

**CUSTOMER SERVICE POLICIES
NORTH GARLAND COUNTY REGIONAL WATER DISTRICT**

The North Garland County Regional Water District complies with State codes; if any conflict arises between these policies and State code, the State code will prevail.

Rules and Regulations of the North Garland County Regional Water District, herein referred to as the "District".

- 1.0 Definitions: The following terms when used in this policy mean:
- 1.1 Applicant: Any individual, firm, partnership, corporation, or other entity renting, residing or owning real property located within the service area applying for water service.
 - 1.2 Board of Directors: The governing body of the District, herein referred to as the "Board".
 - 1.3 Customer: Any individual, firm, partnership, corporation, or other entity, which has applied for and is currently receiving water service.
 - 1.4 Point of Delivery: The point of delivery of water service to customers. The point of delivery shall be at the meter of the customer, unless otherwise specified in the Water User's Agreement.
 - 1.5 Point of Use: The precise location at which water is used or consumed by a customer in a residence, building, dwelling, business, or similar location on the customer's premises.
 - 1.6 Service: The availability, for use by the customers, of water adequate to meet the customer's requirements. Service shall be considered "available" when the District maintains the water supply at normal pressure at the point of delivery in readiness for the customer's use, regardless of whether or not the customer makes use of it.
 - 1.7 Service Area: The geographic area served by the District.
 - 1.8 Service Line: The water line that extends from the point of delivery to the point of use for each customer of the District.
 - 1.9 Water User's Agreement: The agreement or contract between the customer and the District.
 - 1.10 Service Connection: A water service connection which consists of a water meter and other facilities for supplying water to a

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single point of use (one residence, dwelling, property, or premises, structure, business, etc.) A single customer may be supplied by more than one service connection if that customer has more than one point of use.

- 1.11 Auto Draft: The ability of a customer to have his or her payment for water services drafted from a bank account automatically by the District.
- 2.0 General Rules
- 2.1 The best way to protect your rights as a water customer is to pay your bills on time each month. This simple step is the surest way to keep your service and credit intact. The failure of customers to pay their bills can affect the financial health of the District and could ultimately result in higher water bills for everyone.
- 2.2 The purpose of the District is to provide a safe supply of water to the public within its service area. The supplying and taking of these services shall conform to these rules and regulations, and applicable rate schedules of the District.
- 2.3 Each customer of the District shall be eligible to receive service from the District only after a User's Agreement has been signed by the customer. If a customer requires service at more than one point of use, a separate User's Agreement shall be executed for each additional point of delivery.
- 2.4 Except as set out in Section 2.7 herein for owners of premises with multiple units (including mobile home parks, apartments, condominiums, etc.) the District agrees to provide service, if adequate service and pressures are available, subject to District engineering approval, to the point of delivery, and install and maintain at its expense, one metered service connection for each customer's point of use, based on a valid User's Agreement.
- 2.5 The customer will install and maintain, at his/her own expense, service lines from the point of delivery to the point of use. The customer will make repairs on a timely basis as necessary.
- 2.6 A metered service connection is for the sole use of the applicant or customer. Customers shall not permit the extension of pipes for the purpose of transferring water from one property to another, from one point of use to another, nor share, resell, or sub-meter water to any other person or entity.
- 2.7 Multiple Residential and Point of Use Properties: The standard residential

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rates of the District shall be applicable to all multiple residential and point of use properties. Multiple residential properties include mobile home parks, apartment buildings, motels, housing complexes, or similar residential developments. The Board may, at its discretion, choose to service multiple residential properties through a single master meter.

- 2.8 At no time shall any customer or individual connect a non-system water source to any service line or water line that is also connected to the District. Violations of this policy shall constitute cause for immediate disconnection of service.
- 2.9 It is the responsibility of each customer to notify the District of changes in users and to have service transferred to the new customer in accordance with the policy for obtaining service. Until service is formally transferred, the original customer shall be responsible for payment of service. The District may refuse to transfer service until all past-due bills and charges have been paid.
- 2.10 Customers agree to pay the established fees for service in accordance with applicable rate schedules at the time service is provided by the District.
- 2.11 Representatives of the District shall have the right at all reasonable hours to enter the customer's property in order to read water meters, inspect piping, and to perform other duties for the proper maintenance and operation of service, or to remove its meters and equipment upon discontinuance of service by either the customer or the District.
- 2.12 The District shall make all reasonable efforts to supply continuous, uninterrupted service. However, it shall have the right to interrupt service for the purpose of making repairs, connections, extensions or for other necessary work. Efforts will be made to notify customers who may be affected by such interruptions, but the District will not accept responsibility for losses which might occur due to such necessary interruptions, nor does the District accept responsibility for losses due to interruptions of service caused by storms, floods or other causes beyond its control.

3.0 **Obtaining Water Service**

- 3.1 Applications for service shall be taken at the District office, and must be accompanied by a connection fee (for new services requiring a tap onto the water line) as listed in the District's schedules of rates and charges in Section 15.

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3.2 Before installing a service connection and providing water available for use, the District may require the applicant to be ready to accept service. The plumbing inspector shall inspect all plumbing work prior to completion of the work.

4.0 Customer Billing

4.1 Customers will be billed monthly in accordance with the rate structure of the District.

4.2 Bills will be mailed no later than three (3) business days after the meter reading date.

4.3 Bills will be due no later than twenty-one,(21) days from date of meter reading.

5.0 Payment Terms

5.1 A late fee of 10% of the net amount due will be charged if full payment is not received by the due date.

6.0 Termination of Water Service

6.1 Customers whose bills remain unpaid five days past the due date shall be considered delinquent. Any customers whose bill is delinquent is subject to disconnection from the water system. A customer's water bill may reflect a disconnection date that is beyond the five-day disconnection date stated in the District's policies; when such later disconnection dates are so stated on a water bill, the later cut-off date will be honored by the District. Once disconnected, a customer's water service shall not be reconnected or reinstated until payment of all charges, fees and penalties necessary to bring the account(s) to a current status is received.

6.2 Customers subject to termination of water service will be charged a fee of \$50.00 if water has been shut off or a water district employee has been dispatched.

7.0 [Left blank for future use]

8.0 Meters

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- 8.1. Meters shall be furnished, installed, owned, inspected, tested and kept in proper operating condition by the District. A complete record of tests and histories of meters will be kept. Meter tests will be made according to methods of the American Waterworks Association by the District as often as deemed necessary.
- 8.2. Service meters whose errors do not exceed 2% fast or slow shall be considered as being within the allowable limits of accuracy for billing purposes. The percentage of error will be considered as that percentage arrived by taking the average of the error at full load and that at 10% load, unless a customer's rate of usage is known to be practically constant, in which case, the error at such constant use will be used.
- 8.3. Meters shall be set in an accessible location on the outside of buildings except where otherwise directed by the District. All meters shall be set horizontally and never connected to a vertical pipe.
- 8.4. The customer may be responsible for any damage, other than acts of nature, caused by other than normal wear and tear to the meter installed for his/her service.

9.0 Main Extensions

- 9.1 All main extensions shall be made at the expense of the property owner. All installations must conform to the construction and material specifications set by the District engineer and adhere to the standards set forth by the Arkansas Department of Health. The installed lines shall be inspected by the District personnel for operation and maintenance and a set of as-built plans shall be provided to the District prior to acceptance.

10.0 Services

- 10.1 The District shall be responsible for the installation of all new services once the application for service has been made by the customer and the appropriate connection fee has been paid to the District, except as set out in Section 2.4.

11.0 Applicants with Excessive Needs

- 11.1 In the event an applicant has water requirements that exceed the District's ability to supply from the existing plant without adversely affecting service to other customers, the District will not be obligated to

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give such service. Applicants with excessive water needs may address those to the Board of Directors.

12.0 Availability of Records for Public Inspection

12.1 District records, including minutes of meetings and financial records, are available for inspection by the public each day of the week during normal office hours and on other days by appointment.

13.0 Notice of Meetings of the Board

13.1 The Board meets in quarterly sessions the last Tuesday in January, April, July and October at 6:00 p.m. Special meetings of the Board are held as necessary.


14.0 Changes in Policies

14.1 These policies are subject to change as required and voted on by the Board. The Board shall recommend rates and fees for service as necessary to operate and maintain the District and adopt same.

15.0 Schedule of Rates and Charges:

See current rates and fee schedules.

Adopted this 2nd, day of February 2023 by the Board of Directors.


Jerry Vaughn
President


David Harper
Secretary Treasurer

SEAL:

