Meter tampering of any kind, including but not limited to, removing meter, turning meter backwards, damaging meter loop, damaging meter or antenna, removing or damaging any locks on meter, will result in a \$250.00 tampering fee charged to the member. A \$20.00 fee will also be charged to the member if a return trip is required to resolve the problem. Along with this policy there is also a state law prohibiting meter tampering. (§23).

Meter Access Fee

Meter access, by Rural Water District #2, is required per the RWD #2 Rules and Regulations, and the Membership Agreement signed by the member. In cases where access is denied by any means, i.e. locked or blocked gates, vehicles parked over meter, etc., and a second trip is required, a \$20.00 meter access fee will be charged to the member.

Grace Period on Late Fee

Bills are due by the 10th of each month. There is a ten day grace period on late fees. No late fee will be charged until the 21st of the month.

Past Due Bills

Payment for water bills are due on the 10th of the month. Payments received after the past due date indicated on the bill will be subject to a 5 percent late charge. If payment of any past due amount is not received by the last business day of the month, service will be subject to disconnection and the account may be terminated.

If service is disconnected, you must pay your bill in full and you will be charged a \$50.00 reconnection fee to reinstate service. If you do not reinstate your service within 60 days, your account will be terminated, your deposit will be applied to the bill and you will receive a final bill for the balance due.

Service will not be reinstated until the bill is paid in full and the customer reapplies for service and pays a new deposit. You will also be unable to receive service at any other location served by Okfuskee County Rural Water District #2 until the outstanding balance is cleared.

Terminations By Request

If the property owner requests termination of their account and does not want to pay the monthly minimum to keep service active, they must sign a Termination Request Letter. Letter must include the following:

“...if service is disconnected for less than 6 months, and member would like to restore service, the monthly minimum charge and a late fee for each month of disconnection, a reconnect fee, and a new deposit will be assessed. If service is disconnected for more than 6 months, and the member would like to restore service, a reconnect fee and a new deposit will be assessed.”

Hookups to Main Lines that were Paid for by Members

If the District maintains the line, we will hookup new members under regular operating policies.

Collection of Old Bills

After member/tenants move leaving an unpaid bill, a list of those unpaid bills are kept on file. When any of these people request water service again, we collect the old bill. If the old bill was owed by a tenant and paid by the member, we refund that amount to the member who paid it when we collect it.

Leak Adjustment

Discounts will not be given in the following situations:

1. Water left on through negligence.
2. Leaks where the member is not current in payments.

Leaks must be fixed.

Payments can be spread over six (6) months, following the execution of an agreement to pay.

Can adjust 2 leaks within 12 month period. Any more adjustments must be approved by the Board.

Charge for average usage, plus cost (current rate or \$2.74, whichever is higher) per thousand above average.

Sale of Water Out of Flush Valves or Fire Hydrants

Okfuskee County Rural Water District #2 chooses not to sell water from flush valves or fire hydrants, without the approval of the Manager and Chairman of the Board.

Damages to Water Lines

The District only charges for damages to water lines if a line is damaged within the RWD #2 marked radius or if a locate wasn't requested. Charges include all costs associated with repair, plus a 10% water loss fee.

Loss, Damage, or Destruction

The Member will exercise diligence and caution in the use of property upon which any of the District's facilities are located and installed, so as not to damage or destroy said facilities. At the time of any change in service, Rural Water District #2 will perform an inspection of facilities to assure both the District and the new Member that said facilities are in proper working order. The Member shall be liable and responsible for any loss, damages, or destruction of any portion of such facilities. Exceptions to this will be: 1) Weather related occurrences, unless due to Member negligence, such as leaving can open to freezing temperatures; 2) Normal wear; or 3) Malfunction. Should any loss, damages, or destruction occur, the Member will be billed the total costs of repair or replacement. Failure to reimburse the District these costs will be cause for termination of service.

Operating Procedure for Sampling Water

1. Samples will be taken the first Monday of each month unless authorized by Chairman.
2. Samples will be taken by qualified operator only unless authorized by Chairman.
3. Samples taken by anyone other than qualified operator must be accompanied by area Environmental Specialist.
4. Clorox bleach will be purchased each time samples are taken.
5. Samples will be delivered to Oklahoma State Department of Environmental Quality unless approved by Chairman.
6. Retakes will be taken the same day as notification is received and hand carried to the State Department of Environmental Quality.
7. Any deviation from this operating procedure must be approved by the Chairman.

Double Hookups

Double hookups will no longer be allowed, per Okfuskee County Rural Water District #2 By-Laws, Article 6.5. Those with existing double hookups shall be grandfathered in, unless and until a problem with their service or lines occur. At that point the customer may be required to follow new member policy.

Annual Review of Addendum to Water Purchase Contract for

Hughes Co. RWD #1 and Seminole Co. RWD #3

This Addendum will be reviewed annually by Okfuskee Co. RWD 2 Board of Directors.