

## Connection to Water System

Welcome to the Vance County Water System! Connection to a Public Water System offers numerous benefits. Our customers enjoy safe, dependable and quality water service.

- **Safe**—Our customers sleep at night knowing they do not have to worry about the quality of the water. Our water comes from the Kerr Lake Regional Water System. Unlike water from homeowner wells, our water goes through a rigorous monitoring program. The water is tested for hundreds of different potential contaminants on a regular schedule to ensure that it is safe. Additionally, our water system is regulated by the US EPA and State of North Carolina to ensure the quality of the water.
- **Dependable**—The Vance County Water System stores water in elevated tanks to maintain constant pressure. This means the water will be there when you need it for drinking or fire fighting. Whether or not you have power at your home, you can sleep at night knowing you will have water when you need it.
- **Quality**—Vance County Water District through its partnership with Envirolink, stands ready to respond to any issues. The County and Envirolink take the responsibility and worry of providing water, so if there is ever a problem, we are only a phone call away.

## A few more important notes:

- \* If you have an inground irrigation system, state law requires a separate meter for irrigation systems.
- \* State law prohibits the Vance County Water System from being connected to a private well.
- \* The water distributed by the Vance County Water System is provided to Vance County by the Kerr Lake Regional Water System.
- \* For more information or for emergencies, please contact Envirolink, Inc.
- \* For questions about your bill please contact an Envirolink Customer Service Representative at 252-235-4900 between 8:00 am and 5:00 pm.
- \* For after hours emergencies, please contact Envirolink

## Financial Assistance

Contact the local USDA Rural Development office regarding eligibility for financial assistance with water hookup costs. They may be contacted locally at 252-438-3141.

## Important!!

**ONLY ENVIROLINK OR AUTHORIZED CONTRACTORS ARE PERMITTED TO INSTALL, SERVICE, OR TOUCH THE VANCE COUNTY WATER SYSTEM.** If you need to turn the water service off, please do not enter the meter box. **CALL ENVIROLINK AT 252-235-4900** FOR EMERGENCIES or to schedule a shut off .



*Envirolink, Inc.*

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## Reference Guide

# Vance County Water Residential Guide to Fees & Procedures



## What are the costs to connect and what fees should I expect to pay?

### Connect Now or Later?

The cost to connect depends on whether or not you sign up to connect to the water system before construction or after. The Vance County Water System was made possible by the many residents who expressed their desire to connect to the Water System by paying a tap fee prior to construction. The Vance County Water District Board has provided an incentive for those who sign up early by significantly reducing the capacity and connection charges. For those residents who pay their connection fees prior to construction of the water lines, they will benefit from reduced cost. If you decide to wait, you should expect to pay much higher connection/capacity charges.

### Pre-Construction Charges for Connection:

#### Wet Tap Option

- ◆ Payment of \$125 Connection Fee + \$30 Monthly Fee.
- ◆ Customer agrees to become an active water user within 90 days of notification that water system is active. If not connected within 90 days, a \$30 monthly base fee will be charged from that point forward.
- ◆ No Capacity Charge, Connection Charge or meter charge, but account deposits still apply. Checks should be made out to the Vance County Water District

#### Dry Tap Option

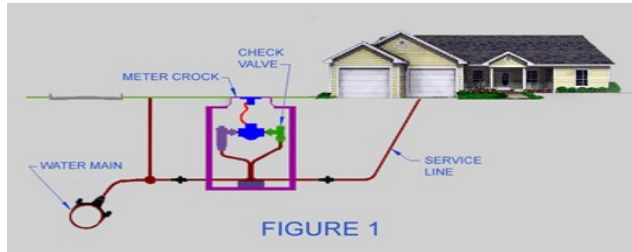
- ◆ Payment of \$800 Connection Fee.
- ◆ The same provisions as the Wet Tap Option apply, except that there is no requirement to connect to water system and no base fee until connection made.

### Post—Construction Charges for Connection

- ◆ Water Service Connection Charge of \$1,600 for 3/4" service and \$2,000 for 1" service.
- ◆ Water Meter Installation Charge of \$50 + Cost of Meter (estimated to be around \$195).
- ◆ Account deposit fee will also apply.
- ◆ Fees are payable at time of request for service and checks should be made out to the Vance County Water District.

## How can I connect to the Vance County Water System?

Whether you decide to connect before or after construction, the process is the same. You start by calling our partner Envirolink. Once your application is received and applicable fees are paid, Envirolink will coordinate the installation of a water service. Once the service is installed, you will be notified that the service is available (either by door hanger or letter). You will have to hire a North Carolina licensed plumber and obtain a \$50.00 plumbing permit from the Vance County Planning and Development Department. Once the permit has been obtained, your plumber can install the water service line from your home to the meter box. Once the service line to the home is installed, Vance County Planning will complete the inspection and Envirolink will install a water meter and activate the account. This is the official date that the account is activated and billing will begin from this date.



Once the meter is installed and account activated, you are required to disconnect from your well. The County Inspector will not close out your plumbing permit until he or she can verify disconnection from your well.

## I want to connect to the water system, but don't know who to contact or where to start.

### What do I do?

As the County's partner in the operation, maintenance and management of the water system, Envirolink, Inc. will answer questions and coordinate connection to the water system. Please call an Envirolink customer service representative at 252-235-4900.



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## What are the costs once I connect to the Vance County Water System?

### Basic Components of Your Bill

There are two components to your water bill. You will see a base fee and a usage fee. The base fee is charged to all customers regardless of the amount of water used. The usage fee is based on the amount of water used. Checks should be made out to the Vance County Water District.

### What is the Base Fee and why is the Vance County Water District charging it?

The base fee for a residential customer is \$30 per month. This fee is charged to cover part of our fixed charges, such as the repayment of the cost to install the lines and water tanks. This fee helps the Water District cover the cost of reading the meters and billing and helps pay for the cost of installing the water system. The base fee only covers a small percentage of these costs.

### What is the Usage Fee?

The usage fee is \$0.01033 per gallon or \$10.33 per 1,000 gallons. The total amount charged varies based on the amount of water used. Usage is measured in gallons. Seventy-five percent of residential customers use 3,500 gallons or less each month on average. This fee covers the cost of providing the water including most of the cost for installing the water system, cost to operate the water system and cost of water paid to the City of Henderson for the water.

### Cost of Operation and Investment

Paying for the cost to install the water system plus paying for future capital and infrastructure projects accounts for 48.1 cents of every dollar spent. In many ways this is like a mortgage that has to be paid back over time.

