

VANCE COUNTY WATER DISTRICT



October 28, 2013

Re: Welcome Letter

Dear Vance County Water District Customer,

The Vance County Water District is excited to announce that the water system will be operational on October 28, 2013. After many years of planning, designing, and construction, Phase 1 is complete and ready for operation. We would like to take this opportunity to inform you about our rate structure, policies, and connection procedures as well as guide you on how to get more information or answers to any specific questions that you may have.

Vance County researched its options regarding operation, maintenance and management of the water system. After vetting numerous options, Vance County decided to enter in a Public-Private Partnership with Envirolink, Inc. from Nash County, North Carolina. Public-Private-Partnerships are a growing trend across the United States and North Carolina as governments search for ways to improve service while lowering cost. Vance County was fortunate to have one of the leading firms in this arena in its own backyard.

As a Vance County Water District customer, your day to day needs will be provided by Envirolink, so if you have any questions, please feel free to contact their office at 252-235-4900. They stand ready to assist you in any way possible. Over the past several months, the County and Envirolink have worked hard on developing a set of standards, policies, and procedures designed to make the customer's experience as pleasant as possible. Below, please find information designed to help you get started as a Vance County Water District Customer.

Benefits of Connection

As a Vance County Water District customer, you will receive many benefits not available to residents that are not connected. These include:

Safe Water - Our customers sleep at night knowing they do not have to worry about the quality of the water. Our water comes from the Kerr Lake Regional Water System. Unlike water from homeowner wells, our water goes through a rigorous monitoring program. The water is tested for hundreds of different potential contaminants on a regular schedule to ensure that it is safe. Additionally, our water system is regulated by the US EPA and State of North Carolina to ensure the quality of the water.

Dependable Service - The Vance County Water system stores water in elevated tanks to maintain constant pressure. This means the water will be there when you need it for drinking or firefighting. Whether or not you have power at your home, you can sleep at night knowing you will have water when you need it.

Envirolink, Inc.
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PO Box 670, Bailey, North Carolina 27807
252-235-4900 (phone) 252-235-2132 (fax)

Quality Service- Vance County Water District through its partnership with Envirolink, stands ready to respond to any issues. Vance County Water District and Envirolink take the responsibility and worry of providing water, so if there is ever a problem, we are only a phone call away (252-235-4900).

Connection to the Water System

As outlined in the attached brochure, many Vance County residents paid their connection fees during the early enrollment period. Whether you paid for a dry tap or wet tap, you will not be required to pay a capacity fee.

Wet Tap Option

Those Vance County residents who have already enrolled for a Wet Tap are not required to pay a capacity fee, a connection fee nor a meter fee. This represents over a \$3,200 savings for enrolling during the early sign up period. You will be required to pay a security/account deposit (currently \$150) to be submitted with the service application. Checks should be made out to: "Vance County Water District". Please reference below for a detailed description of the process for connecting.

Dry Tap Option

Those Vance County residents who have already enrolled for a Dry Tap are not required to pay a capacity fee, a connection fee nor a meter fee. This represents over a \$3,200 savings for enrolling during the early sign up period. You will be required to pay a security/account deposit (currently \$150) to be submitted with the service application at the time of connection. Checks should be made out to: "Vance County Water District" . Please reference below for a detailed description of the process for connecting.

Connection Process

If you previously enrolled for a Wet Tap (with a \$125 tap fee) or a Dry Tap (with a \$800 tap fee), the meter box should already be located near the highway right of way. If you previously purchased a Wet Tap (as the majority of property owners have), **you have 90 days from the date of this letter to connect to the water system or there will be a base fee of \$30 per month.**

Step 1 - The first step to connecting to the water system is completion of the enclosed Vance County Water District Service Application. The completed application must be submitted along with any applicable fees to Envirolink via the information on the back of the form. Currently the only fee to be submitted with the application for those that completed the early signup is a \$150 security/account deposit.

Step 2 - Envirolink will process the application, forward notification to you and the Vance County Planning and Development Department that you have set up your account and that the Vance County Water District intends to provide water service to your property.

Step 3 - Once you receive your notification from Envirolink, you may hire a NC licensed plumber and apply for a \$50 plumbing permit from the Vance County Planning and Development Department (some plumbers may get the permit for you). The plumbing permit is required before you begin

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installing the line from your home to the meter box. Please note: The Vance County Water District has tapped the water main and installed a service line and meter box to the edge of the highway right of way but you as the home owner/property owner are responsible for obtaining a plumbing permit and installing the line from your home or business to the meter box. The Vance County Planning and Development Department will not issue the Plumbing Permit without notification from Envirolink of your application as stated above.

Step 4 - Once you are able to determine a date that your plumber will connect to the meter box, you will need to contact the Vance County Planning and Development Department for an inspection, as they will need to witness the disconnection from your well. The Vance County Planning and Development Department will notify Envirolink to schedule installation of the meter on the same day as the inspection.

It is state law that the Vance County Water System cannot in any way be connected to a private well. Thus, the Vance County Planning and Development Department will need to verify that all wells are physically disconnected from the system so Envirolink can install your meter. It is our intent for both of these actions to occur on the same day but you should be prepared to be without water for a few hours on the day of switchover.

Post Construction Connection

Those Vance County residents that desire to connect after the current water construction phase should submit a completed application to Envirolink along with the applicable fees. The application should be submitted to Envirolink as early as possible but a minimum of 2 weeks prior to the scheduled connection date. Upon processing of application and fees, Envirolink will send its crews to tap the water main and set a meter box. Please note the meter box location will generally be set at the edge of the highway right of way and as close to the property line as practical. Once the meter box is installed, Envirolink will issue you a notification and you then may apply to the Vance County Planning and Development Department for a permit and to have your NC licensed plumber begin the installation of the service line. Please reference Step 2 above for a detailed description of the connection process.

Rate Information and Policies and Procedures

In addition to the procedure for connecting to the water system, we would like to take this opportunity to provide you with some information on policies/procedures and rates. Please reference the enclosed *Reference Guide Brochure* on Vance County Water District's approved water rates. Note: This is just a summary of the major fees, and a complete listing of fees is detailed in the Vance County Water District Policies and Procedures.

A complete copy of Vance County Water District's policies and procedures can be obtained by contacting Envirolink (252-235-4900) and requesting a copy or visiting the Vance County website at www.vancecounty.org

Thank you for the opportunity to serve you.
Vance County Water District and Envirolink

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