

PUBLIC WORKS DEPARTMENT
RULES AND REGULATIONS
OF
NORTHAMPTON COUNTY

I. CLASSIFICATION OF SERVICE

- A. Residential & Churches
- B. Other (schools and commercial users)

II. RATE SCHEDULE AND TAP ON FEES

- A. Rate Schedule for Water – See Attachment A
- B. Tap – On Fees Water – See Attachment B
- C. Multi-residential users, such as trailer courts and duplex apartments, served through one meter will be billed at the county's regular published rate or \$20.00 per user, per month, which ever is greater.
- D. Rate schedule sewer: See Attachment A
Tap – On fees sewer: See Attachment B

III. APPLICATION FOR SERVICE

- A. Service will be supplied only to those who have executed a Utility User Agreement Application
- B. Customers will complete an application for service in person, at the Public Works Department and at the same time pay the required deposit guarantee.
- C. The Public Works Department may reject any application for service which is not available under a standard rate, which involves excessive service cost, which may affect the supply of service to other customers or for other sufficient reasons.
- D. The county may reject any application for service when the customer is delinquent in payment of bills incurred for service previously supplied at any location, provided that when the owner of the premises has been served water and has not paid for the same, the county shall not be required to render service to anyone at said location where the water was used until said water bill has been paid.
- E. If sewer service is requested where water service is available the customer will be required to connect to the water system.

IV. DEPOSIT

- A. All customers will make the minimum cash deposit defined as follows:
 - 1. **Home owners** (houses, mobile homes, RV's, & etc.)
 - 1. water service only - \$50.00

2. sewer service only - \$50.00
3. water and sewer service - \$100.00
2. **Rental property** (houses, mobile homes, RV's & etc.)
 1. water service only - \$150.00
 2. sewer service only - \$150.00
 3. water and sewer service - \$300.00
- B. Once a home-owner has made twenty-four (24) consecutive payments on time, the deposit will be refunded. Deposits shall not draw interest.
- C. The individual in whose name the deposit is made shall be responsible for payment of all bills incurred in connection with the service furnished.
- D. A separate deposit is required for each meter installed.
- E. The deposit receipt is not negotiable and can be redeemed only at the Public Works Department Office.
- E. Where the county finds that the request for a deposit refund is questionable, the county may require the applicant for refund to produce the deposit receipt properly endorsed.

V. INITIAL OR MINIMUM CHARGE

- A. All customers who have received a service connection during construction shall have a maximum of 90 days after water has been made available to connect to the system. After this time period has elapsed the minimum monthly charge shall be levied for 36 consecutive months. At the end of the 36 month period, no further payments are required until such time as connection is made to the system.
- B. The initial or minimum charge, as provided in the rate schedule, shall be made for each meter installed, regardless of location. Each meter requires a separate meter reading sheet, and each meter reading sheet shall cover a separate and individual account.
- C. Water furnished for a given lot shall be used on that lot only. Each consumer's service must be separately metered at a single delivery and metering point.

Each commercial unit and each storeroom or stall used for business purposes, shall be metered separately from any residential use and vice versa, whether now in service or to be installed in the future.
- D. In resort areas where service is furnished to a consumer during certain months only, the minimum charge per service for the period of non-use shall be the regular minimum as set out in the published rate of the County.

VI. COUNTY'S RESPONSIBILITY AND LIABILITY

- A. The County shall run a service line from its distribution line to the property line where the distribution line runs immediately adjacent and parallel to the property to be serviced, and for which a tap-on fee then in effect will be charged.
- B. The County may install its meter at the property line or at the County's option, on the consumer's property or in a location mutually agreed upon.
- C. When two or more meters are to be installed on the same premises for different consumers, they shall be closely grouped and each clearly designated to which consumer it applies.
- D. The County does not assume the responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore.
- E. The County reserves the right to refuse service unless the consumer's lines or piping are installed in such manner as to prevent cross-connections or back flow.
- F. The county shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises, unless such damage results directly from negligence on the part of the county. The county shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures or appliances on the consumer's premises. The county shall not be responsible for negligence of third persons or forces beyond the control of the county resulting in any interruption of service.
- G. Under normal conditions, the consumer will be notified of any anticipated interruption of service.
- H. The county will cut off service to any customer whose pipes are busted due to freezing or other damage, from the meter to the house if the pipes or lines are not repaired within twenty four hours. A service charge of \$25.00 will be charged to cut the water back on.
- I. The county shall not be liable for damages of any kind to household appliances to include refrigerators, ice-makers, hot water heaters as well as hot water furnaces, if service is discontinued for non-payment of bill.
- J. The county shall not be liable for any damages to household appliances to include hot water heaters, ice-makers, refrigerators as well as hot water furnaces as a result of water being turned off to make emergency repairs to lines, tanks and pumps.

VII. CONSUMER'S RESPONSIBILITY

- A. Piping on the consumer's premises must be so arranged that the connections are conveniently located with respect to the county lines or mains.

- B. If the consumer's piping on the consumer's premises is so arranged that the county is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.
- C. Where meter is placed on premises of a consumer, a suitable place shall be provided by consumer for placing such meter-unobstructed and accessible at all times to the meter reader. If consumer refuses to make reasonable attempts for access, county may do so.
- D. The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter; the county to provide a like valve on the county's side of such meter.
- E. The consumer's piping and apparatus shall be installed and maintained by the consumer at the consumer's expense in a safe and efficient manner and in accordance with the county's rules and regulations and in full compliance with the sanitary regulations of the NCDENR. IN NO INSTANCE SHALL A CROSS CONNECTION BE ALLOWED.
- F. The consumer shall guarantee proper protection for the county's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the county.
- G. In the event that any loss or damage to the property of the county or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his agents or employees, the cost of the necessary repairs or replacements shall be paid by the consumer to the county and any liability otherwise resulting shall be assumed by the consumer.
- H. The amount of such loss or damage or the cost of repairs shall be added to the consumer's bill; and if not paid, service shall be discontinued by the county.

VIII. EXTENSIONS TO MAINS AND SERVICES

- A. Water distribution lines to serve undeveloped subdivisions will be handled as follows:
 - 1. The developer, at his expense, will submit plans and specifications for reviews and approval by the county, its engineer and NCDENR.

2. The developer, at his expense, will install the lines in accordance with the approved plans.
3. Upon completion of the new extension, the developer will deed the complete facility, to include all rights of way, easements, permits, franchises and authorizations or other instruments needed, for the operation and maintenance of the facility, to the county. The county will not reimburse the developer for the extension.

B. Other extensions; Extensions of water lines within the county's service areas will be handled as follows:

1. The plans for the extension will be submitted for review and approval by the county, its engineer and NCDENR at the expense of the developer.
2. The lines will be installed in accordance with the approved plans, at the expense of the developer.
3. Prior to or upon completion of the new extension, all rights of way, easements, permits, franchises and authorizations or other instruments needed for the installation, operation and maintenance of the facility, will be deeded to the county. The cost involved in the new extension will be paid by the person or persons requesting the extension.

IX. ACCESS TO PREMISES

- A. Duly authorized agents of the Public Works Department shall have access at all reasonable hours to the premises of the consumer for the purpose of installing or removing county property, inspecting piping, reading or testing meters or for any other purpose in connection with the county's services and facilities.
- B. Each consumer shall grant or convey, or shall cause to be granted or conveyed, to the county a perpetual easement and right of way across any property owned or controlled by the consumer wherever said perpetual easement and right of way is necessary for the county water facilities and lines so as to be able to furnish service to the customer.

X. CHANGE OF OCCUPANCY

- A. Not less than three days notice must be given in person or in writing at the Public Works Department office to discontinue service for a change in occupancy.
- B. The outgoing party shall be responsible for all water consumed up to the time of departure, or the time specified for departure, whichever period is longest.

XI. METER READING – BILLING – COLLECTING

- A. Meters will be read between the 1st and 25th of each month. The bills will be rendered by the 1st; but the county reserves the right to vary the dates or

length of period covered, temporarily or permanently if necessary or desirable.

- B. Bills for water will be figured in accordance with the county's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter readings.
- C. Charge for service commences when the meter is installed and connection is made, whether used or not. Ninety (90) days may be allowed for hook-up on initial installation of the water system.
- D. Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be allowed for hook-up on initial installation of the water system.
- E. Bills are due when rendered and become delinquent by the 14th of the month whereupon a penalty of 10% will be added; and if not paid by the 20th service will be discontinued by the county.
- F. Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the customer from payment.

XII. SUSPENSION OF SERVICE

- A. When services are discontinued and all bills paid, the deposit will be refunded.
- B. Upon discontinuance of service for nonpayment of bills, the deposit will be applied by the county toward settlement of the account. Any balance will be refunded to the consumer; but if the deposit is not sufficient to cover the bill, the county may proceed to collect the balance in the usual way provided by law for the collection of debts.
- C. Service discontinued for nonpayment of bills by the 20th of the month will be restored only after bills are paid in full, redeposit made, and a service charge of \$25.00 for the first offense and \$50.00 for each offense thereafter. All fees for re-connection must be paid by 3:00pm to be reconnected on the same day.
- D. The county reserves the right to discontinue its service without notice for the following additional reasons:
 - 1. To prevent fraud or abuse
 - 2. Consumers willful disregard of the county's rules
 - 3. Emergency repairs
 - 4. Insufficiency of supply due to circumstances beyond the county's control

5. Legal processes.
 6. Direction of public authorities
 7. Strike, riot, fire, flood, accident or any unavoidable cause.
- E. The county may, in addition to prosecution by law, permanently refuse service to any customer who tampers with a meter or other measuring device.

XIII. COMPLAINTS – ADJUSTMENTS

- A. If the consumer believes his bill to be in error, he shall present his claim in person, at the Public Works Department Office before the bill becomes delinquent. Such claim if made after a bill has become delinquent shall not be effective in preventing discontinuance of service as heretofore provided. The consumer may pay such bill under protest and said payment shall not prejudice his claim.
- B. The county will make special meter readings at the request of the consumer for a fee of \$15.00 provided; however, that if such special reading discloses that the meter was over read, no charge will be made.
- C. Meters will be tested at the request of the consumer upon payment to the county of the actual cost to the county of making the test provided; however, that if the meter is found to over register beyond 3 per centum of the correct volume, no charge will be made.
- D. If the seal of a meter is broken by other than the county's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills and/or from other proper data.
- E. In the event of a leak on the customers side of the meter:
1. Billed amount must be at least twice as much as the average monthly consumption over the last 12 months or less months if 12 month data is not available.
 2. Customer shall pay the normal average at the regular rate per thousand gallons. The amount of gallons above the normal average shall be paid for by the customer at the rate charged for cost of water as set by the county.
 3. Sewer charges shall be adjusted based on the above-mentioned averages.
 4. Customer must produce a signed statement from a NC licensed plumber that the water leak has been repaired in a satisfactory manner or contact the county water department for inspection of the repair work.
 5. Only one adjustment in a one (1) year period for the same type leak will be allowed.

XIV. **ABRIDGEMENT OR MODIFICATION OF RULES**

- A. No promise, agreement or representation of any employee of the county shall be binding upon the county except as it shall have been agreed upon in writing, signed and accepted by the acknowledged representative of the county.
- B. No modification of rates or any of the rules and regulations shall be made by any agent of the county.

XV. **ADOPTION OF RULES**

Until further order of the Board of County Commissioners, the rules and regulations herein above set out are hereby adopted as of the date hereof to become effective on and after April 1, 2005 and as amended to become effective on and after May 1, 2014.

New Northampton County Rates for Water and Sewer Users

Effective for Water and Sewer Usage after July 1, 2015

New Water Rates (Effective July 1, 2014)

USER FEE / Residential	\$19.50
RATE PER THOUSAND/GALLONS 0,001-10,000	\$5.00
RATE PER THOUSAND/GALLONS 10,001-25,000	\$5.50
RATE PER THOUSAND/GALLONS 25,001-50,000	\$6.00
RATE PER THOUSAND/GALLONS 50,001-100,000	\$6.50
RATE PER THOUSAND/GALLONS 100,000>	\$7.00

USER FEE / Commercial	\$25.50
RATE PER THOUSAND/GALLONS 0,001-10,000	\$6.00
RATE PER THOUSAND/GALLONS 10,001-25,000	\$7.00
RATE PER THOUSAND/GALLONS 25,001-50,000	\$7.50
RATE PER THOUSAND/GALLONS 50,001-100,000	\$8.50
RATE PER THOUSAND/GALLONS 100,000>	\$9.50

New Wastewater Rates (Effective July 1, 2015)

USER FEE / Residential	\$15.00
RATE PER THOUSAND/GALLONS 0,001-10,000	\$5.50
RATE PER THOUSAND/GALLONS 10,001-25,000	\$5.60
RATE PER THOUSAND/GALLONS 25,001-50,000	\$5.70
RATE PER THOUSAND/GALLONS 50,001-100,000	\$5.80
RATE PER THOUSAND/GALLONS 100,000>	\$5.90

USER FEE / Commercial	\$20.00
RATE PER THOUSAND/GALLONS 0,001-10,000	\$7.00
RATE PER THOUSAND/GALLONS 10,001-25,000	\$7.50
RATE PER THOUSAND/GALLONS 25,001-50,000	\$8.00
RATE PER THOUSAND/GALLONS 50,001-100,000	\$8.50
RATE PER THOUSAND/GALLONS 100,000>	\$9.00

Bulk Rates

Town of Jackson - \$4.25 per 1,000 gallons

Warren County - \$3.18 per 1,000 gallons

Georgia Pacific (Virginia) - \$3.40 per 1,000 gallons

ATTACHMENT B
Northampton County Public Works Department
Water and Sewer Division - Effective May 1, 2014
Personnel/Equipment Rates

<u>Type of Service</u>	<u>Charges per Hour</u> <u>Current</u>
Management Assistance (Public Works Director)	\$40.00
Technical Assistance (Tech III)	\$35.00
Certified Operator (Tech II)	\$30.00
Two Man Repair Crew	\$50.00
Backhoe and Operator	\$100.00
Sewer Jetting Machine (Includes 1 Tech)	\$75.00
Road Bore Only (Includes 2 Techs)	\$75.00
Dump Truck and Operator	\$85.00
10 kW Generator (Run Time Only)	\$20.00
30 kW Generator (Run Time Only)	\$25.00
60 kW Generator (Run Time Only)	\$30.00

Note: There will be a charge for fuel if generators are returned without a full fuel tank.

The above fees are only intended for assistance to neighboring municipalities within the county and the county's school system.

<u>Tap on Fees</u>	<u>Current Fees</u>
3/4" Water Tap	\$800.00
1" Water Tap*	\$1,000.00
2" Water Tap*	\$3,000.00
>2" Water Tap	At Cost

*Cost of backflow preventer/hot box is additional

Water Taps will be made for the approved tap fee, provided it can be completed with the Water Department's manpower and equipment. If special equipment and/or manpower is required, the cost to the customer will be the actual contracted cost of the tap. (Materials Included)

<u>Miscellaneous Fees</u>	<u>Current Fees</u>
Asphalt Patch	\$1,000.00
Damaged Locks	\$50.00
Damaged Angle Stops	\$100.00

Note: The customer will be responsible for any other damaged equipment at the cost of materials for needed repairs plus twenty percent (20%)

<u>Sewer Tap on Fees</u>	<u>Current Fees</u>
Sewer Impact Fee (Fees assessed by Weldon) for Garysburg Sewer Customers Only	\$840.00

Any Capacity/Impact fees assessed to Northampton County for new taps will be invoiced to the respective customer.

Sewer Service Installation Policy - It is the present policy of the Northampton County Public Works, Water and Sewer Division not to make sewer taps. The present policy allows for a licensed plumber only to tap into the county's sewer system using a rubber saddle that seals the sewer main from leaks. From that point on, the building codes have precedence over materials and installation practice. The plumber must supply one (1) clean-out at the street right of way for county access for cleaning to the sewer main. Work shall be performed by the County's instruction and use only approved construction materials.

Inventory

When possible, repair parts will be supplied and furnished by the Public Works Department. Any and all parts used for repairs to another entity's water and/or wastewater system shall be re-ordered and invoiced to the respective entity for the replacement of the County's inventory.