

Vance County Water District
Rules and Regulations

WATER GENERAL PROVISIONS

A. APPLICABILITY OF WATER RULES AND RATE SCHEDULES

These Rules apply to the water service area in Vance County, North Carolina both inside and outside the District, except as may be otherwise provided by specific schedules herein or prescribed by the Vance County Water District Board. The Operation Official's Director of Operations or his/her designee shall interpret the Water Rules and Rate Schedules. In the event of any dispute or disagreement regarding the interpretation, the appeal process outlined in Section B of these General Provisions shall be followed.

B. APPEAL PROCESS

Any person desiring to appeal water fees, charges, and/or requirements, other than charges for monthly service and usage, shall submit a letter of appeal to the Vance County Water District Office, Water System Manager, 122 Young Street, Henderson, NC 27536 or mail to POB 670 Bailey, NC 27807. Appeals will be reviewed by the staff to verify that all rules and regulations have been considered and applied through the appeal process. Staff will attempt to resolve the customers concern, if the issue(s) remain unresolved the appeal will be submitted to the Water Board Committee. Following the Water Board Committee's review a recommendation will be presented to the Water District Board of Directors for a decision. Decisions of the Water District Board of Directors shall be final.

Any person disputing a monthly service bill must follow Water Rule 17, Disputed Bill Appeal Process.

C. SPECIAL CONDITIONS OF SERVICE

The Operation Official's Director of Operations or his/her designee may establish, levy and enforce charges for furnishing water to any customer of a character not adequately provided for by these Water Rules and Rate Schedules, provided that such charges shall be consistent with established rates and charges.

D. CONNECTION TO VANCE COUNTY WATER DISTRICT SYSTEM

Rule to require connection to the District owned and operated water system is ordained as follows:

1. Subject to this Rule and Rule 10, the owners of all property within the Vance County Water District which is so located as to be served by the District's owned or operated water distribution line are hereby required to connect their improved premises to said water distribution line given the following conditions:
 - a. Any water distribution line that is to be transferred, owned or operated by the Vance County Water District pursuant to a contract entered into

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- by the Vance County Water District (VCWD) and approved by the Vance County Water Board that is to be conveyed to the Vance County Water District for operation and ownership.
- b. Property located so as to be served by water distribution line: All improved property which abuts a right of way in which is installed and constructed a County operated water distribution line and whose improved property is located not more than 300 feet from a planned or existing water distribution line. To further define this rule, the improved property requirement is divided into two zones; structures and minor subdivisions within 300 feet of water distribution lines; and major subdivisions within 1000 feet of distribution lines; are required to connect to the VCWD system.
 - c. Improved Property - Any property, after the date of approval of this rule, upon which is constructed a dwelling house, mobile home, apartment house, any building or structure used for human habitation, any commercial or industrial building or structure required by federal, state or local law to contain rest room facilities or which does contain rest room facilities and any other building, structure, or facility having need of water.
2. It shall be unlawful for any owner of improved property located so as to be served by said District owned or operated water distribution line who fails to so cause his property to be connected within 60 days after being notified in writing by the Operating Official of the Vance County Water District to so connect his property.
 3. **CRIMINAL PENALTY, NOT EXCLUSIVE REMEDY: CONTINUING VIOLATIONS**
 - a. Criminal penalty: continuing violations: An owner of improved property located so as to be served by said District owned or operated Water Distribution line who fails to so cause his property to be connected within 60 days after being notified in writing by the Vance County Water District to so connect, shall be guilty of a misdemeanor as provided in N.C.G.S. 14-4 and that for each day that said owner fails to connect his property to said system shall constitute a separate and distinct offense; upon conviction, punishment shall be a fine not exceeding \$50.00 or by imprisonment not exceeding 30 days in jail for each offense.
 - b. Civil Remedies: Upon the failure of any owner of improved property located so as to be served by a District owned or operated Water Distribution line within 60 days after being served with Notice by the Vance County Water District to so connect shall be subject to civil remedies in the General Court of Justice for the imposition of Civil fines, the ordering of appropriate equitable relief, including injunction to compel such owner to connect his improved property to said water distribution line, or a combination of such remedies.

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WATER RULE 1

ADOPTION OF WATER RULES AND DEFINITIONS

The following Water Rules are effective for water service provided by the Vance County Water District.

- A. All Water Rules herein set forth are subject at all times to change. Reasonable effort will be made to issue revised copies whenever any changes so require. Copies of the Water Rules in effect will be kept up-to-date and on file in the Operation Official's offices. Customers or others contemplating any expenditures or activities governed by these Water Rules should assure themselves that they have the latest correct information by visiting the Vance County Water Districts web page, telephoning or otherwise contacting the Operation Official's offices. Please refer below for current location of Water District Manager and Operation Official's offices.
- B. For the purpose of these Water Rules, the following terms shall be construed to have the following meanings:

ADEQUATE SUPPLY: The calculated quantity of water required to satisfy maximum day and peak hour demands, including fire flow demands, for facility or development requesting water service.

AIR GAP SEPARATION: An unobstructed vertical distance through the atmosphere between the lowest opening from any pipe or faucet supplying water from any source to a tank, plumbing fixture, or other device and the flood level rim of the receptacle. An approved air gap separation shall be at least double the diameter of the supply pipe. In no case shall the air gap separation be less than one inch. A NC Public Water Supply and VCWD Utility approved, air gap separation is an effective method to prevent backflow and shall be considered as a backflow prevention assembly

APPLICANT: A person, persons, firm, association, government agency, corporation or other concern who indicates a desire to obtain water service from the Water Utility.

APPROVED BACKFLOW PREVENTION ASSEMBLY: An assembly that has been investigated and approved by Vance County Water District and has been approved to meet the design and performance standards of the American Society of Sanitary Engineers (ASSE), the American Water Works Assoc. (AWWA), or the Foundation for Cross Connection Control and Hydraulic Research of the University of Southern California.

ATMOSPHERIC VACUUM BREAKER: A device used to prevent back-siphonage which is designed so as not to be subject to static line pressure

AUTHORIZED CUSTOMER REPRESENTATIVE– The person or persons identified as an authorized agent for the account.

AUXILIARY WATER SYSTEM: Any water system or supply, including but not limited to private water wells, on or available to the Premises other than the Water

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Utility drinking water supply.

AVAILABILITY CUSTOMER: A customer who initially signed up prior to the construction of the Water System and indicated their desire to connect to the Vance County Water District water system by paying the reduced rate fee of \$125, but has failed to connect to the system within 90 days of water being available to their residence. These customers are subject to payment of the base monthly fee as established in the water system fee schedule.

BACKFLOW: Any reverse flow of water, gas or any other liquid substance or combination into the public water system from any source due to an unprotected cross-connection.

BACKFLOW PREVENTION ASSEMBLY: Approved: An assembly that has been investigated and approved by Vance County Water District and has been approved to meet the design and performance standards of the American Society of Sanitary Engineers (ASSE), the American Water Works Assoc. (AWWA), or the Foundation for Cross Connection Control and Hydraulic Research of the University of Southern California.

BACKFLOW PROGRAM ADMINISTRATOR: The Utilities designated individual(s) possessing current certification issued by the North Carolina Water Operator's Certification Board with the designation of Cross Connection Control Operator.

BACKFLOW PROTECTION: The installation of an approved backflow prevention assembly for the purpose of protection against the hazards of cross-connection.

BACK PRESSURE: Any elevation of pressure in the downstream piping system caused by pumps, elevation of piping, or steam and/or air pressure above the supply pressure at the point of consideration, which could cause a reversal of the normal direction of flow.

BACK SIPHONAGE: A reversal of the normal direction of flow in the pipeline due to a negative pressure (vacuum) being created in the supply line with the backflow source subject to atmospheric pressure.

BATTERY: A metering installation consisting of two or more water meters operated in parallel as substitute for a single, larger water meter.

BOARD: Vance County Water District Board.

BUSINESS: Any lawful commercial endeavor to engage in the manufacturing, purchase, sale, lease or exchange of goods and/or the provision of services including not for profit entities.

CERTIFIED TESTER: Any individual person who has proven his/her competency to test, repair and overhaul backflow prevention assemblies by Vance County Water District. At a minimum, this person must hold a certificate of completion from a certified training program in the testing and repair of backflow prevention assemblies and cross connection control.

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COMMERCIAL ZONES: Areas designated by the Vance County Planning Department, including Vance County zoning designations of H-C, G-C1, O-I, E-I-A.

CONSUMER\CUSTOMER: Any person, firm, or corporation using or receiving water from the Vance County Water District public water system.

CONTAINMENT: The prevention of backflow from a private water system by an approved, properly functioning backflow prevention assembly which is installed, operated and maintained in accordance with the provisions of these Rules and applicable State law and regulations.

CONTAMINATION: An impairment of the quality of the water to a degree, which creates an actual hazard to the public health through poisoning or through the spread of disease.

COUNTY: Vance County, North Carolina

CROSS-CONNECTION: Any actual or potential connection or piping arrangement between a public or a consumer's potable water system and any other source or system through which it is possible to introduce into any part of the potable system any used water from a non-State approved water system industrial fluids, gas or any other substance which could be detrimental, harmful or hazardous to the potable water system.

CUSTOMER: The person, persons, firm, association, governmental agency, corporation or other concerns who use, are entitled to use or benefit from the use of water from the Water Utility.

DATE OF PRESENTATION: The date upon which a Water Utility bill or notice is mailed to the customer.

DEGREE OF HAZARD: A condition derived from the evaluation within a water system. May be classified as "high hazard" or "low hazard".

DIRECT CONNECTION: A cross-connection consisting of water piping tightly connected to a water system having a foreign substance (non-potable supply).

DIRECTOR: Operation Official's Director of Operation or his/her designee.

DISTRIBUTION SYSTEM FEE: A charge for facilities which comprise the distribution grid system including water mains, valves, fire hydrants and appurtenances which have been, or will be installed by or for the Water Utility.

DOMESTIC WATER SERVICE: Potable water service commonly referred to as Residential, Commercial, or Industrial, excluding Fire Protection Service and Irrigation Service.

DOUBLE CHECK VALVE ASSEMBLY (DCVA): An assembly composed of two single, independently acting, approved check valves, including tightly closing shut-off

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valves located at each end of the device and suitable connections for testing the water tightness of each check valve.

DOUBLE CHECK-DETECTOR VALVE ASSEMBLY (DCDA): An assembly composed of an approved double check valve assembly with a bypass water meter and a meter-sized approved double check valve device. The meter shall register accurately for very low flow rates and shall register all flow rates.

FACILITY CAPACITY CHARGE: A charge for water supply facilities including but not limited to, production, transmission, and storage facilities.

FIRE PROTECTION SERVICE: Water service utilized solely for fire suppression.

FRONTAGE: Those actual distances measured in feet, along parcel/lot lines which abut all adjacent public right of ways or Vance County Water District easements.

GENERAL SERVICE: Water Service for Premises devoted primarily to Business activities.

GRAVITY PRESSURE ZONE: Area that is served by reservoirs with a high water line of 630 feet.

HAZARD-DEGREE: The evaluation of a hazard within a private water system as moderate or severe.

HAZARD-SEVERE: An actual or potential threat of contamination to the public water system or to a customer's potable water system that could cause serious illness or death.

HAZARD-IMMINENT: An actual threat of contamination to the public water system that could cause serious illness or death.

HAZARD-MODERATE: One that presents foreseeable and significant potential for pollution, nuisance, aesthetically objectionable or other undesirable alterations of the drinking water supply.

HEALTH HAZARD: The term "health hazard" shall mean an actual or potential threat of contamination of a physical, chemical, biological, pathogenic or toxic nature to the public consumer's potable water system to such a degree or intensity that there would be a danger to health. Examples of waterborne health hazards include but are not limited to:

- Physical - radioisotopes/radionuclides;
- Chemical - lead, mercury and other heavy metals, organic compounds, other toxins and hazardous substances;
- Biological - microorganisms and pathogens like cryptosporidium, typhoid, cholera and E. Coli.

INDIRECT CONNECTION: A cross-connection consisting of piping used to fill an open receptacle with water.

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INDUSTRIAL ZONES: Areas designated by the Vance County Planning Department, including Vance County Zoning designations of L-I, I-M.

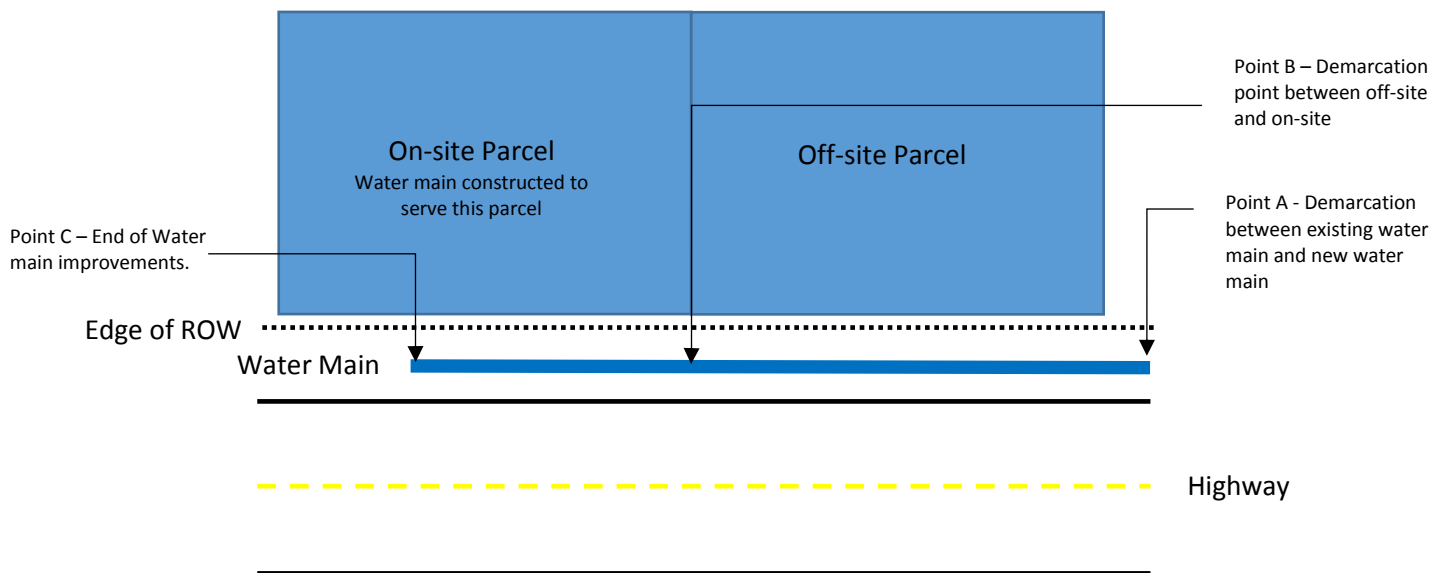
INTERIM WATER SERVICE: Temporary water service for commercial agricultural uses with a maximum two-year period.

IRRIGATION WATER SERVICE: Water service utilized solely for agriculture or landscape irrigation.

MULTI-FAMILY DWELLING UNIT: A building, or portion thereof, designed for occupancy by two or more families living independently of each other and containing two or more dwelling units.

OFF-SITE: Those water mains and appurtenances necessary to connect on-site tract or individual facilities to the existing distribution system where adequate capacity is available to meet the requirement of the new service, and water mains and appurtenances along any remaining frontage. This is depicted as the water main between point A and B in Figure 1.

Figure 1.



OPERATION OFFICIAL: The Operation Official is the person(s), entity or firm responsible for operation, maintenance and management of the Water Utility, as well as implementation and enforcement of these rules. The Water District Board has entered into a Public-Private Partnership with Envirolink, Inc. and has authorized Envirolink, Inc. to act as the Vance County Water District Board's agent for the operation, maintenance and management of the Vance County Water System.

Envirolink is headquartered at:

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Physical Address:

12362 Oak Ave
Bailey, North Carolina 27807

Mailing Address:

PO Box 670
Bailey, North Carolina 27807

Phone: 252-235-4900

Fax: 252-235-2132

Email: customerservice@envirolinkinc.com

Web address: www.envirolinkinc.com

Vance County Satellite Office:

122 Young Street
Henderson, North Carolina 27536

ON-SITE: Those water mains and appurtenances within the boundary of tract maps, parcel maps or developments to provide for the requirements of new water service. (Subdivisions, Shopping Centers, Industrial Parks, Lots, etc.). This is depicted as the water main between point B and C in Figure 1.

PERSON: Any individual, partnership, corporation, limited liability company, public agency or other organization operating as a single entity.

POLLUTION: An impairment of the quality of the water to a degree which does not create an actual hazard to the public health, but which does adversely and unreasonably affect such water for domestic use

POTABLE WATER: Water from any source which has been approved for human consumption by the appropriate agency of the State of North Carolina and Vance County Water District.

PREMISES: All real property, buildings and appurtenances upon an integral parcel of land undivided by a street, highway or other public thoroughfare.

PRESSURE VACUUM BREAKER: An assembly suitable for continuous pressure, to be used to provide protection against backsiphonage.

PRIVATE WATER SYSTEM: Any water system located on the customer's premise, whether supplied by public potable water or an auxiliary water supply. The system or systems may be either a potable water system, well or an industrial piping system.

PUBLIC WATER SYSTEM: The potable water system owned and operated by Vance County Water District. This system includes all distribution mains, lines, pipes, connections, storage tanks, and other facilities conveying potable water to the service connections of each customer.

PROGRAM SPECIALIST: The Water Utilities designated individual(s) possessing current certification issued by the North Carolina Water Operator's Certification Board

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as a Cross Connection Control Operator.

REDUCED PRESSURE ZONE ASSEMBLY: An NC Public Water Supply and VCWD Utility approved, properly functioning assembly containing two, independently acting check valves with a hydraulically operating, mechanically independent pressure differential relief valve located between the check valves and at the same time below the first check valve. The assembly must include properly located test cocks and tightly closing shut-off valves at each end of the assembly. This assembly is designed to protect against a severe hazard.

REDUCED PRESSURE ZONE-DETECTOR VALVE ASSEMBLY (RPDA): An assembly composed of an approved reduced pressure zone assembly with a bypass water meter and a meter-sized approved reduced pressure zone assembly. The meter shall register accurately for very low flow rates and shall register all flow rates.

RESIDENTIAL DUAL CHECK (RDC): A “residential dual check valve” is an assembly, without test cocks or ports, containing two independently operating spring loaded, poppet type check valves, in series, which can be easily removed and replaced. This assembly is suitable for installation in a water meter vault or pit, below ground.

RESIDENTIAL SERVICE: Water Service supplying Potable Water to Single-Family Dwelling Units and Multi-Family Dwelling Units for domestic purposes.

RESIDENTIAL ZONES: Areas designated by the Vance County Planning Department, including areas zoned: AR, R-30, R-20, R-10, R-M-H-C,

SERVICE AREA: All the area served by the Water Utility water mains.

SERVICE CONNECTION: The terminal end of a service connection from the public potable water system, i.e., where the Water Utility loses jurisdiction and sanitary control over the water at its point of delivery to the consumer's water system.

SERVICE PROTECTION: An approved backflow prevention assembly installed on the customer side of the service connection to protect the Water Utility public water supply.

SINGLE-FAMILY DWELLING UNIT: A dwelling designed for occupancy by one family and located on one lot as defined by the Vance County Subdivision Ordinance.

SURCHARGE AREA: Those areas outside the Vance County Water District's limits, but within the service area of the Water Utility.

GENERAL STATUTE 130A ARTICLE 10 and 15A NCAC 18C: Those sections of the North Carolina General Statutes and North Carolina Administrative Code addressing “Drinking Water Supplies” as revised, amended and replaced.

USED WATER: Any water supplied by a private or public water system to a user after it has passed through the point of delivery.

UTILITY: References to “Utility” shall refer the Vance County Water District's System

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operated, maintained and managed by the Operation Official under the direction of the Water District Board. Any references to "Utility" shall include the Operation Official.

WATER DISTRICT: The Vance County Water District, which may include areas not currently served by County water mains.

WATER DISTRICT MANAGER: The Vance County Manager or individual serving in that capacity or the County Manager's designee.

WATER PURVEYOR: Owner or operator of a public potable water system providing an approved water supply to the public.

WATER SERVICE CONNECTION (WATER SERVICE LATERAL): The pipeline lateral extending from the Water Utility's water main, to and including the water meter, together with the necessary valves, fittings and water meter vault.

TABLE 1

Points of Demarcation

Vance County Water Distribution System, Cumberland County, North Carolina

Point of Demarcation (POD)	Applicable Scenario	Sketch
Point of Demarcation is the downstream side of the meter.	Residential Customer or Customer without fire service	
Point of demarcation is the downstream side of the meter on domestic service and at highway ROW on fire service.	Customer with domestic and fire service (Non-County Owned Facility)	
Point of demarcation is the downstream side of the meter on domestic service and downstream side of backflow preventer on fire service.	Customer with domestic and fire service (County Owned Facility)	

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Point of demarcation is the downstream side of the meter.	Non-County Owned Irrigation System	<p>The diagram shows an irrigation system (represented by two parallel lines) connected to a main line. A backflow preventer (BFP) is installed on the main line, followed by a meter and a point of demarcation (POD). A dashed vertical line labeled 'Highway Right of Way' is positioned to the right of the POD. A water distribution pipe runs vertically to the right of the highway right of way.</p>
Point of demarcation is the downstream side of the backflow preventer	County Owned Irrigation System	<p>The diagram is identical to the one above, but the point of demarcation (POD) is located upstream of the backflow preventer (BFP), at the downstream side of the BFP.</p>
Point of demarcation for maintenance is at highway right of way. Owner must grant right of entry to County for meter reading.	Private complex with individually metered units	<p>The diagram shows a complex with multiple structures. Each structure has its own fire service and domestic service lines. A main line runs horizontally through the complex. A backflow preventer (BFP) is installed on the main line. A dashed vertical line labeled 'Highway Right of Way' is positioned to the right of the BFP. A water distribution pipe runs vertically to the right of the highway right of way. A note indicates 'Maintenance POD Need ROE to read Meters'.</p>
Point of demarcation for maintenance is at downstream side of meter.	Private complex metered at entrance to complex	<p>The diagram is identical to the one above, but the point of demarcation (POD) is located downstream of the backflow preventer (BFP), at the downstream side of the meter.</p>

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Point of demarcation is at downstream side of meter.	Non-county owned water feature	
Point of demarcation is the downstream side of the backflow preventer.	County owned water feature	

WATER SUPPLY-AUXILIARY: Any water supply on or available to the customer's premises other than the Water Utilities approved public potable water supply. The auxiliary water may include water from another purveyor's public potable water supply or any natural source including but not limited to a well, spring, river, pond, lake or stream.

WATER SUPPLY-UNAPPROVED: Any water supply, which has not been approved for human consumption by the North Carolina Department of Environment and Natural Resources.

WATER UTILITY: References to "Water Utility" shall refer the Vance County Water District System, their employees, agents, or designated individuals or organizations.

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WATER RULE 2

CHARACTER OF WATER SERVICE

The Water Utility and Operation Official shall endeavor to provide a dependable supply of Potable Water from available sources, in quantities adequate to meet the reasonable anticipated and projected needs of its Customers.

Generally, the Water Utility will attempt to maintain operating pressures at the Water Service Connection of not less than forty (40) pounds per square inch. Pressures may be lower at times of maximum demand, or because of unusual elevations or other special conditions.

The Water Utility sets certain requirements and design standards to be consistent with requirements of the appropriate Fire Department regarding water main fire flows and spacing of fire hydrants as required in the Uniform Fire Code, and as amended in the North Carolina State Fire Marshall Code.

All Applicants for water service shall be deemed to have given consent to such conditions of pressure and service as may from time to time exist, and do waive any rights and agree to indemnify and hold the Water Utility and Operation Official harmless from, or on account of, any damage caused by, or arising out of, low pressure or high pressure, fluctuations of pressure, or interruptions of service.

The character of service available at a Premises must be ascertained by inquiry at Operation Official., 12362 Oak Ave, Bailey, NC, 27807; Telephone (252) 235-4900. It shall be the Applicant's responsibility to ascertain the pressure at the Applicant's Premises, and to install and maintain any booster pumps, pressure regulators, and relief valves as required. As defined in the current applicable Uniform Plumbing Code, which is herein adopted by reference, when static water pressure inside a building is in excess of eighty (80) pounds per square inch, an approved type pressure regulator and pressure relief valve shall be installed and properly maintained by Applicant so that the water pressure is reduced to eighty (80) pounds per square inch or less. The Water Utility, Operation Official, or Water District are not responsible for pressure related issues.

WATER RULE 3

ESTABLISHMENT AND RE-ESTABLISHMENT OF CREDIT

A. ESTABLISHMENT OF CREDIT – ALL CLASSES OF SERVICE

Before receiving utility service, each Applicant will be required to provide identification acceptable to the Operation Official and pay all prior delinquent Utility billings and or Vance County accounts in Applicant's name in full. The Utility may require verification of date of tenancy.

Each Applicant will be required to establish credit by satisfying the following condition:

By making a monetary guarantee such as cash deposit to secure the payment of bills for all utility services as prescribed in Rule No. 4, DEPOSITS AND SERVICE TURN-ON CHARGE.

B. INDIVIDUAL LIABILITY FOR JOINT SERVICE

Where two or more Persons join in one application or contract for utility services, they shall be jointly and severally liable thereunder and shall be billed by means of a single monthly bill mailed to the Person and address designated on the application to receive the bill.

Whether or not the Utility obtains a joint application for service, all adults who occupy the Premises and receive the benefit of service are responsible jointly and severally for the payment of the bills for utility services used, unless the Utility, in writing, acknowledges that one or more of the adult occupants is not responsible. Those receiving benefit of service at the Premises may include the Applicant, and/or a number of other adults, such as in the case with multiple roommates. When the Applicant vacates the Premises, the remaining adults, who benefited from the utility services, shall be held liable for the utility billings incurred during the period they resided at the Premises. The Utility may deny or discontinue service for nonpayment of a delinquent bill when the Utility determines that the Applicant or one or more of the adults, or roommates continue to occupy the Premises.

It is the policy of the Vance County Water District that only those persons designated as Authorized Customer Representatives are authorized to make changes to the account. Further, neither the Vance County Water District or its authorized agent, will provide any information, including verifying whether an account exists, to anyone not verified as a Customer of Record.

In addition, the Utility may deny or discontinue service to an Applicant at a new address, if a delinquent utility billing remains unpaid from a prior service address, in which the Utility has determined that the Applicant was a roommate.

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WATER RULE 4

DEPOSITS AND SERVICE TURN-ON CHARGE

A. DEPOSITS

Deposits will be required when a customer applies for service, as set forth in Rule No. 3.

B. AMOUNT OF DEPOSIT TO ESTABLISH SERVICE

A minimum deposit will be required to establish residential service. The amount of deposit required to establish non-residential service will be equal to three times the estimated average monthly bill for water service, but in no event less than a minimum residential deposit. The amount of the deposit required for Utility furnished metering and backflow equipment shall be as defined in Rule No. 8. The estimated amount used for determining the amount of the deposit will not be refunded or reduced after service is established.

C. AMOUNT OF DEPOSIT TO RE-ESTABLISH SERVICE

If service is terminated for any reason other than customer requested turn off, or if a notice of discontinuance has been given, the Utility may require the Customer to pay a deposit, or an additional deposit, up to an estimated average three-month bill. In no case shall the amount of deposit be less than the minimum deposit as set forth in APPENDIX A, WATER FEES AND CHARGES SCHEDULE.

D. PAYMENT OF DEPOSIT

- a. Deposits are due upon application for service.
- b. Deposits will not be used as payment for past-due bills to avoid discontinuance of service.

E. RETURN OF DEPOSIT

- a. Upon discontinuance of service, the Utility shall apply the Customer's deposit and accrued interest to the unpaid bills and refund any balances that exceed \$10 by mail. Any refunds with a balance of less than \$10 will be refunded to Customers upon written request within 90 days of the last date of service. All refunds shall be mailed to the address of record and shall be made payable to the Customer of Record.
- b. Following 12 consecutive months of on time VCWD bill payments in full, the account deposit amount (\$150.00) will be returned to the customer of record by providing an account credit, or upon request, by mail to the customer and address of record. If a customer's account is delinquent for any two months in a 12 month period after the account deposit is credited/refunded, the Vance County Water District will require a new account deposit in accordance with the deposit requirements in place at that time.

F. INTEREST ON DEPOSITS

Interest will not be paid on any deposit amounts.

G. SERVICE TURN-ON CHARGE

- a. A service turn-on charge (Reference Rule 7) shall be made for turning on water service during normal working hours on the following workday. There will be an additional charge for the same day and after-hours turn-on of service, or special appointment turn-on service, when specifically requested by the Customer. A service charge will be assessed for each additional field visit required to complete the service turn-on order.
- b. The Utility shall not be liable for any loss or damage caused by the improper installation, maintenance or malfunction of any water apparatus or appliance, or for damage caused by the turning on and off of water service by the Utility. It is the Customer's responsibility to insure the turning on of water service will not cause damage or harm to Customer or other's property.

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WATER RULE 5

RENDERING AND PAYMENT OF BILLS

A. GENERAL

Water meters will be read as nearly as possible at regular intervals. Such regular meter readings normally shall be monthly, but may be at other intervals at the discretion of the Utility. If for any reason water service is not metered, or if the meter is inaccessible or cannot be read, or if the meter fails to register correctly, the gallons of consumption shall be estimated by the Utility in their discretion as follows:

1. Previous consumption by metered service to the Premises; or
2. The average consumption for the corresponding billing periods during which the meter is known to have registered correctly; or
3. The consumption as registered by a substituted meter; or
4. By giving consideration to the nature of use, volume of business, seasonal demand, and any other factors that may assist in determining such consumption.

B. PRORATION OF BILLS

Rate schedules stated on a monthly basis are related to a 30-day consumption interval as a standard month. Whenever actual meter read intervals differ from a standard 30-day period, bills computed from monthly schedules will be subject to proration on a 30-day basis. In computing and rendering regular bills, minor variances between actual read intervals and any established regular read intervals need not be considered in accordance with the following:

1. Where bills are regularly rendered monthly, computation from monthly rate schedules may be made directly whenever actual read intervals do not vary by more than 4 days (greater or lesser) from the standard 30-day interval.
2. On opening accounts, the Water Utility may omit the initial billing when such billing period is less than 7 days on monthly accounts.

Example: Customer set account up on June 10th, eleven days into the 30 day billing cycle. Since the customer's account was active for 2/3rds of the billing cycle, the customer would pay 2/3rds of the base bill plus any water used during the cycle.

If the customer had set their account up on June 25th, the customer would not receive a bill for June. Rather the July bill would indicate a full month plus 5/30th (or 1/6th) of the base fee for June.

C. READINGS OF SEPARATE WATER METERS NOT COMBINED

For the purpose of computing charges, each water meter upon the Customer's

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Premises shall be considered separately, and readings of two or more meters shall not be combined as equivalent to measurement through one meter.

D. TIME AND MANNER OF PAYING BILLS

Bills are due and payable upon presentation and become delinquent 10 days after billing. After a bill is past due, the Water Utility may discontinue water service and turn-off the water after giving appropriate written notice in accordance with Water Rule No. 7.

E. RETURN PAYMENT (e.g. Returned Check)

The Utility will assess a return item charge for any form of payment that is returned from the bank for any reason. If the returned item was returned for payment on a prior 48-hour notice of disconnection, service may be terminated without further notice.

F. PENALTY FOR NONPAYMENT OF BILL (e.g. Late Fee)

The Utility will assess a basic penalty for nonpayment of a bill of not more than 10 percent of each month's charges for the first month delinquent, and, for all subsequent months delinquent, an additional penalty of not exceeding one-half of 1 percent per month for the nonpayment of the charges and the basic penalty.

G. REFERRAL INCENTIVE PROGRAM

Existing water customers are eligible to receive a \$50 credit toward their water bill for every new active metered customer referred to the water system. The new customer must become a metered user of the system and remain an active customer on the system a minimum of three (3) billing cycles prior to the referring customer's account receiving the Fifty Dollar (\$50.00) credit. Only one water account is eligible for the credit for each new customer. The credit will be applied to outstanding amounts due of the referring customer and shall not be provided as a cash payment, nor shall be available for refund after applied to the water account. In order to receive the incentive, the referring customer and new customer will both need to be identified at the opening/creation of the new water account. This program is active from April 1, 2018 through June 30, 2019 and may be extended by the VCWD water board.

H. AVAILABILITY CUSTOMER FORGIVENESS/INCENTIVE PROGRAM

Existing availability customers are eligible for reductions of up to 75% of outstanding fees upon agreeing and connecting to the water system. These customers shall be responsible for paying 25% of any outstanding balances in addition to the security deposit and any permit fees prior to connecting. Requests for such reductions should be provided in writing to the Water District Manager who shall have the authority to approve such requests. Upon connecting to the system, these customers shall remain active customers and be in good standing for a minimum of twelve (12) months, at such time the balance owed shall be forgiven. This program is active through June 30, 2020 and may be extended by the VCWD water board.

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WATER RULE 6

METER INVESTIGATIONS AND ADJUSTMENTS OF BILLS

A. GENERAL

1. Whenever the correctness of any bill for water service is questioned, Operation Official shall investigate it. The Customer has five days after receiving a bill to question its correctness. After that period the bill is considered payable as rendered.
2. In cases where there are inaccuracies of recording of water use, or bills reflecting clerical or meter errors, or in disputed cases where water consumption, dates, or other provisions are subject to exact determination, proper adjustments in the billing shall be authorized by Operation Official's Director of Operation or his/her authorized agent.
3. In cases where consumption, dates or other factors required for application of rate schedules or other provisions are not subject to exact determination or are in question, or in disputed cases relative to service or rate application, Operation Official shall establish such factors by tests, analysis, and investigations to determine the proper basis for making an adjustment, if any. The Customer may appeal all adjustments as described in Rule No. 17.
4. In all cases above, the following limitations shall apply:
 - a. Overcharges shall not be recomputed and credited to any account for a period in excess of 1 year prior to the discovery of an error, or the date the bill was questioned, whichever occurs earlier.
 - b. Undercharges shall not be recomputed and billed to accounts for a period in excess of 3 years prior to the discovery of an error.

B. METER INVESTIGATIONS

1. Meter Verification Read

Whenever the accuracy of a water meter is questioned, the Customer may request that the meter be re-read. Upon such request, the Utility shall re-read the meter. The Customer, upon request will be given a time period for the re-read and may witness the re-read, or have a representative present. No charge will be made for this re-reading except under the following conditions: If a Customer requests an additional special read within one year of receiving a free meter re-read, a service charge will be assessed. If the original meter reading is found to be in error, the service charge will be removed.

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If the re-read is the result of an access problem, refer to Rule No. 20.

2. Meter Test

Whenever the accuracy of a water meter is questioned, the Customer may request that the meter be examined and tested by Operation Official. Upon such request, Operation Official shall examine and test the meter. The Customer may witness the tests, or have a representative present. No charge will be made for this test except under the following conditions: If a Customer requests an additional test (or tests) within one year of receiving a free meter test, a deposit will be required prior to receiving a test.

If the meter is found to register over 2% more than actually passes through it under conditions of normal operation, another meter shall be substituted and the deposit refunded to the Customer. If no error factor is found, or if an error factor is found, but it is less than 2%, the deposit shall be retained.

C. ADJUSTMENT OF BILLS FOR METER ERROR

1. Mis-Read or Estimated Reads

When a water meter is found to have been mis-read or estimated incorrectly, Operation Official shall correct the reading and adjust the Customer's account. A corrected bill for the last billing period involved in the correction may be sent.

2. Fast Meters

When a water meter is found to be more than 2% fast, the Utility shall credit to the Customer the overcharge based on the corrected meter readings for the period in which the meter was in use, not exceeding 6 months, unless it can be shown that the error was due to some specific cause, the date of which can be fixed. In this case, the overcharge shall be computed back to such time, but not exceeding 1 year.

3. Slow Meters

When a meter is found to register more than 2% slow, the Utility may render a bill in accordance with section A-4 for water consumed but not charged by bills previously rendered.

4. Non-Registering Meters

If a previously properly registering meter fails to register during any period, the Customer shall be charged with an average consumption as shown by the meter when in use and registering correctly during a corresponding season. If no corresponding seasonal history is available, the Utility shall estimate consumption based on actual usage after the meter has been replaced, using seasonal variations. Additional adjustment may be made after Customer provides acceptable verbal or written proof to the satisfaction of Operation Official's Director of Operation or his/her designee. Undercharges shall be computed in accordance with section A-4.

D. ACCOUNT ADJUSTMENT FOR A WATER LEAK**1. Identification of a Water Leak**

A customer may request an adjustment to their account from the Vance County Water District when the customer identifies and fixes a leak that was caused by conditions beyond the customer's reasonable control. This adjustment will only be available once every three years. The Water District will not allow any credit to the customer's account for any plumbing bills, property damage or other related expenses associated with the water leak. Requesting an account adjustment for a water leak does not postpone or delay the customer's liability for the current account balance and timing of payments.

To request an account adjustment you must provide proof of the leak and repair. Request can be made by contacting Envirolink Customer Service at 252-235-4900 extension 1.

Prior to calling, please make sure the following information is available:

- a. Date leak was discovered
- b. Information related to who, what, where and when the repair was completed
- c. A copy of the plumber's bill, or receipts for materials purchased if the home owner/ tenant made the repair.

2. Adjustment Methodology

If a customer experiences a leak and has not received a leak adjustment within the past three years, and the customer provides proof of leak and repair, an adjustment will be determined and made to the customer's usage charge for one billing cycle using the following steps:

Step 1: Determine the average water usage over the previous 6 billing cycles. If 6 the billing cycle history is not available, the water usage will be averaged using all available data. The billing cycle average will exclude the billing cycle of excessive consumption.

Step 2: Subtract the average water usage from the total amount of water that passed through the meter during the billing cycle in question.

Step 3: Divide the overage in half.

Step 4: This value will then be multiplied by the water usage rate applied for the billing cycle of the leak to determine the credit amount to be applied to the customer's account.

An adjustment using the above stated methodology can be made by VCWD or their designee provided all supporting information has been provided. While a leak adjustment request is being processed, the customer will remain responsible for timely payments on their account or to request a payment arrangement. If an adjustment is not granted, the customer is subject to all current and applicable collection activities and termination of service processes for delinquent accounts.

If increased use is discovered or suspected after obtaining the water meter readings, the District may provide notice of the same to the Customer. After notification and/or if the increased use continues for more than 3 consecutive billing cycles, a leak adjustment will not be available nor considered by the District.

(Vance County water is purchased so the impact of this adjustment is that the District

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pays for the water but does not receive the revenue, thus, the entire customer base helps to pay for this policy.)

E. APPLICABLE RATE SCHEDULE

1. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. Operation Official will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, Operation Official will assign the applicable rate to the Customer. Operation Official and Water Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

2. Change of Rate Schedule

A change to the applicable rate schedule may be made if Operation Official or Water Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by Operation Official of such eligibility. The Utility reserves the right to back charge Customer for amounts determined by Utility to have been used which otherwise would have been subject to a different rate schedule than was previously charged.

WATER RULE 7**DISCONTINUANCE AND RESTORATION OF WATER SERVICE****A. CUSTOMER'S REQUEST FOR SERVICE DISCONTINUANCE**

When Customers desire to terminate their responsibility for service, they shall give the Utility not less than two working days' advance notice in writing on the Utility's notice form of their intention to terminate, which must include the date on which they wish the termination to become effective, and provide access to the water meter. A field visit service charge will be assessed for each additional trip (after original attempt to turn service off) required to complete the turn-off request.

If the water meter serves more than one Premises, and any of the Premises are occupied, the Applicant will notify the occupants of their rights by posting of a 15-day notice in a conspicuous manner in the area of the Utilities meter, (except as otherwise stated in this Rule) and the Utility shall read the meter on the date requested. Any resident has the right to prevent this discontinuance by establishing an account for the service to the master meter. Responsibility for service and the costs associated with establishing a new account will begin with that date and reading. In the event the Utility must post notice, there will be a charge for posting of the notice which will be the liability of the Customer making application.

Customers will be held responsible for all services furnished on the account until the proper request to terminate and final readings are completed or until such time as the Utility has established a new account for new service if it is determined Customer failed to provide adequate notice to other occupants at the premises.

In the event access to terminate service is not available, the Customer shall be held liable for all costs until access is provided.

B. DISCONTINUANCE FOR UNSAFE EQUIPMENT**Service Detrimental to Other Customers**

The Utility shall not provide nor continue to provide service to any Premises where the use or connections made may violate the Utility rules and requirements or be detrimental to the water service rendered by the Utility or its Customers.

C. DISCONTINUANCE FOR USE OF WATER WITHOUT APPLICATION**Use of Water Without Application For Service**

When a property owner or occupant who has not applied for water service, takes possession of a Premises and finds the water service turned on, the property owner or occupant shall notify the Utility of such findings within one working day.

In the event the property owner or occupant turns on the water service, or fails to notify the Utility of finding the water service turned on within one working day of

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occupancy, the occupant will be billed for consumption back to the date of the last read and the owner shall be billed for any unresolved usage. If the Premises are unoccupied, or the Utility has not been notified of a new tenant by the owner, property manager, occupant or other representative of the owner, and water service is in use, the owner of the property shall be held responsible for payment of the bill. It is the responsibility of the owner to verify that the utility service has been transferred into the name of the new occupant and to settle disputes of responsibility between the occupant and the owner.

In the event that the occupant is charged for usage where the amount charged will be determined by the Utility, the amount billed will be based upon either the meter reading or on the basis of the estimated consumption for the length of time service was received by the occupant without proper establishment of account.

When the Utility finds that water is being used without proper account, the Utility may immediately terminate the service without further notice. Any amount due in excess of the amount billed to the occupant shall be billed to the owner.

Only authorized Utility personnel are permitted to turn the service on at the meter. If the occupant or property owner restores water service, a self-restoration fee will be imposed.

If any fees paid in connection with the application and the establishment of credit and an account are for any reason revoked, dishonored or not actually paid to Utility, the customer's application will not be considered proper.

D. DISCONTINUANCE FOR NONPAYMENT OF BILLS

1. Past Due (Delinquent) Bills

Bills will be considered past due (delinquent) if not paid within 10 days after the date of mailing.

2. Discontinuance of Service Notice

When a bill for water service has become past due and a discontinuance of service notice (Urgent Notice) has been issued, service shall be discontinued if the bill is not paid within the time required by such notice. A Customer's deposit to establish credit will not be used as payment to avoid discontinuance of service.

3. Discontinuance of Residential Service Dangerous to the Health of the Customer

The Utility will not terminate residential service for nonpayment upon certification by a licensed physician and/or surgeon that said termination will be life threatening and the Customer enters into an acceptable agreement pursuant to Rule 7, D 4.

4. Inability to Pay Residential Utility Bill

Within 10 days of being mailed the bill, any residential customer may make a request for an extension of the Payment period of a bill asserted to be beyond their means to pay in full during the normal period for payment and shall be given an opportunity for review of the request by the Utility. The review shall include consideration of the amount of the bill in relation to the Customer's other bills as to whether the Customer shall be permitted to amortize the unpaid balance of the account over a reasonable time, not to exceed 6 months.

A Customer shall not have utility services discontinued for nonpayment if they are complying with an amortization agreement, provided the Customer also keeps current their account for utility services as charges accrue in each subsequent billing period.

However, service may be terminated to any Customer who does not comply with an installment payment agreement or keep current the account for utility services as charges accrue in each subsequent billing period.

The Operation Official shall make available to Customers, upon request, information known to Operational Official, regarding agencies and/or organizations that may provide financial assistance.

If a residential Customer fails to comply with an amortization agreement, the Utility shall not terminate service without giving the established termination notice to the Customer but, such notice shall not entitle the Customer to further investigation of a disputed bill by the Utility.

5. Discontinuance for Unpaid Utility Bill at a Previous Address

A Customer's service may be discontinued for nonpayment of a bill for service previously rendered them at any location served by the Water System provided such bill is not paid within 10 days after mailing a bill.

In no case will residential service be discontinued because of nonpayment of bills for non-residential accounts.

6. Discontinuance of Service when Trying to Avoid Payment of Utility Bill

The Utility may discontinue or deny service for nonpayment of a bill where the Utility determines that the same person or persons continue to occupy the service address. However, the Utility will not deny service to the renters of a Premises whose owners or prior unrelated tenants have delinquent unpaid bills.

7. Discontinuance of Service Due to Fraud

The Utility may refuse or discontinue service if the acts of the Customer or the conditions upon the Customer's Premises are such as to indicate an intent to defraud the Utility.

8. Discontinuance of Service at More Than One Location

If a Customer is receiving service at more than one location, service at any or all locations may be discontinued if bills for service at any location are not paid within the time specified above, except that a residential service account shall not be discontinued for failure to pay bills for a non-residential account.

9. Discontinuance of Service when Utility's Business Office is Closed

Service will not be discontinued by reason of delinquency in payment for utility services on any Saturday, Sunday, legal holiday, or at any time during which the business offices of the Utility are not open to the public.

10. Discontinuance of Residential Service at Individually Metered Detached Single-Family Dwelling, Multiunit Residential Structure, Mobile Home Park, Labor Camp or similar residential situations

This section applies if there is a landlord-tenant relationship between the residential occupants and the owner, manager, or operator of the dwelling.

Where utility service is provided to individually metered residential occupants in a detached single-family dwelling, a multiunit residential structure, mobile home park, permanent residential structure in a labor camp, or similar residential situation and the owner, manager, or operator of the dwelling, structure, or park is listed by the Utility as the Customer of record, the Utility shall make every good faith effort, when the account is in arrears, to inform the residential occupants by means of written notice that service will be discontinued.

- (1) A 10-day notice of discontinuance shall inform the residential occupants of their right to become Customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account. The notice shall be written in English.
- (2) The Utility is not required to make service available to the residential occupants unless each residential occupant agrees to the terms and conditions of service and meets the requirements of law and the Utility's Rules and Schedules. However, if one or more of the residential occupants are willing and able to assume responsibility for the subsequent charges to the account to the satisfaction of the Utility, or if there is a physical means, legally available to the Utility, of selectively terminating service to those residential occupants who have not met the requirements of the Utility's Rules and Schedules, the Utility shall make service available to the residential occupants who have met those requirements. In no event, shall the property owner be relieved of responsibility for payment of delinquent account balances.

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- (3) The residential occupant must establish credit to the satisfaction of the Utility.

There will be a trip charge for posting of the field notification.

11. Discontinuance of Service at a Master Metered Multiunit Residential Structure, Mobile Home Park, Labor Camp or Similar Residential Situations.

It is the Utility's policy that Master Metering is not allowed for any and all new services. However, it is recognized that there may be existing services where Master Meter installations have been permitted and installed. These installations are grandfathered but subject to the provisions of this policy and Rule 12.

For discontinuance of service to residential occupants in a multiunit residential structure, mobile home park, labor camp or similar situations, who are master metered by the Utility, and the owner, manager, or operator of the structure or park is listed by the Utility as the Customer of record, the Utility shall make every good faith effort to inform the residential occupants, when the account is in arrears, to inform by means of written notice, that service will be discontinued.

- (1) A written 10-day notice of discontinuance shall be posted on the door of each residential unit prior to discontinuance; except that, if it is not reasonable or practicable to post the notice on the door of each residential unit, the Utility shall post two copies of the notice in each accessible common area and at each point of access to the structure or structures. The notice shall be written in English.

The notice will specify:

- (a) The date on which service will be discontinued.
- (b) That the residential occupants have the right to become Customers, to whom the service will then be billed, without being required to pay any amount which may be due on the delinquent account.
- (c) What the residential occupants are required to do in order to prevent the termination of service or to reestablish service.
- (d) The estimated monthly cost of service.
- (e) The title, address, and telephone number of a representative of the Utility who can assist the residential occupants in continuing service.

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- (f) The address and telephone number of legal services which has been recommended by the local county bar association.
- (2) The Utility is not required to make service available to the residential occupants unless each residential occupant or a “representative of the residential occupants” agrees to the terms and conditions of service and meets the requirements of law and the Utility’s Rules and Schedules. However, if one or more of the residential occupants or the representative of the residential occupants are willing and able to assume responsibility for subsequent charges to the account to the satisfaction of the Utility, or if there is a physical means, legally available to the Utility, of selectively terminating service to those residential occupants who have not met the requirements of the Utility’s Rules and Schedules or for whom the representative of the residential occupants is not responsible, the Utility shall make service available to those residential occupants who have met those requirements or on whose behalf those requirements have been met. As used herein, “representative of the residential occupants” does not include a tenants’ association.
- (3) Where the Utility furnished service under a Residential Rate Schedule to a multiunit residential structure, mobile home park or labor camp, through a master meter, the Utility may not discontinue service in any of the following situations:
 - (a) During the pendency of an investigation by the Utility of a Customer dispute or complaint.
 - (b) When the Customer has been granted an extension of the period for payment of a bill.
 - (c) For an indebtedness owed by the Customer to any other public agency or when the obligation represented by the delinquent account or other indebtedness was incurred with any public agency other than the Utility.
 - (d) When a delinquent account relates to another property owned, managed, or operated by the Customer.
 - (e) When a public health or building officer certifies that disconnection would result in a significant threat to the health or safety of the residential occupants or the public.

There will be a trip charge for posting of the field notification.

E. RESTORATION OF SERVICE

1. Amount Due to Restore Service

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All past due bills at the time of reconnect, applicable service charges shall be paid by Customer prior to restoration of service. In addition, the Utility may require inspection of water facilities prior to reconnect at the Customer's expense. After hours for fee assessment purposes are hours outside the following windows: 8AM to 4PM Monday through Friday excluding legal holidays.

2. Fund Verification Fee

If it is necessary to verify funds prior to reconnect, an additional service charge may be assessed. If funds cannot be verified, the Utility may require secured funds prior to reconnection.

3. Re-establishment of Service Deposit

If service is terminated, or if a notice of discontinuance has been given, the Utility will require the Customer to pay an additional deposit up to the average of the customer's three months bills.

4. Reconnect Service Charge

All charges are cumulative and each trip to the Premises will incur additional charges. In order to restore service discontinued under the provisions above, there shall be a charge for the expense of turning the service on.

5. Self-Restoration Service Charge

In the event anyone has turned on the water service after it has been turned off for any of the above reasons, there shall be a charge in addition to other amounts due from the Customer before service is restored.

6. Water Meter Removal

If the meter is removed, a service charge will be billed in addition to other amounts due.

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WATER RULE 8

TEMPORARY WATER SERVICE

A. APPLICABILITY OF RULE

Temporary water service shall be provided for:

1. Fairs, circuses, bazaars, temporary restaurants and other establishments not of a permanent nature.
2. Interim Water Service (commercial agricultural uses)
3. Construction purposes.

B. USES AND APPLICATIONS

1. Temporary Water Service

Temporary water service normally shall be furnished subject to a charge which shall cover the actual costs of installing and removing the required connections, including overhead and administration expenses. Customer and consumption charges shall be at the applicable rate structure in effect.

2. Temporary Service - Fire Hydrant Water Meters

- a. Water may be withdrawn from appropriately marked fire hydrants through a fire hydrant water meter rented from the Utility upon payment of the following fees:
 - (1) Processing Fee: \$40.00 for each meter
 - (2) Deposit: \$1,000.00 for each meter
 - (3) The Utility reserves the right to remove a Customer from use of a fire hydrant if the use is causing disturbance to the water system.
- b. Rental and consumption charges shall be in accordance with:
 - (1) Rate Schedule WA-2 (unless otherwise approved by the Water District Board); or,
 - (2) Rate Schedule WA-6 - Other County Departments (only permanently assigned fire hydrant water meters).

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- c. Customers may pick up fire hydrant water meters at the Operation Official Office and move meters from one location to another in accordance with Utility standards. However, if Utility personnel are requested to set, move or relocate fire hydrant water meters, or if Customer does not follow Utility standards and procedures, a charge of actual cost of labor, equipment, materials and overhead will be billed to Customer for each set or move made.
 - d. At least once per month, at no greater intervals than 36 days from last date of reading, fire hydrant water meters shall be returned to the Operation Official Office on any workday to be read for billing purposes and to be checked over by Utility personnel. Meters picked up between the 15th and the last day of the month need not be returned during the current month. In addition to all other charges, an estimated monthly charge (per Schedule WA- 2.B.3) shall be made to cover cost of billing each month for each meter not returned for reading and checking.
 - e. All water taken from the water system must be through a Utility approved fire hydrant water meter.
 - f. Return of a deposit is subject to the payment for water used at the applicable rate, and the return of the fire hydrant water meter in satisfactory condition. A deduction from the deposit shall be made to cover the cost of necessary repairs to, or replacement of the meter, and for other fees and charges.
 - g. Fire hydrant water meters used by other County departments shall be scheduled annually for testing by Utility personnel at a charge of fifty dollars (\$50.00) per meter plus cost of necessary repairs.
3. No person shall remove or interfere with any fire hydrant operating nut. A thirty dollar (\$30.00) charge shall be billed or subtracted from deposit, if the operating nut is removed from the fire hydrant, in addition to any other sanction which might be available to the County.

4. **Temporary Service - Backflow Prevention Assemblies**

All water withdrawn from fire hydrants, for purposes other than firefighting, shall be in strict compliance with Rule No. 13, "Cross-Connections and Pollution of Supply". Withdrawal of water shall be through an approved backflow prevention assembly which is acceptable to Operation Official's Backflow Program Administrator except where it has been determined by Operation Official's Backflow Program Administrator that the pollution hazard does not exist.

a. **Fees and Charges**

Backflow prevention assemblies may be rented from the Utility and obtained at the

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Operation Official's office for the following fees and charges:

- (1) Processing Fee: \$40.00 for each assembly.
- (2) Deposit: \$1,000.00 for each assembly.
- (3) Rental Charge:

Two-inch backflow preventer: \$5.00 per calendar day.

A stand mounted reduced pressure principle assembly will be supplied with a short length of fire hydrant hose to connect between the fire hydrant and the assembly.

- b. Customers may pick up backflow prevention assemblies at the Operation Official Office and set or move assemblies from location to location. However, if Utility personnel are requested to set, move or relocate a backflow prevention assembly, or if Customer does not follow water utility standards and procedures, a charge of actual cost of labor, equipment, materials and overhead will be billed to Customer for each set or move made.
- c. Upon inspection and approval by the Cross Connection Control Operator, customer-owned backflow assemblies may be utilized.
- d. Note all testing and repair records shall be sent to the Operation Official at the address listed in Water Rule 2.

5. Fire Hydrants

Fire hydrants are provided for the primary use of the Fire Department in extinguishing fires.

- a. If the Utility grants permission to other persons or organizations to withdraw water from fire hydrants, the Applicant acknowledges their demand is secondary to the needs of the Fire Department.
- b. No permanent attachment or rigid connections are permitted on any fire hydrant. The Utility may require a double outlet fitting with independent valves between the fire hydrant and Applicant's connection.
- c. No water, except for firefighting, shall be taken from any fire hydrant unless authorized by the Utility and passes through the Utilities water meter.
- d. The cost of repairing damage to a fire hydrant and related equipment, or to the water system due to water hammer, or to careless or improper use of a fire hydrant or equipment, shall be paid by the Person or organization whose name appears on permit or meter application, at the election of the Utility.

WATER RULE 9**SHORTAGE OF WATER SUPPLY AND
INTERRUPTION OF DELIVERY****A. INTERRUPTION OF DELIVERY**

The Utility shall exercise reasonable diligence and care to furnish and deliver a continuous and sufficient supply of water to all Customers and to avoid any shortage or interruption of service. The Utility shall not be liable for interruptions, shortage or insufficiency of supply, or any loss or damage occasioned thereby.

B. TEMPORARY SUSPENSION OF WATER SERVICE

The Utility reserves the right to temporarily suspend the delivery of water whenever it may be necessary for the purpose of making repairs or improvements to its system. The making of such repairs or improvements will be constructed as rapidly as is feasible and, whenever possible, at such times as shall cause the least inconvenience to the Customers. In all cases of such interruptions of water service, the Utility shall make a reasonable attempt to give advance notice to the Customers who may be affected.

C. SHORTAGE OF WATER SUPPLY

The Vance County Water District is provided water solely by purchase from Kerr Lake RWS through the City of Henderson's Distribution system. In as much, the Vance County Water District shall enact the following water shortage response provisions whenever the Kerr Lake RWS declares a water shortage. Therefore, the most recently adopted version of the City of the Henderson's WATER SHORTAGE RESPONSE PLAN – Chapter 15B of the City Code is hereby incorporated into these rules by reference.

In accordance with and notwithstanding the provisions of the Water Shortage Response Plan, any actual or threatened shortage of water supply, and during the period of such shortage, the Utility shall apportion the available supply of water among its Customers in the most equitable manner possible to continue service fairly and without discrimination, except that preference shall be given to such service as is essential to the public interest and to the preservation of life and health.

If an actual or threatened water shortage occurs, the first priority will be to eliminate a life-threatening situation. In this case, the Utility will utilize its resources and first responder to the life-threatening situation before addressing situations of lower priority. Service Restoration Priority will be assessed in accordance with the Utilities Priority procedures. A typical restoration priority order follows:

1. Hospital Facilities
2. Police and Fire Rescue Facilities
3. County Emergency Operation and Administration Facilities
4. Other Medical Facilities
5. Schools
6. Child Care Centers

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7. Businesses
8. Residential
9. Clubs
10. Parks

- D.** Customers shall not be entitled to any pro-ration, reduction or other adjustment to their monthly bill for any temporary restriction, limitation, reduction or termination of service.

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WATER RULE 10

WATER SYSTEM AND FEE REIMBURSEMENT REQUIREMENTS

A. GENERAL

1. Applicability of Rule

- a. Water system installations shall be made in accordance with the provisions of this Rule.
- b. See Rule No. 8, "Temporary Water Service," for provisions applicable to installations for temporary services.
- c. Water service fees and charges will be determined in accordance with the provisions of this Rule and Rule No. 11.

2. Design and Construction of Water Facilities

- a. All design and construction shall be in accordance with the Utility's standard plans and specifications.
- b. Water facilities within private developments shall only be accepted by the Utility if authorized by Operation Official's Director of Operation. Developers may request that water facilities within their private developments be accepted for maintenance by the Utility, subject to the following:
 - (1) Easements (30 feet minimum width) including the right for access, maintenance and repair shall be provided to the Utility for installed water mains, including access along all private streets with adequate additional easements provided for installed water system appurtenances (water meters, fire hydrants, etc.);
 - (2) Prior to construction or installation of any portions of Water Facilities to be accepted by the Utility, completed permit applications in the Utilities name and certified engineered plans shall be submitted for approval and comment to the Utility, including but not limited to Records to be Provided to Utility - It is anticipated that upon completion of the project, that the developer will provide Utility with the records identified in Table 2, including geo-reference water distribution system data.

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TABLE 2*Manuals, Drawings, and Records**Vance County Water System, Vance County, North Carolina*

Quantity	Item	Description	Remarks
<i>1</i>	Drawings	CAD Drawings	Hard Copy
<i>1</i>	Electronic Drawings	CAD Drawings	Electronic Copy
<i>1</i>	Electronic Database	GIS Database	Electronic Copy
<i>1</i>	<i>Model</i>	Water Distribution Model Study	Electronic Copy
<i>1</i>		Manuals, drawings, records, and reports	Hard Copy

(3) Compliance with any special requirements of the Utility.

- c. Specific methods to meet adequate fire flow requirements specified by the Fire Department or other agencies exercising jurisdiction over the facilities will be determined by Operation Official's Director of Operation.

3. Ownership of Water Facilities

Water distribution system installations, however provided, shall be transferred and accepted to and become property of and under control of the Utility.

B. WATER SERVICE FEES AND CHARGES

- a. Water service fees and charges shall generally include:
- Facility Capacity Charge
 - Distribution System Fee
 - Water Service and Meter Connection Charges Special Conditions
- b. The legal description, plot plan and/or field check for a parcel to be provided water service shall be used to establish the Facility Capacity Charge, Distribution System Fee and possible special conditions.
- c. When a property with an existing water service is subdivided, water service fees and charges for the parcel which the existing Water Service Connection will continue to serve, shall be considered paid, except that, at Operation Official's Director of Operation's discretion water fees and charges may be levied if a water main replacement is required. All other parcels shall pay the applicable charges.
- d. When a property use changes, and a new building permit and/or a new Water Service Connection is applied for, previously paid Facility Capacity Charges, based on water meter size, shall be considered as a credit toward any higher Facility Capacity Charge. Under no circumstances will there be a refund of previously paid Facility Capacity Charges. The connection charges are based on the property use and remain appurtenant with the property.

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- e. When a property use changes, and a new building permit and/or new water Service Connection is applied for, and a previously undersized water main has been replaced fronting the developer's/ owner's property, the developer/owner shall pay the Distribution System Fee, less any frontage distance previously paid. Fees collected will be reimbursed to developers/owners who replaced water mains as provided under terms of any applicable Utility reimbursement agreement previously executed by the District.
- f. If water use of a parcel is extended beyond the paid area of that parcel being serviced by an existing water meter, all water fees and charges covering the extended area shall be charged and collected by the Utility.
- g. If the boundaries of a parcel, which has a Water Service Connection, are adjusted so as to encompass an area which does not have a Water Service Connection, all water fees and charges applicable to the addition shall be collected by the Utility. Payment must be made prior to finalization of the lot line adjustment.
- h. All applicable water fees and charges shall be paid prior to the issuance of building permits, approval of final subdivision maps or parcel maps, or approval of any Water Service Connection requests.
- i. In Residential Zones, all applicable parcel map recordation water fees and charges will not be collected when a parcel is to remain undeveloped and is capable of further subdivision into two (2) or more parcels. The Facility Capacity Charges, Distribution System Fees, and Service Connection Charges for these undeveloped parcels shall be charged when water service is requested in accordance with Rule No. 10 B.1.h.
- j. If a Covenant and Agreement is requested from the Utility by the developer/owner to satisfy a water service requirement, and said request is approved by the Water District Board, a processing fee of one thousand dollars (\$1,000.00) will be paid by the developer/owner to cover administrative costs in conjunction with the preparation and approval of the Covenant and Agreement.

2. Facility Capacity Charges

- a. Facility Capacity Charges shall apply to all Water Service Connections provided by the Water Utility, except as specified in Special Provisions section of this Rule.
- b. Facility Capacity Charge shall be paid prior to the issuance of a building permit, approval of a final subdivision map or parcel map or in conjunction with a Water Service Connection request.

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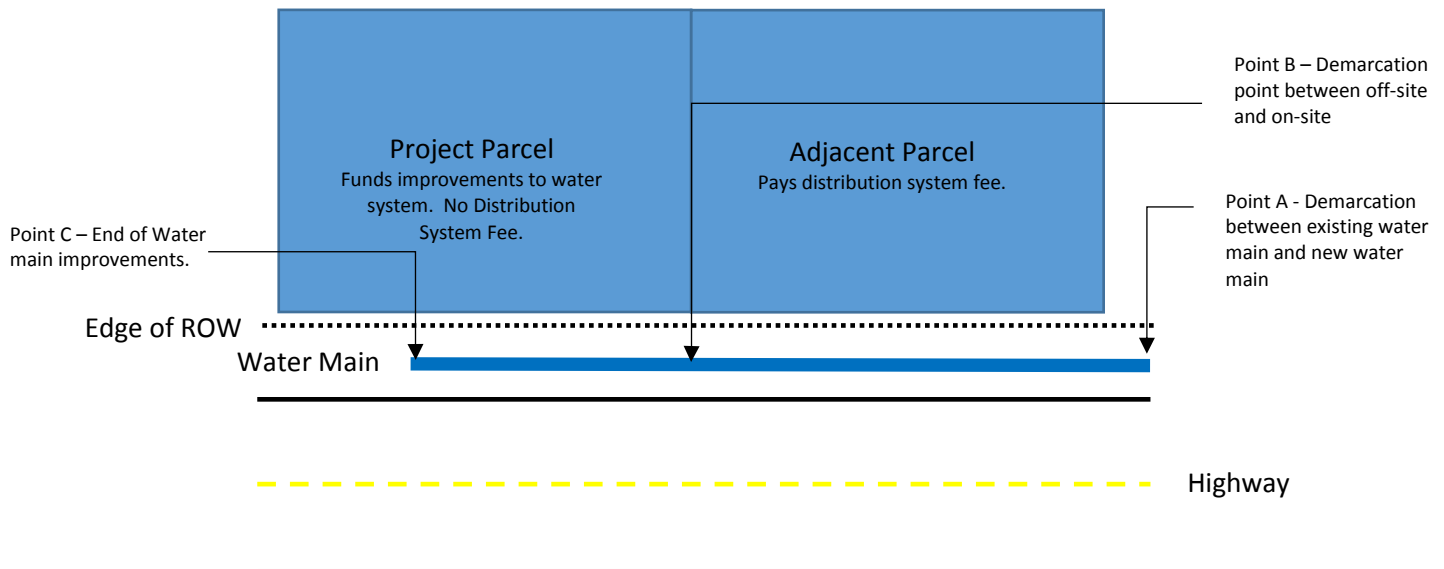
- c. When a larger Water Service Connection is requested by Applicant, the Facility Capacity Charge for the existing Water Service Connection will be credited toward the new Facility Capacity Charge in effect at the time the larger connection is requested. No refund shall be made if a reduction in size is requested.

3. Distribution System Fee

This section applies to the extension of water mains beyond the already existing Vance County Water District Water System where the Vance County Water District is intended to take ownership of the water system, and where the owner/developer pays for the water main extension and where the extension fronts or crosses property outside of the project boundaries.

- a. Distribution System Fee shall apply to all water service areas of the Utility, except as specified in Special Provisions section of this Rule. If the Applicant has constructed or is making arrangements to construct water mains at his expense adjoining the subject property, then no Distribution System Fee shall be collected for the frontage adjoining said water mains. See Figure 2.

Figure 2.



- b. Distribution System Fee shall be computed by multiplying the applicable charge per foot by the actual distance which the parcel abuts all adjacent public streets, County public easements or water main.
- c. The Distribution System Fee for the following corner parcels shall be applied using one-half the entire parcel frontage for the following:

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- (1) Existing individual corner lots zoned residential for single family dwelling which cannot be subdivided.

However, corner lots created by new subdivision are excluded from the one-half frontage provision and the Distribution System Fee shall be applied using the entire frontage.

- (2) Corner lots in areas zoned for single family dwellings with the requirement of minimum five (5) acre parcels;

However, if a corner parcel is proposed to be subdivided, the Distribution System Fee shall be applied using one-half the entire frontage for only the corner lot resulting from the subdivision process. The Distribution System Fee for the other parcel or parcels of the subdivision shall be based on full frontage.

- d. When a development or use requires a water supply greater than that which can be supplied by an eight-inch (8") water main for Residential Zones or twelve-inch (12") water main for Commercial/Industrial Zones, the cost of the oversized pipe required shall be paid for by the developer/owner as determined by Operation Official's Director of Operation.
- e. The Distribution System Fee will be considered satisfied for an existing developed or partially developed parcel, which has existing domestic water service from the Utility, when such parcel is proposed to be further developed and the developer/owner requests a larger or an additional Water Service Connection. This is subject to the parcel remaining as one undivided parcel. An exception to the Distribution System Fee being considered satisfied is when the property use changes, in which event Section B.1.e. of this Rule shall apply.

C. SCHEDULE OF WATER SERVICE FEES AND CHARGES

1. Water Service Fees and Charges

a. Facility Capacity Charge

For Each Water Metered Service Connection

3/4-inch meter	1	\$	0
1-inch	2.5	\$	0
2-inch	8	\$	0
3-inch	15	\$	0
4-inch	25	\$	0
6-inch	50	\$	0
8-inch	80	\$	0
10-inch	115	\$	0

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In the event a larger water meter is needed for any type of service for fire protection purposes resulting in a size larger than needed for normal uses, the charge will be based on the size needed for normal uses. In the event an existing water meter service connection is planned to be utilized for an expanded development, additional charges shall be required based on the difference between existing size of service and service size needed for expanded normal water uses. Applicant shall submit calculations from a validly licensed architect or engineer.

The Facility Capacity Charge shall be paid prior to the issuance of a building permit, approval of a final subdivision map or parcel map or in conjunction with a Water Service Connection request. Facility Capacity Charge shall not apply to Fire Service Connections.

b. Distribution System Fee

Distribution System Fee shall be \$50.00 per foot of parcel or lot frontage and in accordance with Section B.4. of this Rule.

c. Water Service and Meter Connection Charges

See Rule No. 11 for applicable charges associated with the installation of the tap, meter box, valve, and meter setter.

2. Installation of On-Site and/or Off-Site Water Facilities By Developer/Owner – (See Section D of this Rule)

- a. Applicant shall make a deposit for engineering plan checking and review services upon first plan submittal with the Utility to cover the actual cost of staff time and materials to review submitted plans. Upon determination that the deposit amount is inadequate to cover the actual costs for plan checking services, Applicant shall make additional deposits as necessary with the Utility. Further plan checking services shall be suspended until additional deposit is made. Upon acceptance of the constructed water facilities by the Utility, the Utility will refund any remaining deposit balance.
- b. The inspection fees shall be as follows and shall be paid prior to scheduling a preconstruction meeting.
 - (1) \$175.00 plus \$0.50 per lineal foot of pipeline.
 - (2) \$40.00 for each fire hydrant.
 - (3) \$8.00 for each 1-inch service.
 - (4) \$25.00 for each 2-inch service.
 - (5) \$350.00 for each 4-inch or larger service.

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- (6) \$300.00 for each initial pressure test or hydrant flow test.
- (7) \$200.00 for each subsequent pressure or hydrant flow test (re-test).
- (8) Normal construction allows for inspection as needed during a period of thirty (30) calendar days for each 2,000 lineal feet of pipeline or fraction thereof, as measured in time from the start of construction to the start of pressure testing. Construction which is not completed within the time for "normal construction" shall be considered "extended construction" and an additional fee of \$0.50 per lineal foot of pipeline shall be paid for the additional period of time computed at the rate of thirty (30) calendar days for each 2,000 lineal feet of pipeline or fraction thereof.
- (9) Normal construction allows for two (2) inspection visits after completion of Utility tie-ins. Additional inspection visits required or requested will be charged to the developer/owner at the rate of sixty-seven (\$67.00) per hour during normal working hours.
- (10) \$200.00 for each wet tap witnessed by Utility inspectors.
- (11) Water Service Connection(s) For Individual Premises of four-inch (4") or larger, a \$500.00 Cash Refundable Bond (per connection) to guarantee final completion by private pipeline contractor of required four-inch (4") or larger Water Service Connection(s) and/or Fire Protection Service(s). Bond will be refunded to developer/owner upon final completion and acceptance of connection(s) by the Utility.

c. Facility Capacity Charge and Distribution System Fee.

- (1) Facility Capacity Charge shall be levied where applicable. (See Section C.1.a. of this Rule)
- (2) Distribution System Fee shall be charged on public streets and County public easements abutting the development. (See Section C.1.c of this Rule).

d. Water Main Connection Charge

The developer/owner shall pay the water main connection charges as determined by Operation Official. Consideration shall be given to size, location and difficulty of each connection. Water main connection charges shall be valid for a period of six (6) months from the date they are determined. Thereafter, Operation Official will re-estimate the charges and the developer/owner shall pay the difference.

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e. Water Meter Charge

- (1) The Applicant shall pay the water meter installation charges (meter only) as follows:

3/4-inch meter	\$ 50.00+cost
1-inch	\$ 50.00+cost
2-inch	\$ 50.00+cost
3-inch and larger	At Estimated Cost of Installation

D. INSTALLATION OF ON-SITE WATER FACILITIES

1. Applicability

- a. The developer/owner shall have the responsibility for the installation of on-site water facilities within the boundaries of subdivisions, shopping centers, industrial parks or lots as shown on the record map.
- b. Water fees and charges related to the installation of on-site water facilities shall be paid prior to commencement of work. Work shall commence within six (6) months of payment of all water fees and charges or the water fees and charges which are in effect when work is commenced shall apply. (See Section B. of this Rule).
- c. Water facilities, which become the property of the Water Utility, shall generally be located within the public right-of-way. Water facilities will only be permitted within easements at the discretion of Operation Official's Director of Operations.

2. Installation of On-Site Water Facilities by Developer/Owner

a. Developer's/Owner's Responsibilities

The developer/owner shall have the responsibility for engineering, constructing, sanitizing and testing of the pipelines, appurtenances, service laterals and installation of water meter vaults, in accordance with the Utility's standard plans and specifications and are subject to Utility inspection and acceptance. The developer/owner shall pay to the Utility the established charges as set forth in Section C.2. of this Rule.

- (1) Complete engineering shall be by an engineer registered in the State of North Carolina and shall include submission of a full set of detailed improvement plans to the Utility along with a check for plan review.

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- (2) After all changes, modifications and additions requested by the Utility have been made on the water plans, and they have been approved, developer/owner shall supply a complete set of original plans to the Utility. Said original plans shall become the property of the Utility.
- (3) The developer/owner shall have the required installation performed by a North Carolina licensed public utilities contractor, and shall furnish a cash deposit or faithful performance bond in an amount equal to 125% of the Utility's estimated cost of installation. Cash deposit or bondable estimated installation costs shall be based upon the estimated construction cost of the water system and applicable fees and charges.
- (4) All laboratory analyses required in connection with chlorination and sanitizing the newly-installed systems shall be performed by a State of North Carolina laboratory licensed and certified to perform such tests. All charges in connection therewith shall be borne by the developer/owner with test results forwarded to the Utility.
- (5) All Utility fees and charges must be paid prior to commencing construction of water facilities.

b. Utility Provided Services

The Utility shall provide services including plan review, inspection, setting of water meters and water system connections to the existing water mains.

- (1) The submitted water plans will be examined for conformance with the Utility's standard specifications and other requirements. Errors and omissions, if any, will be indicated on the plans and they will be returned to the engineer of record for correction.
- (2) Utility personnel or their agent will inspect water facilities installed by the developer's/owner's contractor to assess adherence with plans and specifications.
- (3) Utility forces will schedule and set all water meters upon filing of the appropriate water service application form and payment of water fees by the Applicant.

c. Reimbursement for Pipe Oversizing

- (1) If at the Utility's request, the developer/owner is required to

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install a pipeline of a larger diameter than normally necessary for the development, the developer/owner shall be reimbursed for the incremental cost in accordance with Section D.2 c.(5) of this Rule.

- (2) Payments for pipe oversizing will be made as funds are collected for future development for a period of 15 years.
- (3) Under no circumstances will reimbursements be made for eight-inch (8") or smaller pipelines in single family Residential Zones or twelve-inch (12") or smaller in all other zones.
- (4) Sizing of water facilities will include consideration of Fire Flow requirements.
- (5) Water Main Oversizing Reimbursement:
 - 8-inch Standard – 12 inch Oversized - \$5 per lineal foot or as negotiated with Utility.
 - 12-inch Standard – 16-inch Oversized - \$7 per lineal foot or as negotiated with Utility.
 - Other – Subject to review and approval of the Water District Board.

d. **Acceptance and Release**

- (1) The security given for faithful performance of the work, whether cash or bond, may be released, in part, upon final completion and acceptance of the water facilities by the Utility; except that an amount equal to ten percent (10%) of the surety bond, but not less than \$1,000 will be withheld to cover the costs of possible maintenance, repair and replacements. Final release shall be made one (1) year after acceptance of the water system.
- (2) If the developer/owner fails to complete all of the specified improvements in accordance with the approved water plans and specifications within the twelve (12) months after commencing said work, Operation Official's Director of Operations may order such work performed by the Utility forces, and may utilize the cash deposit, if furnished, or call upon the surety company for funds to cover reimbursement.

E. INSTALLATION OF OFF-SITE WATER FACILITIES (WATER MAIN EXTENSIONS AND REPLACEMENTS)

1. General

- a. Developers/owners shall be responsible for the off-site water main

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extensions and replacements necessary to reach and front their properties/developments from existing Utility facilities having adequate capacity.

Replacement of water mains shall be required when existing water mains are undersized/inadequate to supply domestic and/or fire flows to/for proposed developments.

- b. The Operation Official Director of Operations reserves the right to have off-site water facilities installed by Utility forces at the expense of developer/owner-based upon actual cost of water main installation.
- c. The Operation Official Director of Operations is authorized to execute water main reimbursement agreements on behalf of the Utility for water main installations paid for or constructed by developers/owners. The purpose of these agreements is to provide partial or full reimbursement to developers/owners who pay for or install off-site water facilities.
- d. The water main reimbursement agreements shall contain brief descriptions of the properties to be served with water, the length and location of water mains, as well as the total estimated costs in accordance with Section C.1.c. of this Rule. These agreements shall remain in effect for a maximum of fifteen (15) years, after which no further reimbursements will be made.

Water main reimbursement agreements shall be executed for a value over five hundred dollars (\$500.00). Reimbursements shall be computed in accordance with Section C.1.c. of this Rule. Reimbursement payments for water main extensions shall not exceed total estimated costs as provided in the Water Main Reimbursement Agreement.

2. Water Main Extensions (Installation by Water Utility Forces)

- a. If water main extensions are installed by Utility forces, developers/owners shall pay to the Utility the actual cost of water main extensions including appropriate construction, engineering and administration charges.
- b. Engineering and installation shall not commence until the Utility has actually received payment for the estimated cost of work. Work shall commence within six (6) months after receipt of total estimated cash payment. If commencement of work is delayed for more than six (6) months by circumstances outside of the control of the Utility, developers/owners may be required to pay additional estimated costs.
- c. Developers/owners will receive either a partial refund or an invoice to cover the actual costs of water main extensions after all final costs are

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known.

3. Water Main Extensions (Installation by Developers/Owners)

Developer's/owner's appropriately North Carolina licensed contractors are subject to the Utility's approval prior to scheduling the construction of water main extensions. All fees and charges shall be paid prior to commencement of work. Requirements shall conform to those established in Section D.2. of this Rule.

4. Water Main Relocations

Developers/owners shall be responsible for relocating existing water main(s) which would not be located within paved roadways of streets or would have pipe cover of either less than three feet (3') or more than ten feet (10') as a result of a developer's/owner's improvements. Relocations shall be in accordance with Utility requirements and at developer's/owner's expense.

F. Special Provisions

1. General

- a. Special Provisions have been enacted for development within the following areas and shall take precedence over General Provisions of this Rule
 - Temporary/Remote Water Service
 - Infill Parcels
- b. With Utility approval, Special Provisions may apply to allow temporary/remote (off-site location) Water Service Connections not fronting the property being served.
- c. Special Provisions shall only apply to the above listed areas as outlined herein. General Provisions of this Rule shall apply to all other areas.
- d. All other provisions of the Water Rules shall apply to the above-listed areas except as modified in these Special Provisions.

2. Temporary/Remote Water Service – Temporary Off-Site Location

Upon approval of the Utility, water may be provided through a temporary/remote service connection from the nearest existing main of adequate size, subject to fulfillment of the following conditions:

- a. Applicant shall pay all applicable fees and charges including Facility Capacity Charge, Distribution System Fee, Water Service Connection and Meter Charge.

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- b. Applicant shall secure any public and/or easements deemed necessary by Operation Official and District Attorney to facilitate temporary/remote water service.
- c. Applicant shall execute a recordable agreement, approved by the Utility Attorney, regarding the temporary/remote water service.
- d. Applicant after Utility approval, shall have all temporary remote service agreements recorded in the Vance County Register of Deeds Office.

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WATER RULE 11

WATER SERVICE CONNECTIONS, WATER METERS AND RELATED APPARATUS

A. GENERAL

1. Water Service Connections shall generally front the individual lots or parcels they serve and shall be constructed within the public right-of-way, or within Utility approved easements as determined by the Operation Official's Director of Operations. Reference Table 1.
 - a. More than one Water Service Connection per parcel/lot shall require the advance approval of the Utility and may require the installation of an Approved Backflow Prevention Assembly.
 - b. When the water meter and water meter vault cannot reasonably be located in the public right-of-way, they shall be located within an easement area provided to Utility on the Customer's Premises adjacent to the crossing of the service laterals with the property line, or such other location as may be agreed upon by the Customer and the Operation Official's Director of Operations.
 - c. No rent or other charge shall be levied against the Utility for Water Service Connections which must be located with the easement on the Customer's property.
 - d. New Water Service Connections and fire hydrant connections will **not** be allowed from transmission mains larger than twelve-inches (12") in diameter.
2. The Utility shall own and maintain all Water Service Connections up to and through the rear water meter union whether located on private property or in the public right-of-way.
3. The Customer at its own expense and risk, shall furnish, install and maintain all apparatus and appliances which are required to receive, control, regulate and utilize the pressure and flow of water as furnished by the Utility. The Utility shall not be liable for any loss or damage caused by the improper installation, maintenance or malfunction of such apparatus. The Utility shall not be responsible for damage or inconvenience occasioned by the misuse of water after it has left the water meter, nor for any damage caused by the turning on and off of water service by Utility forces.
4. The Utility shall not be liable for any damage to the Customer's plumbing caused by tree roots or any other natural causes.
5. As defined in the current applicable Uniform Plumbing Code, as adopted by the Utility herein, when static water pressure inside a building is in excess of eighty (80) pounds per square inch, an approved type pressure regulator and

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pressure relief valve shall be installed and properly maintained by Applicant so that the water pressure is reduced to eighty (80) pounds per square inch or less.

6. The Customer shall compensate the Utility for any and all damage to Water Service Connections under the Utility's ownership, which is caused by carelessness or negligence of the Customer.
7. It shall be the Customer's or property owner's responsibility to maintain free and clear access for the Utility's representatives to all water meters, water meter vaults, backflow prevention assemblies, fire hydrants and other water facilities supplying his Premises.
8. Inasmuch as ownership of all Water Service Connections as described in Section A.2, above, is vested in the Utility, only authorized representatives and employees of the Utility are permitted to connect or disconnect the service lateral to the water main, or to turn the service on or off at the water meter. Tampering with the service lateral or water meter in any way by unauthorized persons is a violation of State Law and these Rules and may result in a penalty and/or the discontinuance of water service.
9. Whenever the owner or his representative has ordered a Water Service Connection removed, abandoned, or disconnected at the water main, said owner shall sign a release waiving all rights and interest in the Water Service Connection. Re-establishment of service to the Premises shall be evaluated, and charged as a new Water Service Connection with Facility Capacity Charge, and Distribution System Fee considered paid.
10. Notwithstanding any other provisions of this rule, any customer who has prior to the adoption of these rules, indicated their desire to connect to the Vance County Water District's water system and paid the early sign up period connection fee, shall have the connection fees established in Section G of this rule waived.

B. WATER SERVICE CONNECTIONS FOR INDIVIDUAL PREMISES

1. Upon payment of the applicable fees and charges and completion of the appropriate application forms, the Utility shall furnish, install and maintain the service lateral, water meter and water meter vault.
 - a. Applicant shall pay the Water Service Connection charges as specified in Section G.1.b. of this Rule, and shall also pay Facility Capacity Charge, and Distribution System Fee as set forth in Rule No. 10, Section C.1.
2. Applicants for individual Off-Site Water Service Connections four-inch (4") or larger have the option of having the Utility forces or a Utility approved, responsible, North Carolina licensed public utility contractor install the required connection(s).

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- a. If Utility forces install said connections, the Applicant shall pay to the Utility the established charges as set forth in Rule No. 10, and Section G.1.b. of this Rule.
- b. If a private contractor is selected, said installation shall be in accordance with the Utility's standard plans and specifications and subject to Utility inspection and acceptance. The Applicant shall deposit with the Utility the established charges as set forth in Rule No. 10.C.2. (Facility Capacity Charge, Distribution System Fee, inspection fees and water meter charges).
- c. If a private contractor is selected, Applicant will be required to submit to the Utility the following:
 - (1) Any required State or local government permits;
 - (2) Copy of North Carolina Contractors license;
 - (3) Liability insurance; and,
 - (4) An executed Hold Harmless and Indemnity agreement approved by the Utility Attorney.

3. Bacteriological Testing for Water Meters Two-Inch (2") or Larger and Fire Protection Services

Customer piping served by a water meter two-inch (2") or larger and Fire Protection Services will not be tested until a twenty-four (24) hour period between the final flushing and the taking of bacteriological samples is completed. Following this period, the Contractor shall have a North Carolina certified laboratory perform bacteriological tests. Samples shall be taken in the field and transported to the laboratory by licensed engineer or by a representative of an approved testing firm. A minimum of one (1) successful bacteriological test per 1,000 feet of water main will be required. All samples must be absent for total coliform and E. coli/fecal bacteria.

All laboratory testing shall be at the Customer's/Contractor's expense. One copy of the test results shall be mailed directly to the Utility from the laboratory.

A flushing testing charge will be collected in advance for each installation requiring bacteriological testing. The fee will be two hundred dollars (\$200.00), each and every time flushing testing is required. The flushing testing charge will allow a maximum flushing time of ninety (90) minutes.

Upon successful completion of bacteriological testing, the sanitary condition of Customer's piping will be accepted and the water meter and/or Fire Protection Service will be released for Customer service and use.

C. WATER SERVICE CONNECTIONS IN SUBDIVISIONS (TRACT MAPS), PARCEL MAPS, RECORDS OF SURVEY, SHOPPING CENTERS, MOBILE HOME PARKS AND

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INDUSTRIAL DEVELOPMENTS

1. Water Service Connections within the development shall be installed in conjunction with the other On-Site water facilities under the provisions of Rule No. 10. Water meter charges as specified in Rule No. 10, shall apply.
2. Work shall commence within six (6) months of payment of all water fees and charges or the fees and charges which are in effect when work is commenced shall apply. All fees and charges which are applicable shall be paid prior to commencement of installation.

D. RELOCATION AND REPLACEMENT OF WATER SERVICES LATERALS

1. Water relocation or moving of water service laterals shall be performed by Utility forces at the Customer's expense. The charges shall be estimated by the Utility. Maximum lateral relocation shall be five feet (5').
 - a. The charges to relocate Water Service Connections over one-inch (1") shall be at actual cost of relocation plus overhead.
 - b. If at the Customer's request the water service lateral must be extended or shortened, it will be done at Customer's expense.
2. Water service laterals which are or become defective without fault on the part of the Customer shall be replaced at Utility expense. When a defective water service lateral is scheduled for replacement, the Customer may obtain a larger size meter by paying the difference in the Utility's costs for labor and equipment, materials, overhead and applicable Facility Capacity Charges.
3. When a Customer requests a water meter size increase with no change to the water service lateral, the difference in water meter costs plus thirty-two dollars (\$32.00) will be charged in addition to any other applicable fees.
4. Charges for relocating fire hydrants and Fire Protection Services shall be levied when such relocation is for the convenience of the Customer or is necessitated by improvements initiated by Customer. These charges shall include costs for labor, equipment, materials, and overhead expenses. The charge for replacing a Fire Protection Service shall be the charge for a new service, but with and Distribution System Fee considered paid.

E. REPAIR OF WATER FACILITIES

The cost of repairing water facilities damaged by persons other than Utility personnel shall be at actual labor, material, equipment and field overhead costs plus fifty dollars (\$50.00) for the cost of general Utility overhead and processing for each incident. This overhead charge may be waived at the Utility's discretion.

F. FIRE PROTECTION SERVICE - USAGE

1. Private fire protection system services shall be used only for the discharge of water to extinguish fires, and shall be equipped with a backflow device detector assembly and bypass meter. It shall be unlawful to install any taps, hose bibs or other outlets for the use of water for any other purpose. The taking of water from a private fire system for any unauthorized use shall constitute cause for the discontinuance of the water supply at that service, or the installation at the Customer's expense of a fully-metered Water Service Connection with enforcement of the applicable water rates to such water meter, in addition to any applicable criminal charges.
2. **Backflow Prevention** - The Fire Protection Service to a Premise shall be subject to the same backflow prevention regulations and requirements as the Domestic Water Service to that property.

G. SCHEDULE OF WATER SERVICE CONNECTION CHARGES

1. Domestic Water Service Connection Charges

- a. Domestic Water Service Connection Charges shall be levied unless otherwise approved by the Water District Board.
- b. The charges to be collected by the Utility for new Domestic Water Service Connections installed by Utility forces, are as set forth below including the water meter and water meter vaults, and are in addition to the charges and conditions noted in Rule No. 10. Backflow prevention assemblies, where required, are the responsibility of the Customer, and are not installed by the Utility.

Water Service Connection Charges Connection Charge

- c. The charges to be collected by the Utility for the tapping of the main and installation of the service line to the meter box, meter box, valve, and meter setter are set forth below:

Size of Water Meter (Service Lateral, Water Meter, Vault)

3/4-inch meter	\$1,100
1-inch	\$1,500
2-inch and larger	At Estimated Cost of Installation

- d. When five (5) or more Water Service Connections are installed in a subdivision or shopping center, the Applicant may elect to have jumpers installed (in place of the water meter) for no more than one hundred twenty (120) days from the date of installation. This type of service is to provide **construction water** only. The monthly charge for this type of service is shown in Water Rate Schedule WA-2 – Flat Rate – Temporary Service.

2. Fire Protection Service Connection Charges

- a. Fire Protection Service connection charges shall be levied where applicable.
- b. The charges to be collected by the Utility for Fire Protection Service shall be as set forth below and said charge is in addition to the charges and conditions noted in Rule No. 10.

(1) Fire Protection Service Connection Requiring Backflow Protection

The Backflow Program Administrator shall determine the Degree of Hazard associated with the Fire Protection Service connection. When Backflow Protection is necessary, the following installation will be applicable:

Fire Protection Service Connection Above-Ground: The Utility installation shall generally include tapping the water main, laying a service lateral, and installing an above ground riser and flange.

All piping, valves, regulators and attachments on the Applicant's side of the riser flange shall be the Applicant's responsibility to install and maintain.

An approved reduced pressure principle detector assembly (RPDA) shall be furnished and installed by Applicant. The location of this assembly must be approved by the Utility's Cross Connection Control Operator. The assembly is the property of the Customer and it is the Customer's responsibility to test and maintain the unit on regular intervals and provide to Utility, evidence of such testing and maintenance within 30 days of test or repair. The detector meter on the bypass piping of the detector assembly becomes the property and maintenance responsibility of the Utility. This water meter shall be protected by a steel enclosure with a hinged meter reading lid. The steel enclosure shall be approved in advance by the Utility prior to fabrication. Also this water meter shall be primed and painted as approved by the Utility.

If the required Distribution System Fee has not been paid with a Domestic Water Service connection, then this fee as outlined in Rule No. 10.C.1.b. & c. shall be assessed and paid with the Fire Protection Service connection payment.

- c. Non-metered Fire Protection Service: The non-metered fire protection service must be applied for and reviewed by VCWD prior to installation.

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(1) **Connection Cost:**

Non-metered Fire line connection installation cost is the responsibility of the customer. The connection cost includes the design review cost, water district inspection fees and any other related service fees, plus a 15% mark-up to cover water district administrative costs. Installation of the fire line and appurtenances are by the customers only after review and approval by the VCWD. All applicable Vance County Planning and Development inspection fees apply.

(2) **Non-metered Fire Line Service Rates shall be as follows:**

Non Metered Fire Line User Fee	
Sprinkled Area	Monthly Fee
<10,000 sq. ft.	\$30
10,001 - 75,000 sq. ft.	\$50
75,001 - 150,000 sq. ft.	\$70
150,001 - 225,000 sq. ft.	\$90
225,001 - 310,000 sq. ft.	\$110
310,001 - 1,000,000 sq. ft.	\$125
Over 1,000,000 sq. ft.	\$135

(3) **Hydrant fee is:**

\$15.00 per month (does not change with number of hydrants)

H. TEMPORARY WATER SERVICE CONNECTIONS FOR AGRICULTURAL USES

1. Temporary Water Service Connections as determined by the Operation Official's Director of Operations may be provided for parcels of land that are to be under agricultural uses.
2. The Distribution System Fee may be deferred with the Water District Manager's approval until such time as parcels are developed with permanent structures or facilities.
3. Facility Capacity Charge may be deferred, with Water District Manager's approval, for a maximum period of two (2) years. After the two (2) year period, the Facility Capacity Charge shall be immediately paid by Applicant, or paid in four (4) equal annual payments.
4. In the event the above Fees and Charges are deferred, the Applicant shall execute a standard recordable agreement representing the terms and conditions of the deferment as approved by the County Attorney and is responsible for any applicable Attorney Fees.

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WATER RULE 12

**WATER SUPPLY THROUGH MASTER METERING
AND
RESALE OF WATER**

A. MASTER METERING

No water shall be served and individually charged to two or more separate parcels of property, through a common water meter. It is the Utility's policy that Master Metering is not allowed for any and all new services. However, it is recognized that there may be existing services where Master Meter installations have been permitted and installed. These installations are grandfathered but subject to the provisions of this policy and Rule 7.

At the discretion of the Utility, water supplied through an existing master water meter may continue for the following types of development.

- Apartment Complex Condominiums/Townhouses
- Shopping Centers
- Industrial Parks
- Mobile Home/Trailer Parks

B. RESALE OF WATER AND SUBMETERING

No Customer shall resell any of the water received from the Utility, except as may be authorized by a Water Reseller's Agreement, the City of Henderson and an approved Order issued by the North Carolina Utilities Commission. The Customer shall not resell water to a tenant at a monthly charge higher than tenant's measured pro rata share of the total monthly charges as rendered by the Utility. The cumulative monthly amount charged to tenants by a Customer under a Water Reseller's Agreement cannot exceed the total monthly amount the Customer is charged by the Utility. Water used by any Customer shall be restricted to use on the Premises specified in the application for service. "Tenants" may also include owners of property within a development.

A copy of the applicable rate schedules and this Rule No. 12 shall be posted in a conspicuous place on the Premises being serviced by the Utility. The Utility shall have the right to discontinue service to any Customer violating this rule and may be subject to further investigation by the North Carolina Utilities Commission.

C. USE OF WATER SERVICE CONNECTION WHEN PROPERTY IS SUBDIVIDED

When property with an existing Water Service Connection is subdivided, the Water Service Connection shall be considered as belonging to the lot or parcel of land which it will continue to serve. If the existing Water Service Connection does not abut the lot or parcel which it will continue to serve, it shall be at Customer's expense and responsibility to have connection relocated adjacent to lot or parcel where use will continue. The charges for any relocations shall be in accordance with Rule No. 11.D.

WATER RULE 13

CROSS-CONNECTIONS AND POLLUTION OF SUPPLY

A. CROSS CONNECTION CONTROL

1. Purpose: The purpose of this cross-connection control Rule is:
 - a. To protect the public potable water supply of Vance County Water District from the possibility of contamination or pollution, due to back siphonage or backpressure, by isolation within the consumer's private water system such contaminants or pollutants, which could backflow into the public water system.
 - b. To define the authority of Vance County Water District as the water purveyor entitled to eliminating cross-connections, new or existing, within its public water system.
 - c. To provide a continuing inspection program of cross-connections that may be installed in the future.
 - d. This Rule will comply with the Federal Safe Drinking Water Act (P.L. 93-523), the North Carolina State Administrative Code (Title 15A, Subchapter 8C), and the North Carolina State Building Code (Volume II) as they pertain to cross-connections within the public water supply.
2. Responsibility: The Responsibility of the Utility
 - a. The Utility will be primarily responsible for preventing any contamination or pollution of the public water system. This responsibility begins at the point of origin of the public water supply, includes all of the public water distribution system, including the service connection, and ends at the point of delivery (water meter) to the consumer's potable water system. The Backflow Program Administrator shall exercise vigilance to ensure that the consumer/customer has taken the proper steps to protect the public potable water system.
 - b. When it has been determined that a backflow protection assembly is required for the prevention of contamination of the public water system, the Backflow Program Administrator shall notify the owner, in writing, of any such building or premises, to correct within a time set by this Rule, any plumbing installed or existing that is in violation of this Rule.
 - c. After surveying the private water system, the Backflow Program Administrator will select an approved backflow prevention assembly required for containment control to be installed at service.
 - d. Prior to the installation of any backflow prevention assembly, the owner of the private water system must be notified that the installation of a

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backflow prevention assembly may create a closed system, and as a result thermal expansion may occur. Under such circumstance, the customer must understand and assume all liability and responsibilities for that phenomenon.

3. Responsibility: Customer's Responsibility

- a. The customer has the responsibility of preventing contaminants and pollutants from entering the customer's private water system or the public water system operated by Vance County Water District. The customer, at his own expense, shall install, operate, and maintain all backflow prevention assemblies specified within this policy.
- b. If a tenant customer does not maintain the private water system and has no authority to bring the system into compliance with the provisions of this policy, the Utility may assert any available action against the tenant to assure the private water system is brought into compliance with this Rule.

B. DEFINITIONS

1. Backflow Prevention Assembly – Approved: An assembly that has been investigated and approved by Vance County Water District and has been approved to meet the design and performance standards of the American Society of Sanitary Engineers (ASSE), the American Water Works Assoc. (AWWA), or the Foundation for Cross Connection Control and Hydraulic Research of the University of Southern California.

C. RIGHT OF ENTRY

1. Authorization:
 - a. Upon presentation of proper credentials and identification any authorized representative from the Utility shall have the right to enter any building, structure or premises during normal business hours, or at any time during the event of an emergency, to perform any duty imposed upon him/her by this Rule. Those duties may include sampling and testing of water, or inspection and observation of all piping systems connected to the public water supply. Refusal to allow these representatives to enter for these purposes will result in VANCE COUNTY WATER DISTRICT obtaining an Administrative Order for entry and potential disconnection of water service.
 - b. On request, the consumer shall furnish to the water purveyor any pertinent information regarding the water supply system on such property where cross-connection and backflow are deemed possible. [N.C. State Plumbing Code Appendix D104.2.3]

D. ELIMINATION OF CROSS-CONNECTIONS

1. Unprotected Cross-Connection Prohibited:

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- a. No water service connection to any private water system shall be installed or maintained by the Utility unless the water supply is protected as required by this Rule and other applicable laws. Service of water to any premises shall be discontinued by the Utility if a backflow assembly, required by this Rule, is not installed, tested, and maintained or if a backflow assembly has been removed, bypassed, or if an unprotected cross connection exists on the premises. Service will be restored after all such conditions or defects are corrected.
- b. No customer shall allow an unprotected cross-connection to be made or to remain involving the customer's private water system.
- c. No connection shall be made to an unapproved auxiliary water supply unless the public water supply is protected against backflow by an approved backflow assembly, appropriate to the degree of hazard.
- d. No customer shall fail to maintain in good operating condition any backflow prevention assembly, which is part of the customer's private water system and is required by this Rule.
- e. No customer shall fail to submit to the Utility any record, which is required by this Rule.

E. INSTALLATION

- 1. Installation and testing of backflow prevention assembly:
 - a. The purpose of this section is to require that water flowing from the public water system, must flow through an approved backflow prevention assembly and that each backflow prevention assembly be properly located, installed, maintained and tested so that the backflow prevention assembly is effective in protecting the public water system from any possible contamination or pollution.
 - b. The installation or replacement of a backflow prevention assembly for domestic water use shall only be performed by a licensed plumber or utility contractor. The installation or repair of a backflow prevention assembly on a dedicated fire sprinkler service shall be performed by a licensed fire sprinkler contractor or utility contractor. All backflow prevention assemblies shall be tested by a North Carolina certified Backflow Technician authorized by the Utility. Repairs to a backflow prevention assembly on a dedicated fire sprinkler system may only be performed by a fire sprinkler contractor.
 - c. All new construction plans and specifications which will directly affect Vance County Water District Water System, and/or required by the North Carolina Building Code, the North Carolina Department of Environment and Natural Resources (NCDENR), and County Planning and Zoning Offices, shall be made available to Operation Official's Backflow Program

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Administrator for review, approval and to determine the degree of hazard.

- d. All existing facilities zoned commercial or industrial and have existing water services with Vance County Water District and requesting Certificate of Occupancy from the County Planning and Zoning offices, shall be inspected for compliance of backflow and cross-connection control prevention. Any facility not having backflow protection or changing the degree of hazard shall be brought into compliance before the Backflow Program Administrator may release Certificate of Occupancy.
- e. All backflow prevention assemblies must be installed and maintained on the customer's premises as part of the customer's private water system at or near the service connection and before the service line is connected to any other pipes except as authorized by the water purveyor.
- f. If it has been determined that a backflow prevention assembly cannot be installed at the meter service or other outside location, the Backflow Program Administrator may allow the assembly to be installed just inside the building through a written request from the Customer.
- g. Any branch of plumbing installed on a private water system that may be of a greater hazard than the supply line, (example: Chemical induced irrigation or fire systems, pump systems, etc.) shall be protected with a reduced pressure zone assembly.
- h. All backflow prevention assemblies shall be installed in accordance with the Backflow and Cross-Connection Specifications furnished by the Utility and/or the manufacturer's instructions, whichever is most restrictive.
- i. All double check valve assemblies, 2 inch or larger, must be installed in a watertight drainable pit wherever below ground installation is necessary in accordance with the Backflow and Cross-Connection Specifications furnished by the Utility. If a drain cannot be provided, the assembly must be installed above ground.
- j. Double check valve assemblies may be installed in a vertical position with prior approval from the Backflow Program Administrator provided the flow of water is in an upward direction.
- k. Reduce pressure principle assemblies must be installed in a horizontal position and in a location in which no portion of the assembly can become submerged in any substance under any circumstances (pit installations are prohibited).
- l. Any customer installing a reduced pressure zone (RPZ), reduced pressure detector assembly (RPDA), pressure vacuum breaker (PVB), double check-detector assembly (DCDA) or double check valve assembly (DCVA) shall provide the following information on forms provided by the Utility to the Backflow Program Administrator within ten (10) days of installation: service address, owner, date of installation, type of assembly,

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manufacturer, model, and serial number.

- m. No service shall be completed until the Backflow Program Administrator has been provided information or has surveyed the private water system to determine the degree of hazard and make a determination of a backflow prevention assembly to be installed to protect the public water supply.
- n. The Backflow Program Administrator must approve each backflow assembly required by this Rule. Specifications for backflow assemblies are furnished by the Utility. Any unapproved backflow assemblies must be replaced within a time set by the Program Administrator, with an approved backflow assembly.
- o. If it has been determined that a customer must install a backflow prevention assembly, the Backflow Program Administrator will provide the customer with a letter of notification. The following time periods shall be set forth for the installation of the specified assemblies:
 - Health Hazard 60 days
 - Non-Health Hazard 90 days
- p. If an imminent hazard or unreasonable threat of contamination or pollution to the public water system is detected, the Backflow Program Administrator may require the installation of the required backflow assembly immediately or within a shorter time period than specified in Sub-Section E.1.o.

F. TESTING AND REPAIR

- 1. Testing and repair of backflow prevention assemblies:
 - a. Testing and repair of backflow prevention assemblies shall be made by a certified backflow prevention technician approved by the Backflow Program Administrator. Such tests are to be conducted annually or at a frequency established by the Backflow Program Administrator. A North Carolina certified backflow prevention technician shall perform any testing and the test results shall be submitted to the Backflow Program Administrator on an approved form within thirty (30) business days after the completion of any testing. If a repair is found necessary on an assembly it must be re-tested. A complete duplicate copy of any repair shall be sent to the Backflow Program Administrator within thirty (30) days of completion of the repair. Each customer must maintain a complete copy of any tests or repairs.
 - b. Each backflow prevention assembly must function properly at time of installment. The customer will be required to test each assembly within ten (10) days following installation at his expense. A certified backflow prevention technician shall conduct the test and the results shall be submitted to the Backflow Program Administrator on an approved form.

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- c. Any time that repairs to backflow prevention assemblies are deemed necessary, whether through annual or required testing, or routine inspection by the consumer or by the Backflow Program Administrator, these repairs must be completed within a specified time in accordance with the degree of hazard. In no case shall this time period exceed:
 - Health Hazard Facilities - 7 days
 - Non-Health Hazard Facilities - 21 days
- d. All backflow prevention assemblies with test cocks are required to be tested annually or at a frequency established by the Backflow Program Administrator.
- e. All certified backflow prevention technicians must obtain and employ backflow prevention assembly test equipment which has been evaluated and/or approved by the Backflow Program Administrator. All test equipment shall be registered with the Backflow Program Administrator and shall be checked for accuracy annually (at a minimum), calibrated if necessary, and certified as to such accuracy/calibration, employing a calibration method acceptable to the Backflow Program Administrator.
- f. It shall be unlawful for any consumer or certified backflow prevention assembly tester to submit any record to the Backflow Program Administrator which is false or incomplete in any material respect. It shall be unlawful for any consumer or certified tester to fail to submit to the Backflow Program Administrator any record which is required by this Rule. Such violations may result in any of the enforcement actions outlined in Section M of this Rule
- g. All rubber components must be replaced every five (5) years or as often as needed.
- h. If a customer does not wish for water service to be interrupted when a backflow assembly is tested, repaired, or replaced, a parallel installation must be made, at the customer's expense, using an approved assembly of the same degree of hazard. The parallel line may be of the same size or smaller.
- i. No service shall be completed until the Backflow Program Administrator has been provided information or has surveyed the private water system to determine the degree of hazard and make a determination of a backflow prevention assembly to be installed to protect the public water supply.
- j. Any customer making any modification to the private system's configuration or use of, which may change the degree of hazard, shall notify the Backflow Program Administrator before any modification is made. If the Backflow Program Administrator determines that such modification requires a different backflow prevention assembly, the assembly must be installed before the modification is made.

G. SEVERE HAZARD FACILITIES AND METHODS OF CORRECTION

1. All severe hazard facilities must have an approved reduced pressure principle assembly as a minimum containment device.
 - a. Severe hazard facilities include, but are not limited to: any private water system used or designed pump or which may become pressurized for use with a booster for any reason to the extent that back pressure may occur; any private water system which contains water which has been or is being re-circulated; a building with five or more stories above ground level; brewery; car wash with recycling system; bottling plant; chemical plant; dentist's office; dry cleaning plant; fertilizer plant; film laboratory; fire sprinkler or standpipe system with chemical additives; fire department connections (FDC); hospital, clinic, medical building; irrigation system with chemical additives; laboratory; commercial laundry (except self-service laundry); metal processing plant; morgue or mortuary; nursing home; pharmaceutical plant; power plant; swimming pool; sewage treatment plant; tire manufacturer; veterinary hospital or clinic; restaurants; battery manufacturers; exterminators and lawn care companies; dairies; canneries; dye works; recycling facilities.
 - b. If the Backflow Program Administrator does not have sufficient access to every portion of a private water system to permit the complete evaluation of the degree of hazard associated with such private water system, an approved reduced pressure principle assembly must be installed.
 - c. All assemblies and installations shall be subject to inspection and approval by Operation Official's Backflow Program Administrator.
 - d. Filling of tanks/tankers or any other container from a Vance County Water District owned fire hydrant is strictly prohibited unless it has been equipped with the proper meter and backflow protection. At which point the Utility will issue a permit for that tank/tanker or container. Any unauthorized connection to a fire hydrant is considered an illegal cross-connection to the public water system and will be subject to fines.

H. MODERATE HAZARD:

1. All moderate hazard facilities must have a double check valve assembly as a minimum containment device.
 - a. Moderate hazard facilities include, but are not limited to connections to tanks, lines and vessels that handle non-toxic substances; all industrial and most commercial facilities not identified as high hazard facilities.
 - b. Only a backflow prevention assembly offering a greater degree of protection may be installed in place of a specified assembly required by this Rule.

I. IMMINENT HAZARD

1. If it has been determined a customer's private water system has an imminent hazard; such customer must install a backflow prevention assembly specified by the Backflow Program Administrator and this Rule. This assembly must be installed within twenty-four (24) hours of notification from the Program Administrator. If the customer fails to install the specified assembly within the allowed time limit, water service to the customer's private water system will be terminated and may be subject to specified civil penalties. In the event the Backflow Program Administrator is unable to notify the customer in twenty-four (24) hours of determining an imminent hazard exists the Backflow Program Administrator may terminate water service until the specified assembly is installed. These actions may be carried out under the Safe Drinking Water Act (Title XIV Section 1431) and the N.C. State Plumbing Code (appendix D104.2.6).

J. LAWN IRRIGATION SYSTEMS

1. All proposed lawn irrigation systems will be served through a separate meter and must have a reduced pressure zone assembly as a minimum containment device.
2. Only a backflow prevention assembly offering a greater degree of protection may be installed in place of a specified assembly required by this Rule.

K. FIRE SPRINKLER SYSTEMS

1. All fire sprinkler systems with Fire Department Connections (FDCs), booster facilities, or chemical additives must have a reduced pressure zone assembly as a minimum containment device. See fees as written in Water Rule 10 and 11.

L. NOTICES:

1. Notice of Contamination of Pollution:
 - a. In the event the customer's private water system becomes contaminated or polluted the customer shall notify the Utility immediately.
 - b. In the event a customer has reason to believe that a backflow incident has occurred between the customer's private water system and the public water system the customer must notify the Utility immediately in order that appropriate measures may be taken to isolate and remove the contamination of pollution.

M. VIOLATIONS:

1. Notification of Violation:
 - a. A written notice must be presented to any customer/person who has been found to be in violation of any part of this Rule.

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- b. Such notice must explain the violation and give the time period within which the violation must be corrected. The time period set to correct a violation shall not exceed thirty (30) days after receiving notice unless otherwise specified. If the violation has been determined by the Backflow Program Administrator to be an imminent hazard the customer shall be required to correct the violation immediately.
 - c. In the event a customer is found in violation of this Rule and fails to correct the violation in a timely manner, or to pay any civil penalty or expense assessed under this section, water service will be terminated.
 - 2. The violation of any section of this Rule may be punished by a civil penalty listed as followed:
 - a. Unprotected cross connection involving a private water system, which has an imminent hazard-\$1000 per day not to exceed \$10,000.
 - b. Unprotected cross connection involving a private water system which is of a moderate or severe hazard-\$500 per day not to exceed \$10,000.
 - c. Submitting false records or failure to submit records, which are required by this Rule-\$1,000 per incident.
 - d. Failure to test or maintain backflow prevention assemblies as required-\$100 per day.
 - 3. Reduction of Penalty:
 - a. The Backflow Program Administrator may reduce or dismiss any civil penalty imposed under this section if the Backflow Program Administrator has determined that the person charged with the violation has no past history of violation in a timely manner assessed by the Backflow Program Administrator.
 - b. No civil penalty shall be reduced if it has been determined the violation was intentional.
 - c. Any person violating any part of this Rule must reimburse the Utility for any expenses in repairing damage to the public water system caused by any violation and any expenses incurred for investigating a violation.

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WATER RULE 14

TURN-ON/TURN-OFF AND RECONNECTION OF WATER SERVICE

Turn on/Turn off of Water Service For Repair by Customer

Customer requests to the Utility for turn-off or turn-on of water service for the purpose of making repairs, or changes to their plumbing at times other than normal working hours, will be billed a minimum service call charge as follows:

<u>Monday through Friday.....</u>	<u>Next Day Charge.....</u>	<u>Same Day Charge</u>
4:00 p.m. to 10:00 p.m.....	\$45.00	\$55.00
10:00 p.m. to 7:30 a.m.....	\$85.00	\$95.00
<u>Weekends and Holidays.....</u>	<u>Next Day Charge.....</u>	<u>Same Day Charge</u>
8:00 a.m. to 4:00 p.m.....	\$45.00	\$55.00
4:00 p.m. to 8:00 a.m.....	\$85.00	\$95.00

The service call charge may be waived if the turn-off or turn-on is necessitated by an emergency over which the Customer has no control (e.g. rupture of home plumbing, other non-planned emergency damage). The Utility will have the sole discretion of determining the validity of such an emergency.

Reconnection of Water Service

The Utility will attempt same day restoration of service to any customer making full payment prior to 2:00 p.m. For restoration of service to customers at times other than normal working hours, customers will be billed a minimum charge as follows:

<u>Monday through Friday.....</u>	<u>Next Day Charge.....</u>	<u>Same Day Charge</u>
4:00 p.m. to 10:00 p.m.....	\$45.00	\$55.00
10:00 p.m. to 7:30 a.m.....	\$85.00	\$95.00
<u>Weekends and Holidays.....</u>	<u>Next Day Charge.....</u>	<u>Same Day Charge</u>
8:00 a.m. to 4:00 p.m.....	\$45.00	\$55.00
4:00 p.m. to 8:00 a.m.....	\$85.00	\$95.00

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WATER RULE 15

WATER WASTE

Any Person using, wasting, or permitting water to run from any water main, tap, fire hydrant, or other connection in a manner not authorized shall pay for all such water to the Utility at the rates fixed in Water Rate Schedule WA-1, notwithstanding the fact that such water is not metered.

Reference is made to Vance County Code Section **[Insert reference to County Ordinance once adopted]** - RUNNING WASTE WATER UPON STREETS: "It shall be against County Code for any Person using water for irrigation, domestic or other use or purpose, to run any water or allow the same to run onto or upon any public street in the County, but each Person must care for and dispose of his own water."

Reference is also made to Vance County Code Section **[Insert reference to ordinance once adopted]**:

1.01.110 PENALTY FOR VIOLATION - CONTINUING VIOLATIONS.

Whenever in this Rule or in any other rule of the Vance County Water District, or any rule or regulation promulgated pursuant thereto, any act is prohibited or is made or declared to be unlawful or an offense, or the doing of any act is required or the failure to do any act is declared to be unlawful or a misdemeanor, where no specific penalty is provided for, the violation of any such provision of this Rule or any other Rule of the Vance County Water District shall be punishable by a fine not exceeding one thousand dollars or imprisonment for a term not exceeding six months, or by both such fine and imprisonment; except that notwithstanding any other provisions of this Rule, any such violation constituting a misdemeanor may, in the discretion of the Vance County Water District Attorney, be charged and prosecuted as an infraction. Any person convicted of an infraction under the provisions of this Rule, unless provision is otherwise herein made, shall be punishable by a fine not exceeding one hundred dollars for a first violation, a fine not exceeding two hundred dollars for a second violation of the same provision within one year, and a fine not exceeding five hundred dollars for each additional violation of the same provision within one year.

Every day any violation of this Rule or any other Rule of the Vance County Water District shall continue shall constitute a separate offense.

Whenever it appears to Operation Official's Director of Operations that water delivered by the Utility is being used in violation of the terms of this Rule, they shall give written notice to the Customer so wasting water of their intention, after a reasonable time to be therein stated, to shut-off the water supply to the Customer's Premises.

In the event that waste of water shall be found to be due to leaking, or defective or wasteful equipment, such water shall remain shut-off until such Customer makes necessary corrections in their equipment to prevent further water waste.

WATER RULE 17

DISPUTED BILL APPEAL PROCESS

A. GENERAL

Customers who believe their utility bill is in error must first contact Operation Official's Customer Service Division in writing, at the address provided on the utility bill within five days after receiving their bill and request an investigation concerning the bill.

Utility Services will not be discontinued for nonpayment of a disputed bill pending the outcome of a timely requested investigation. The Utility may require that an amount equal to the Customer's average bill for a comparable period of time be deposited at the time and manner as normally required, with the Utility pending the outcome of the investigation and all subsequent appeals. Failure to make the deposits as and when due shall constitute abandonment of the complaint or request for investigation and the Customer's duty to make timely payment shall be as normally required, and any previous outstanding bill amounts tolled by the appeals process shall be due in full within ten (10) days. The Utility during any such appeals process shall continue to take regularly scheduled meter readings and issue statements as scheduled. Any such deposits made to Utility pursuant to this Appeals process shall be applied to all outstanding amounts due by the Customer. Subsequent utility bills, which are not disputed, must be paid to the Utility within the time allowed to avoid discontinuance of service.

If, after contact with Operation Official's Customer Service Division, any Customer, whose request for investigation regarding a bill for utility service results in a determination that is adverse to the Customer from the Customer Service Division, the Customer may appeal such determination, after receiving the explanation from the Customer Service Manager, by sending a written statement within 10 days of date on the explanation setting forth the reasons why the Customer believes the investigation is incorrect. The Customer must send this statement to the Director of Operations, c/o: Operation Official, PO Box 670, Bailey, NC 27807.

Upon the receipt of the properly executed and delivered written statement, the Director of Operations, or their representative will determine if the Customer Service Division's investigation was thorough, complete, and equitable in addressing the aspects of the billing dispute. The results of this determination will be communicated to the Customer in writing.

If the billing dispute is not satisfactorily resolved with the Director of Operations or his/her representative, the Customer may request a review by the Vance County Water District Manager by sending a written statement within five days of the date of the Director of Operations' decision by mailing the notice to the Vance County Water District Manager, c/o Vance County Water District, 122 Young Street, Suite B, Henderson, NC 27536. Upon receipt of this timely sent written statement, the Vance County Water District Manager will make his determination and communicate said determination to the Customer in writing. The decision of the Water District Manager

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can be appealed as outlined in Section B "Appeal Process" – page 1. All amounts deposited with the Utility by the Customer during the review process shall be applied to the amounts determined to be owed by the Customer, with any balance owed being due within ten (10) days of the date of the Vance County Water District's final written decision. Any amounts in excess of the amount determined to be due, shall be applied to any other outstanding amounts owed by the Customer to the Utility first, with any balance in excess being held and applied to the Customer's future bills until the appeal deposits are depleted. The customer shall have the right to request in writing the refund of any amounts in excess of Ten Dollars (\$10.00). Any such amounts due Customer, shall be mailed to the Customer at the address of record within Thirty (30) days of receipt of Customer's written request.

WATER RULE 20

UTILITY'S RIGHT OF ACCESS

A. RIGHT OF ACCESS

The Utility shall at all times have the right of safe ingress to, and egress from, the Customer's Premises at all reasonable hours for any purpose reasonably connected with the supplying of water service and the exercise of any and all rights secured to it by law, or these Water Rules.

The Customer is responsible for providing and maintaining unobstructed access for the Utility to all Utility owned facilities located on the Premises.

Failure to permit access and allow work on the Utility's facilities are grounds for termination of service. This work includes the periodic reading of meters, maintenance or replacement of the service and metering facilities, vegetation management, and other necessary work on the Utility's water facilities including removal after termination of service.

If safe access to the meter is not provided for any reason including without limitation locked doors, fences, insufficiently restrained pets or vegetation, the Utility will notify the Customer of access problems via door hanger at monthly scheduled read date.

If the Utility is required to make an appointment or other arrangement to read the meter more than once during any 12-month period, a charge will be made for each appointment thereafter.

These rules are in addition to the legal rights of the Utility by way of easements vested in the Utility.

B. FIRE HYDRANTS

Fire hydrants are provided for the primary use of the Fire Department in extinguishing fires.

1. Clearance - Fire hydrants shall have a minimum clearance circumference of five feet (5').
2. Fire hydrants installed by the Utility shall be installed only within public streets or public property except that in private developments fire hydrants may be installed within public easements where beneficial use is determined by the Fire Department and the Utility and providing the fire hydrant and gate valve are accessible at all times and other requirements, as determined by the Utility, are complied with.

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APPENDIX A

WATER FEES AND CHARGES SCHEDULE

APPLICABILITY

Applicable to all classes of service as provided in accordance with the Water Rules and Regulations. Does not supersede any fees and charges listed in the rules which are not included on this schedule.

Rule Number	Section Reference	Description	Fee Amount
4		Minimum Deposit/Residential (Initial Service)	\$150.00
4		Minimum Deposit/All other classes	3 x three month average with \$150.00 minimum
4		Minimum Deposit/Reconnection/All Classes of Service	3 x three month average with \$150.00 minimum
4		Service Turn-on Charge (After hours, weekends, and Holidays)	\$45 next day (daytime)/\$85 next day (evening); \$55 same day (daytime)/\$95 same day (evening)
4		Special Appointment Turn-On Charge added to applicable fee (Does not apply to afterhours, weekends or Holidays)	\$35.00
5		Return Check Charge	\$50.00
6	B.2	Meter Test/Second Request Within One Year Period	\$100.00 (paid in advance. If meter found in error then refunded.)
6	B.1	Re-Read/second request within 12 months	\$25.00 (paid in advance. If meter found in error then refunded.)
7	E.2	Fund Verification Fee	\$5.00
7	D.11	10-Day Notification (Master Metered accounts receive Multi-Unit notification)	\$20.00 + \$1.00 per notice

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7	A	Trip charge for additional field visit (Cut-off, etc.).	\$45 next day (daytime)/\$85 next day (evening); \$55 same day (daytime)/\$95 same day (evening)
7	E.4	Service Reconnection Charge (Same fee applies whether reconnecting for CONP one service or both)	\$45 next day (daytime)/\$85 next day (evening); \$55 same day (daytime)/\$95 same day (evening)
7	E.5	Additional Fee will be added to Reconnect S.O. if Customer has self-restored	Time and Material + Overhead
7	E.6	Reconnection Charge/Additional-Meter Removed	\$80.00 + Material and Overhead
8	B.1	Temporary Water Service	Time and Material plus Overhead
8	B.2	Temporary Water Service-Fire Hydrant Water Meter	
		Processing Fee	\$40.00 per meter
		Deposit	\$1,000 per meter
8	B.2.c	Set, Move or Relocation of Temporary Fire Hydrant Water Meter	Time and Material plus Overhead
8	B.2.d	Failure to Return Meter to Operation Official for Reading per month	Schedule WA-2.B.3
8	B.2.g	Annual testing of Operation Official Water Meters for County Departments	\$50.00 per meter
8	B.3	Removal of Fire Hydrant Operating Nut	\$30.00
8	B.4.a	Rental of Backflow Prevention Assembly Per Assembly	
		Processing Fee	\$40.00 per unit
		Deposit	\$1,000 per unit
		Daily Rental Charge-Two-Inch Backflow Preventer	\$5.00 per calendar day

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8	B.4.b	Set or move Backflow Prevention Assembly from location to location	Time and Material plus Overhead
10	B.4.j	Covenant & Agreement Charge – Preparation Charge	\$1,000.00
10	C.1	Facility Capacity Charges*Removed 7/6/2020*	
		¾"	\$0
		1"	\$0
		2"	\$0
		3"	\$0
		4"	\$0
		6"	\$0
		8"	\$0
		10"	\$0
10	C.1.b	Distribution System Fee (per lineal foot)	\$5.00 per lineal foot
10	C.2.a	Plan Check Fee	Time and Material
	C.2.b	Inspection Fees	
10	C.2.b (1)	Inspection Fees (per lineal foot of pipeline)	\$175 + \$0.50 per ft
10	C.2.b (2)	Fire Hydrant (for each)	\$40.00 per hydrant
10	C.2.b (3)	1 inch Service (for each)	\$8.00 per service
10	C.2.b (4)	2 inch Service (for each)	\$25.00 per service
10	C.2.b (5)	4 inch Service or larger (for each)	\$350.00 per service
10	C.2.b (6)	Initial Pressure Test and Hydrant Flow Test (for each)	\$300 per test
10	C.2.b (7)	Pressure Test (for each after Initial) (re-test)	\$200 per test
10	C.2.b (8)	Extended Construction	\$0.50 per ft
10	C.2.b (9)	Additional Inspection Visits	\$67 per hour
10	C.2.b (10)	For each wet tap witnessed by Utility inspectors	\$200 per tap
10	E.1.d	Water Service Connections for Individual Premises of 4" or larger, Cash Refundable Bond (per Connection) to guarantee final	\$500.00

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		completion by private contractor	
10		Water Meter Charges	
		3/4"	\$50.00 plus Cost of Meter
		1"	\$50.00 plus Cost of Meter
		2"	\$50.00 plus Cost of Meter
		>2"	\$50.00 plus Cost of Meter
10		Water Main Oversizing Reimbursement	
		8-inch Standard – 12-inch Oversized	\$5.00 per ft
		12-inch Standard – 16-inch Oversized	\$7.00 per ft.
11	B.3	Bacteriological Testing for Water Meters 2-Inch and Larger Flushing Testing Charge	\$200 per flushing event (90 minute maximum)
11	C.1	Non-Metered Fire Protection Line Connection Fee	Cost of review plus 15%
11	C.2	Non-Metered Fire Protection Line	Per square feet Schedule WA-5
11	C.3	Hydrant user fee	\$ 15.00 per month
11	D.2	Request for larger meter upon lateral replacement (in addition to any applicable Facility Capacity Charges)	Time and Material plus Overhead
11	D.3	Request for larger meter. No lateral replacement (in addition to any other applicable charges)	\$32.00 plus cost
11	D.4	Relocation of fire hydrants	Time and Material
11		Repair of Water Facilities	\$50.00 plus cost
11		Water Service Connection Charges	
		3/4"	\$1,600.00
		1"	\$2,000.00

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		2" and larger	At estimated cost of installation
11	G.2	Fire Service Connection above-ground (2 inch and larger)	
13	C.4.b	Test/Repair of Backflow Prevention Assembly	\$500.00
14		Turn-On and Turn-Off of Water Service for Repair by Customer	See Rule 14

** The early signup period is expired as of July 1, 2020. As of this date the previously approved Connection and Capacity Fee of \$125 is no longer available for Phases 1A, 2A, 2B, 3 or the Kittrell portion of the Vance County Water District System. Effective July 1, 2020, the rates are as shown above in the Water Fees and Charges Schedule.*

***The capacity fees were removed 7/6/2020 prior to moving to post construction rate.*

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SCHEDULE WA-1 RESIDENTIAL METERED SERVICE

APPLICABILITY:

Applicable to Single-Family Dwelling Units and Multi-Family Dwelling Units.

TERRITORY: Vance County.

RATES:

A. Basic Area

Quantity Rates (to be added to Customer Charge)

<i>Gallons per Month</i>	<i>Standard</i>	<i>Conservation Rate – Stage 3</i>
1,000 gallons	\$ 10.33	

Basic Service Rates (Minimum Monthly Charge)

<u>Customer Charge</u>	<u>Per Meter, Per Month</u>
3/4-inch	\$30.00
1-inch	\$30.00
2-inch	\$30.00

(The Conservation water rate will be in effect from time to time for service rendered during periods of drought which requires that the Utility enact water conservation measures. During Stage 1 & 2 drought conditions, standard rates will apply. If the Water Committee approves Stage 3 or higher water conservation, the Conservation rate shall be applied to water usage during these times. Once Stage 3 or higher water conservation measures have been removed, the Standard rate shall be restored.)

B. Surcharge Area Outside County

Charges shall be the amount computed at the Quantity Rates and the Customer charge set forth in the Basic Area of this schedule multiplied by 1.5.

SPECIAL CONDITIONS

1. Multi-Family Accommodations

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All master meters must conform to the requirements of Water Rule 12, including the execution of an appropriate sub metering agreement.

2. Applicable Rate Schedule

a. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

b. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility. Any change in rate schedules pursuant to this section shall be made prospectively only.

3. Early Sign Up Period Customers

Notwithstanding any other provision of these rules, any customer who has indicated their desire to connect to the Vance County Water District water system and paid the early sign up period connection fee, shall have 90 days to connect to the water system. Any Early Sign Up Period Customer who has paid the early sign up period connection fee and fails to connect within 90 days, shall be subject to the connection fees established in Rule 11 and payment of the base monthly fee established in this rule.

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SCHEDULE WA-2

FLAT RATE - TEMPORARY SERVICE

APPLICABILITY:

Applicable to special conditions of temporary service including construction water for subdivisions or tracts with five (5) or more lots, fire hydrant meter use and bulk permit delivery.

TERRITORY:

Vance County, North Carolina.

RATES:

- A. **Temporary Service** (120 days maximum) for subdivisions or tracts with five (5) or more lots. (Per Rule No.11) Payable with map or water plan.

<u>Service Size</u>	<u>Per Jumper</u>
3/4-inch and 1-inch	\$100.00

- B. **Temporary Service with a Fire Hydrant Meter.**

1. Rental of meter shall be \$10.00 per each calendar day or portion of day out of shop. If the rental period is between 26 day and 34 days inclusive, the rental of meter shall be \$300.00
2. All water consumed shall be charged at \$ 10.33 per 1,000 gallons. (Quantity Rate)
3. A fifty-five dollar (\$55.00) charge shall be made to cover the cost of estimating billing each month for each meter not returned for reading and checking as provided for in Rule No. 8, Section B.2.d.

Customers may, upon approval of the Utility Director of Operation, purchase and register an acceptable fire hydrant meter with Operation Official. The daily rental fee as specified in Section B.1 of this rate tariff shall be waived for these meters.

SPECIAL CONDITIONS

1. Water Conservation Quantity Rate

The rates and charges above are subject to a Water Conservation rate as

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adopted by the Water Committee under separate Resolution as in effect from time to time. The Water Conservation Quantity Rate will be applied to the Customer's total water usage charge including without limitation the quantity rates, customer and minimum charge for the applicable billing period.

2. Applicable Rate Schedule

a. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

b. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility. Any change in rate schedules pursuant to this section shall be made prospectively only.

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SCHEDULE WA-3
IRRIGATION METERED SERVICE (Agricultural and Governmental)

APPLICABILITY:

Applicable to commercial agriculture service on Premises of 3/4 acre or more. Premises must be used for:

1. Irrigated land or fields of at least 75 trees or shrubs, or
2. Commercial Farming, or
3. Commercial Use of Pasture, or

Premises in excess of 3/4 acre may be occupied by a residence. Residence may have nominal areas of ornamental shrubbery or lawns.

Also applicable to governmental-owned parks of 3/4 acre or more.

TERRITORY:

Vance County, North Carolina.

RATES:

A. Basic Area (Inside County)

1. With Residence

Quantity Rates (to be added to Customer Charge)

<i>Gallons per Month</i>	<i>Standard</i>	<i>Conservation Rate – Stage 3</i>
1,000 gallons	\$ 10.33	

Minimum Charge

		<u>Minimum Monthly Charge</u>
All meter sizes through	3-inch	\$48
	4-inch	\$80
	6-inch	\$100
	8-inch	

(The Conservation water rate will be in effect from time to time for service rendered during periods of drought which requires that the Utility enact water conservation measures. During Stage 1 & 2 drought conditions, standard rates will apply. If the Water Committee approves

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Stage 3 or higher water conservation, the Conservation rate shall be applied to water usage during these times. Once Stage 3 or higher water conservation measures have been removed, the Standard rate shall be restored.)

2. Without Residence

<i>Gallons per Month</i>	<i>Standard</i>	<i>Conservation Rate – Stage 3</i>
1,000 gallons	\$ 10.33	

Minimum Charge

		<u>Minimum Monthly Charge</u>
All meter sizes through	3-inch	\$48
	4-inch	\$80
	6-inch	\$100
	8-inch	

The Utility shall specify meter size based on acreage need. The Minimum Charge will entitle the Customer to the quantity of water that the monthly minimum charge will purchase at the Quantity Rates rounded to the nearest billing unit.

B. Surcharge Area Outside County

Rates and Charges shall be the amount computed at the Quantity Rates and the Minimum Charge set forth in the Basic Area of this schedule multiplied by 1.5.

SPECIAL CONDITIONS

1. Water Conservation Quantity Rate

The rates and charges above are subject to a Water Conservation rate as adopted by the Water Committee under separate Resolution as in effect from time to time. The Water Conservation Quantity Rate will be applied to the Customer's total water usage charge including without limitation the quantity rates, customer and minimum charge for the applicable billing period.

a. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility

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assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

b. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility. Any change in rate schedules pursuant to this section shall be made prospectively only.

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SCHEDULE WA-5

FIRE PROTECTION SERVICES AND FIRE HYDRANTS FIRE PROTECTION SERVICE

APPLICABILITY:

Applicable to all Fire Protection Services within the service area of the Utility with a detector assembly installed below grade. Services shall be maintained by the Utility. Cost of maintenance, repair and replacement of the below ground detector assembly shall be paid by the Customer receiving benefit from fire protection service. This schedule is not applicable to Fire Protection Services installed with an above ground detector assembly. Above ground detector assemblies shall be maintained by the Customer and cost of maintenance, repair, replacement and testing of the above ground detector assembly shall be the responsibility of the Customer.

TERRITORY:

Vance County, North Carolina.

Connection Cost:

Non-metered Fire line connection installation cost is responsibility of the customer. The connection cost includes the design review cost, water district inspection fees and any other related service fees, plus a 15% mark-up to cover water district administrative costs. Installation of the fire line and appurtenances are by the customers only as reviewed and approved by the VCWD. All applicable Vance County Planning and Development inspection fees apply.

Rates:

Non-metered Fire line user fee is:

Non Metered Fire Line User Fee	
Sprinkled Area	Monthly Fee
<10,000 sq. ft.	\$30
10,001 - 75,000 sq. ft.	\$50
75,001 - 150,000 sq. ft.	\$70
150,001 - 225,000 sq. ft.	\$90
225,001 - 310,000 sq. ft.	\$110
310,001 - 1,000,000 sq. ft.	\$125
Over 1,000,000 sq. ft.	\$135

Hydrant fee is:

\$15.00 per month (does not change with number of hydrants)

FIRE HYDRANT FIRE PROTECTIVE SERVICES AVAILABILITY APPLICABILITY

TERRITORY: Vance County, North Carolina

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Applicable to all Utility fire hydrants. Fire hydrants shall be maintained by the Utility and cost of maintenance repair and replacement of fire hydrants shall be paid by the fire districts providing fire protection service or by the customer receiving benefit from hydrant availability.

RATES:

<u>Fire Districts</u>	<u>Monthly Charge</u>
Vance County Area	\$

SPECIAL CONDITIONS

1. Applicable Rate Schedule

a. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

b. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility. Any change in rate schedules pursuant to this section shall be made prospectively only.

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SCHEDULE WA-6 GENERAL METERED SERVICE

APPLICABILITY:

Applicable to all metered water service, except Irrigation Water Service eligible for other applicable rate schedules and metered Residential Service.

TERRITORY:

Vance County, North Carolina.

RATES:

A. Basic Area

Commercial Rate Structure

Quantity Rates (to be added to Customer Charge)

<i>Gallons per Month</i>	<i>Standard</i>	<i>Conservation Rate – Stage 3</i>
0-250,000 gallons per month		
>250,000 gallons per month		

Basic Service Rates (Minimum Monthly Charge)

<u>Customer Charge</u>	<u>Per Meter, Per Month</u>
3/4-inch	\$ 30.00
1-inch	
2-inch	

Industrial Rate Structure

Quantity Rates (to be added to Customer Charge)

<i>Gallons per Month</i>	<i>Standard</i>	<i>Conservation Rate – Stage 3</i>
0-249,999 gallons/month		
250,000-3,999,999 gallons/month		
>4,000,000 gallons/month		

Basic Service Rates (Minimum Monthly Charge)

<u>Customer Charge</u>	<u>Per Meter, Per Month</u>
3-inch	\$48
4-inch	\$80

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6-inch	\$100
8-inch	
10-inch	
12-inch	

(The Conservation water rate will be in effect from time to time for service rendered during periods of drought which requires that the Utility enact water conservation measures. During Stage 1 & 2 drought conditions, standard rates will apply. If the Water Committee approves Stage 3 or higher water conservation, the Conservation rate shall be applied to water usage during these times. Once Stage 3 or higher water conservation measures have been removed, the Standard rate shall be restored.)

B. Surcharge Area Outside County

Charges shall be the amount computed at the Quantity Rates and the Customer charge set forth in the Basic Area of this schedule multiplied by 1.5.

SPECIAL CONDITIONS

1. Multi-Family Accommodations

All master meters must conform to the requirements of Water Rule 12, including the execution of an appropriate sub metering agreement.

2. Applicable Rate Schedule

a. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

b. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility. Any change in rate schedules pursuant to this section shall be made prospectively only.

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3. Early Sign Up Period Customers

Notwithstanding any other provision of these rules, any customer who has indicated their desire to connect to the Vance County Water District water system and paid the early signup period connection fee, shall have 90 days to connect to the water system. Any Early Sign Up Period Customer who has paid the early sign up period connection fee and fails to connect within 90 days, shall be subject to the connection fees established in Rule 11 and payment of the base monthly fee established in this rule.

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SCHEDULE WA-7 SPECIAL METERED SERVICE

APPLICABILITY:

Applicable to historic-sites, designated cemeteries and properties owned and/or maintained by the County, including without limitation: parks, groves, landscaped medians and reverse frontage.

TERRITORY:

Vance County, North Carolina.

RATES:

A. Basic Area

Quantity Rates (to be added to Customer Charge)

<i>Gallons per Month</i>	<i>Standard</i>	<i>Conservation Rate – Stage 3</i>
1,000 gallons	\$ 10.33	

Basic Service Rates (Minimum Monthly Charge)

<u>Customer Charge</u>	<u>Per Meter, Per Month</u>
3/4-inch	\$ 30.00
1-inch	
2-inch	

B. Surcharge Area Outside County

Charges shall be the amount computed at the Quantity Rates and the Customer charge set forth in the Basic Area of this schedule multiplied by 1.5.

SPECIAL CONDITIONS

1. Conservation Rates - The Conservation water rate will be in effect from time to time for service rendered during periods of drought which requires that the Utility enact water conservation measures. During Stage 1 & 2 drought conditions, standard rates will apply. If the Water Committee approves Stage 3 or higher water conservation, the Conservation rate shall be applied to water usage during these times. Once Stage 3 or higher water conservation measures have been removed, the Standard rate shall be restored.)

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2. Applicable Rate Schedule

a. Applicable Rate Schedule

For Customers applying for service at an existing service address, the Utility will assign a water rate schedule based on the characteristics of the service address. The Utility will presume that any water rate previously assigned to that service address is the appropriate schedule, unless the Customer requests a review for another applicable rate schedule, rate, or optional provision. In certain situations when a Customer does not qualify for a water rate previously assigned to that service address, the Utility will assign the applicable rate to the Customer. The Utility assumes no responsibility for advising the Customer of lower optional rates under existing schedules available as a result of the Customer's changes to the characteristics of the service address.

b. Change of Rate Schedule

A change to the applicable rate schedule may be made if the Utility determines that the Customer no longer qualifies for the assigned rate schedule. The change will become effective for service rendered after the next regular meter reading following verification and approval by the Utility of such eligibility. Any change in rate schedules pursuant to this section shall be made prospectively only.

Amendments made to this document:

Rule number	Regulation	Date
Rule 6, D.	ACCOUNT ADJUSTMENT FOR A WATER LEAK	September 7, 2014
Rule 11, G	NON METERED FIRE LINE/HYDRANT FEE	April 4, 2016
Rule 4, E	REFUND OF SECURITY DEPOSIT	April 3, 2017/ June 5, 2017
Rule 5, G	CUSTOMER REFERRAL INCENTIVE	March 14, 2018
WA 3 & 6	ADDED BASE FEE FOR 3 INCH, 4 INCH & 6 INCH METERS	August 21, 2018
Rule 1&5	ADDED AVAILABILITY CUSTOMER FORGIVENESS PROGRAM	November 4, 2019
Rule 1&5	ADDED AVAILABILITY CUSTOMER FORGIVENESS PROGRAM	November 4, 2019
Rule 10 & APP	REDUCED CAPACITY FEE TO \$0 AS PER SL2017-138	July 6, 2020