

Service Rules and Regulations of Coffeeville Utilities

The Board of Directors of Coffeeville Utilities has adopted the following basic rules and regulations that will be observed by both the Board and its members.

I. Type of Service

- A. The rate schedule set forth below contemplates a single user, such as one family dwelling, one farm dwelling with appurtenances, or one commercial operation, and will not be changed without the prior written consent of the USDA Rural Development.
- B. Extraordinary circumstances, such as subdivision extensions, multiple dwelling units, and industrial users shall be governed by special contract agreements made by the Board of Directors.

II. Rate Schedule

Residential

Water		
First	2,000gallons	\$22.05 Minimum
All Over	2,000gallons	6.41 per thousand gallons
Sewer		
First	2,000gallons	\$26.50 Minimum
All Over	2,000gallons	5.30 per thousand gallons

Commercial Rate shall be the same as the Residential rate.

III. Application for Service

- A. The consumer will make application for service, in person, at the office of Coffeeville Utilities, and will make the necessary deposits as required.
- B. A cash security deposit of \$100.00 will be required of all consumers when water service becomes available.

IV. Charges for Users Agreeing to Use Service

- A. Each consumer subscribing to use the service of the Board shall pay a connection fee of \$50.00 times the number of connections desired.

V. Minimum Charge

- A. The minimum charge, as provided in the rate schedule, shall be for each connection subscribed for under the provisions of IV above.
- B. Water/sewer furnished for a given lot shall be used on that lot only. Each consumer's service must be separately for a single delivery and metering point.
- C. Except for fire protection, the Board shall not under any condition furnish water/sewer free of charge to anyone.

VI. Board's Responsibility and Liability

- A. The Board shall run a service line and sewer lateral from its distribution/collection line to the property line where the distribution line exists, or its to be constructed, and runs immediately adjacent and parallel to the property to be served. No service charge, other than the connection fee referred to in IV above will be made for a 5/8" by 3/4" meter or residential sewer connection. A proportionately greater charge will be made for a meter of a larger dimension.
- B. The Board may make connections to service other properties not adjacent to its lines upon payment of reasonable costs for the extensions of it distribution or collection lines and may be required to render such service.
- C. The Board may install its meter at or near a property line or at the Board's option, on the consumer's property within three(3) feet of the property line.
- D. The Board reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross-connections or backflow.

VII. Access to Premises

- A. Duly authorized agents of the Board shall have access, at all reasonable hours, to the premises of the consumer, for the purpose of installing or removing Board property, inspecting piping, reading and testing meters, or for any other purpose in connection with the Board service and facilities.
- B. Extensions to the system shall be made only when the consumer shall grant or convey, or shall cause to be granted or conveyed, to the Board a permanent easement or right of way across any property traversed by the lines.

IX. Change of Occupancy

- A. Not less than three days notice must be given in person or in writing, at the Board office, to discontinue service or to change occupancy.

- B. The outgoing party shall be responsible for all water/sewer service up to the time of departure or the time specified for departure, whichever period is longer.
- C. The new occupant will apply for water/sewer 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.
- D. The new occupant will make a deposit.

X. Meter Reading, Billing, and Collecting

- A. Meters will be read and bills rendered monthly, but the Board reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- B. Bills for water and sewer will be figured in accordance with the Board's rate schedule and will be based on the amount of water which flows through the meter for the period covered by the meter readings. Where a consumer orders turn-off less than one month after turn-on, the minimum bill to such customer for such period shall be equal to the minimum charge one full month's service.
- C. Consumers subscribing for water/sewer pursuant to paragraph IV-A above will commence payment of at least a minimum water bill when water is available, whether or not a meter box is installed.
- D. Readings from different meters will not be combined for billing.
- E. Bills shall be paid at the place specified by the Board.
- F. Bills are due when rendered, delinquent after the 15th day of the month. A \$5.00 will be automatically added to bills not paid by the 15th.
- G. Delinquent notices may be mailed to the customer 10 days after the regular monthly billing date, but whether mailed or not, if payment is not made by the 30th day of the month, service may be discontinued.
- H. Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.

XI. Returned Check Policy

- A. A \$30.00 fee will be charged for returned checks. After three bad checks, only money orders or cash will be accepted. A returned check will be considered an unpaid bill.

XII. Suspension of Services

- A. When services are discontinued and all bills have been paid, the security deposit will be refunded.

- B. Upon discontinuance of service for non-payment of bills, the security deposit will be applied by the Board toward settlement of the account. Any balance will be refunded to the consumer, but if the security deposit is not sufficient to cover the bill, the Board may proceed to collect the balance in the usual way provided by law for collection of debts.
- C. Service disconnect for non-payment of bills will be restored only after bills are paid in full, such security deposit as may be required by the Board of Directors is made and a service charge of \$50.00 paid for each meter reconnected.
- D. The Board reserves the right to discontinue the service without notice for the following reasons:
 - 1. To prevent fraud or abuse.
 - 2. Consumer's willful disregard for the Board's rules.
 - 3. Emergency repairs.
 - 4. Insufficiency of water supply or sewer collection due to circumstances beyond the Board's control.
 - 5. Legal process.
 - 6. Direction of public authorities.
 - 7. Strike, riot, fire, flood, accident, or any unavoidable cause.
- E. The Board may, in addition to prosecution by law, permanently refuse service to any consumer 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 office of Coffeerville Utilities 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 Board will make a special meter reading at the request of the consumer for a fee of \$25.00. However, if the special reading discloses that the initial meter reading was incorrect, no charge will be made.
- C. Meters will be tested at the request of the consumer upon payment to the Board of the actual cost of making the test. However, if the meter is found to be faulty, no charge will be made.
- D. If the seal of a meter is broken by other than the Board'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 records of his previous bills/or from other proper data.