

WALNUT HILL WATER AUTHORITY

OFFICE HOURS

Monday through Friday 7:30 Am until 4:30 p.m.

Telephone 256/825-9841

Fax 256/825-9848

The purpose of this news letter is to inform and introduce our customers to Walnut Hill Water Authority's board members, employees, and the services that Walnut Hill Water provides.

BOARD OF DIRECTORS

Ben Sands (Chairman)
Sandra Carlisle (Member)
Ernie Barnes (Member)

EMERGENCY CONTACT

EMPLOYEES

Robin East (General Manager)
Mark Johnson (Grade 1 Operator)
Eric Shaw (Grade 1 Operator)
Weston Cosby (Grade 1 Operator)
Brad Musick service tech
Christy Huff (Office Manager)
Tracy Ransom (Water Clerk)
Anna Thompson

BOARD MEETINGS are held on the 3rd Monday of each month at 5:30 pm at the office of Walnut Hill Water Authority, sometimes due to certain holidays these dates will change. PUBLIC INVITED. If you have a concern and would like to attend please call the office 256/825-9841, so that you can be put on the agenda for meeting.

GENERAL INFORMATION

Walnut Hill Water Authority currently has between 450 and 500 miles of pipe in our service area. Our storage capacity (storage tanks) is 1,050,000 gallons of water. We presently have 3800+ customers with ongoing developments. Walnut Hill Water Authority will be adding 500+ customers within the next 5 years. Walnut Hill Water Authority is like any other rural water authority, it was built 30+ years ago, before roads were paved and was established for about 800 customers. Possible 2% yearly increase

METER READING

Meters are read on or around the 20th of each month, unless the 20th falls on the weekend or we have other problems that have to be addressed immediately. Each meter is read ELECTRONICALLY WE DO NOT ESTIMATE METER READINGS. If you request that we re-read your meter and our reading is correct there will be a \$25.00 charge. A data log can be done at the \$25.00, this lets you and the water authority know when and how much water went through the meter.

MONTHLY BILLING

Water bills are processed the 24th of each month unless that day falls on the weekend or a holiday. Bills are hand delivered to the Dadeville post office, once bills are mailed if you do not receive a bill it is not our responsibility. Walnut Hill Water Authority compares each bill to meter reading report (this is to ensure if the meter was read a bill was printed). If you have question about your Bill please call our office during office hours at the telephone number listed above. Someone at Walnut Hill Water Authority will do their best to solve your problem in the best interest of both parties. Bill is due by the 10th of each month.

PAYMENT METHODS

Mail to 7794 Hwy 50 Dadeville, Al 36853,

website walnuthillwater.org

telephone payment 888/534-5441

automatic draft you will provide Walnut Hill Water with a voided check or complete a form

Walnut Hill Water accepts cash, check, debit, Master card, Visa, And Discover, money order and bank draft. **We Strongly recommend WHEN USES BILL PAY USE YOUR CUSTOMER# DUE TO GROWTH ON OUR SYSTEM ACCOUNT #S ARE SUBJECT TO CHANGE.**

LATE CHARGES

Late charges are added on the 11th of each month after drop box payments are posted. If he 10th falls on Friday, Saturday or Sunday late charges will be added after drop box payments and mail received that day are posted

LOCK OUT NOTICES

On each bill it states that no other notice will be sent for disconnection.

BANK DRAFT

ALL WE NEED IS A VOIDED CHECK. WE SEND OUT A PRENOTE TO YOUR BANK. WALNUT HILL WATER AUTHORITY WILL MAIL YOU A BILL EVERY MONTH. DRAFT WILL COME OUT OF YOUR ACCOUNT ON THE 7TH OF EACH MONTH UNLESS THIS DAY FALLS ON THE WEEKEND IT WILL THEN BE DRAFTED ON THE NEXT BUSINESS DAY.

AFTER HOURS

WALNUT HILL WATER AUTHORITY HAS A SERVICEMAN ON CALL 7 DAYS A WEEK. CALL OUR OFFICE AND YOUR CALL WILL BE DIRECTED TO SERVICEMAN IF HE DOES NOT ANSWER LEAVE MESSAGE, HE WILL RETURN YOU'RE CALL AS SOON AS POSSIBLE. IF YOU HAVE BILLING QUESTIONS PLEASE CALL DURING OFFICE HOURS. IF METER WAS LOCKED DUE TO NON-PAYMENT THERE IS A \$25.00 AFTER HOUR FEE.

SECTION A
REVISED JUNE 28, 2021

SERVICE RULES AND REGULATIONS
WALNUT HILL WATER AUTHORITY

BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE WALNUT HILL WATER AUTHORITY (herein called THE CORPORATION), THAT THE SERVICES RULES AND REGULATIONS OF THE CORPORATION ARE AS FOLLOWS:

I. TYPES OF SERVICES

(A) The rate schedule set forth below contemplating a single user, as one family dwelling with appurtenances, or one commercial operation, and will not be changed without written permission of the Walnut Hill Water Authority Board of Directors.

(B) Extraordinary circumstances, such as extensions, multiple family dwelling units, industrial users shall be governed by special contract agreements by the Board of Directors.

II. RATE SCHEDULE

For the service contemplated by paragraph 1 (A) above:

RESIDENTIAL:

PHASE I (ORIGINAL WATER SYSTEM & PACES PENINSULA)

First 2,000 gallons or less per month @ \$28.38+ Utility Tax 4%

All over 2,000 gallons per month @ \$7.50 per 1000 gal +Utility Tax 4%

SUBJECT TO 2% INCREASE YEARLY

COMMERCIAL: (Meters 1 inch or larger)

Minimum H2O \$74.10 for up to: 5,000 gal + Utility Tax 4%

\$.75 per 100 gallons +Utility Tax 4%

III APPLICATION FOR SERVICE

(A) The consumer will make application for service in person at the office of Walnut Hill Water Authority. The applicant must furnish proof of identification. Acceptable forms of identification include the following. Driver's license, social security card, birth certificate.

1. FEES:

IMPACT FEE	\$900.00
TAP FEE	\$450.00
ACTIVATION FEE	\$100.00
RE-READ FEE	\$ 25.00
DEVICES	\$150.00
TEMPORARY SERVICE	\$ 25.00 + first 3 days total which includes minimum bill or water consumed whichever is greater.
RECONNECTION/DISCONNECTION	\$50.00
RETURN CHECK FEE	\$30.00
AFTER HOURS FEE	\$50.00
TAMPERING FEE	\$500.00
STEALING WATER	\$500.00

ALL FEES ARE NON-REFUNDABLE

(B) Any person, group or firm desiring to request water service for multiple sites or potential developments shall refer to SECTION B.

(C) Any developer, for single family residences or multi use dwellings, shall be required to install Neptune E-Coder model R-900 meters for each water consumer. Said meters must be confirmed as compatible with the Authority's remote read devices; and may be purchased from the Authority at the then current contractor price as provided by the Authority's supplier/vendor. Any units comprising more than three (3) meters shall include installation of ground level recessed concrete meter pits with appropriate covers. Any meters purchased by the developer shall be delivered to the Authority for installation. Fees under this provision shall be separate from any other fees as set forth herein.

IV MINIMUM CHARGE

(A) The minimum charge, as provided in the rate schedule, shall be collected until consumer notifies Corporation to remove or lock the meter until service is desired. Water may not be discontinued for usage in a twelve-month period. If discontinued and reconnected within a twelve-month period, prior months must be paid for the full twelve months.

(B) 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.

(C) Bills are due upon receipt. Non-payment by the 10th day of the month will be subject to a penalty of 10% of the delinquent amount. Non-payment by the 30th will result in termination of service.

(D) The Corporation shall not under any condition furnish water free of charge to anyone.

V CHARGES FOR USERS AGREEING TO USE SERVICE

(A) Each consumer (i.e., individual, multiple, subdivisions, or developer) subscribing to use the service of the Authority, that requires a new service connection shall pay an impact fee of \$900.00 in addition to a tap fee as identified below:

1. **IMPACT FEE** occurs when any person, group or firm request new service(s). Compensation must be made to

A) help upgrade and maintain the existing system's ability to offset any potential water shortages and/or pressure problems that may result from anticipated short and long term system expansion.

B) And increase the effectiveness of the Authority's ability to provide adequate service to all of its customer's on a year round basis as the system continues to grow at a dynamic rate.

2. **TAP FEES** are as follows:

(a) Residential \$ 450.00

(b) Commercial, 1" or above must be submitted for cost estimate

3. SPECIAL NOTE: On any and all applications for new service, the appropriate tap fee or activation fee must be paid in full at time of application. As to new individual/single services, the \$900.00 impact fee may be paid in full at the time of application or, at the option of the individual, the impact fee may be paid over a twelve month period through equal installments on the monthly bill. As to subdivisions and multiple unit applicants or developers the entire impact fee for each lot, parcel, or unit in the proposed development or subdivision must be paid in full prior to final approval and prior to any water lines being installed.

(B) Each consumer subscribing to use the service of the Authority thru an existing service connection shall pay an activation fee or temporary service fee whichever is applicable.

1). Activation fee of \$100.00 occurs when a service exists but a meter must be connected, meter read, and the water turned on.

2). Temporary service fee occurs when a meter is in place and service once existed but has been discontinued. A service call is requested by the realtor or owner to read the meter and turn on water for a brief period usually for the purpose of selling home to future customers or cleaning the home

for future tenants. The fee charged shall be \$25.00 plus the minimum water rate or maximum water used- whichever is greater.

(C) If service is temporarily interrupted due to non-payment, the consumer shall pay a disconnect/reconnect fee of \$50.00 along with any unpaid balances before service will be restored.

VI. CORPORATION RESPONSIBILITY AND LIABILITY

(A) The Corporation shall run a service line from its distribution line to the property line where the distribution line exists, or is to be constructed and runs immediately adjacent and parallel to the property to be served. No activation fee will be charge for a new service, the activation fee is included in the tap fee as identified in V., above.

(B) The Corporation may take extensions to mains to make connections to service other properties not adjacent to its lines upon payment of all reasonable costs for the extensions as may be required to render such service.

(C) The Corporation may install its meter at such place as it deems expedient to include, at the Corporation's option, on the consumer's property within 3 feet of the property line.

(D) The Corporation reserves the right to refuse service unless the consumer's lines or piping are installed in such manner as to prevent cross-connections or backflow.

(E) Under normal conditions, the consumer will be notified of any anticipated interruption of service.

(F) The Corporation's water system does not provide fire protection. Hydrants installed are for purposes of testing the system, flushing lines during maintenance and other operational functions only.

VII. CONSUMER'S RESPONSIBILITY

(A) Where meter or meter box is placed on the premises of a consumer, a suitable place acceptable to the Corporation shall be provided by the consumer therefore, unobstructed and accessible at all times to the meter reader.

(B) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter, the Corporation to provide a like valve on its side of such meter. The consumer shall furnish and maintain on consumer's side of meter, a backflow preventer (check) valve. The consumer shall furnish and maintain on the consumer's side of meter, a pressure regulator valve.

(C) 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 Corporation's rules and regulations and in full compliance with all applicable building codes, regulations of the County & State Health Department and the Alabama Department of Environmental Management.

(D) Water furnished by the Corporation shall be used for consumption by the consumer only.

(E) The consumer shall not sell water nor provide a service to any other consumer.

Water shall not be used for irrigation, nor other purposes except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

VIII ACCESS TO PREMISES

(A) Duly authorized agents of the Corporation shall have access, at all reasonable hours, to the premises of the consumer, for the purpose of installing or removing corporation property, inspecting piping, reading meters, or for any other purpose in connection with the corporation service and facilities.

(B) Extension to the system shall be made only when the consumer shall grant or convey, or shall cause to be granted or conveyed, to the corporation a permanent easement or right of way across any property traversed by the lines.

IX CHANGE OF OCCUPANCY

(A) Not unless than 3 days notice must be given in person or in writing at the corporation office, to discontinue service or to change occupancy.

(B) The outgoing party shall be responsible for all water consumed up to the time of departure of the timed specified for departure, whichever is longer

(C) The new occupant will apply for water service within 48 hours after occupying the premises and failure to do so will make him liable for the water consumed since the last meter reading

X METER READING-BILLING-COLLECTING

(A) Meters will be read and bills rendered monthly, but the Corporation reserves the right to vary the date or length of period covered, temporarily or permanently if necessary or desirable.

(B) Bills for water will be figured in accordance with the Corporation's rate schedule and will be based on the amount consumed for the period covered by the meter readings except where a consumer orders turn off less than one month after turn off, the minimum bill to such consumer for such period shall equal to the minimum charge of one full month's service.

(C) Consumers subscribing for water pursuant to paragraph IV (A) above will commence payment of at least a minimum water bill to when water is available, whether or not a meter box is installed.

(D) Readings from different meters will not be combined for bill

(E) Minimum bills for underdeveloped properties, where meters have not been installed, may be combined.

(F) Bills shall be paid at the place specified by the Corporation.

(G) Bills are due upon receipt, delinquent on the 10th and a 10% penalty shall automatically be added to such bills if not paid within the 10-day period.

(H) Delinquent notices may be mailed to the customer 10 days after regular monthly billing date, but whether mailed or not, if payment is not made by the 30th day of each month, service may be discontinued.

(I) Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.

XI SUSPENSION OF SERVICES

(A) The Corporation may proceed to collect any unpaid balance in the usual way provided by the law for collection of debts.

(B) Service disconnected for non-payment of bills will be restored only after bills are paid in full and a service charge of \$50.00 paid for each meter disconnected and reconnected.

(C) The Corporation 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 corporation's rules.
3. Emergency repairs.
4. Insufficiency of water supply due to circumstances beyond the Corporation's control.
5. Legal processes.

6.Directions of public authorities.

7.Strike, riot, fire, flood, accident or any unavoidable cause.

(D) The Corporation may, in addition to prosecution by law, permanently refuse service to any customer who tampers with a meter or other metering device.

XII. COMPLAINTS-ADJUSTMENTS

(A) If the consumer believes his bill to be in error, he shall present his claim, in person, at the office of the Walnut Hill Water Authority before the bill becomes delinquent. Such claim, if made after the bill becomes 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 Corporation will make special meter reading at the request of the consumer for a fee of \$25.00; provided, however, that if such special readings discloses that the meter was misread, no charge will be made for the re-read.

(C) Meter will be tested at the request of the consumer upon payment to the corporation of the actual cost of making the test; provided, however, that if the meter is found to over-register beyond 3% of the correct volume, no charge for the test will be made.

(D) If the seal of a meter is broken by other than the Corporation'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 other proper data.

THE FOREGOING NOT WITHSTANDING, THE SYSTEM RESERVES THE RIGHT TO MAKE OR AMEND THE BY-LAWS OR THE RULES AND REGULATIONS OF THE SYSTEM FROM TIME TO TIME, AND THE WATER USER, ALSO CALLED THE CONSUMER, AGREES TO ABIDE BY SUCH CHANGES.

(STATE REQUIREMENT)- CODE OF ALABAMA

335-7-9-.03 Protection required. A suitable backflow prevention device shall be installed on each service connection where an existing or potential health hazard to the water system exists or when any of the following conditions exists:

- a) Premises having an auxiliary water system, unless such auxiliary system is accepted as an additional source by the Department.
- b) Premises on which any substance is handled in such a manner as to create an actual or potential hazard to a water system.
- c) Premises having internal cross connections that, in the judgment of the supplier of water or the Department, may not be easily correctible.
- d) Premises where, because of security requirements, intricate plumbing, or other restrictions, it is impossible to make a complete cross connection survey.
- e) Premises having a repeated history of cross connections being established or reestablished.
- f) NTNC systems and other facilities having fire protection systems utilizing combinations of sprinklers, fire loops, storage tanks, pumps, antifreeze protection or other chemical additives, or auxiliary water sources.
- g) NTNC systems and other facilities having booster pumps which are connected to the water supply line but are equipped with a low suction pressure cutoff device to shut off the booster pumps when suction pressure drops to 20 psi.
- h) Other premises specified by the Department when cause can be shown that a potential cross connection hazard exists.

335-7-9-.05 Discontinuance of Service. The supplier of water shall deny or discontinue water service to a consumer if a required backflow prevention device is not installed or property maintained. Water service shall not be restored to such premises until the deficiencies have been corrected or eliminated to the satisfaction of the supplier and the Department.

The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter, the Corporation to provide a like valve on its side of such meter. The consumer shall furnish and maintain on consumer's side of meter, a back flow preventer (check) valve. The consumers shall furnish and maintain on the consumer's side of meter, a pressure regulator valve.

The consumer's piping and apparatus shall be installed and maintained by the consumer's expense, in a safe and efficient manner and in accordance with the Corporation's rules and regulations and in full compliance with all applicable building codes, regulations of the County & State Health Department and the Alabama Department of Environmental Management.

Adopted this _____ day of _____, 2021

Walnut Hill Water Authority

By: _____
Chairman

Member

Member