

# **The Utilities Board City of Muscle Shoals**

## **Rules and Regulations for Water Services**

**Application for Service:** Each prospective customer desiring water service will be required to sign a standard form of application for service or contract before service is connected or tuned on by The Utilities Board.

**Deposit:** A deposit or suitable guarantee approximately equal to one and one half (1½ times) the maximum monthly bill should be required of all commercial and industrial customers. NOTE: Sod-farms, cattle farms, and construction projects shall be classified commercial; residential lawn sprinkler systems shall be classified residential. Residential customer deposits shall be as listed on deposit and rate schedule sheet. Upon termination of service the deposit will be applied against the unpaid bills of the customer, and if any balance remains after such application is made, said balance will be refunded to customer.

**Point of Delivery:** The point of delivery is the property line of street right-of-way or easement or alleyways or as designated by The Utilities Board. Any piping or equipment from this point will be the customer's responsibility to maintain at no expense to The Utilities Board.

**Customer's Plumbing Standards:** All plumbing and piping and equipment must conform to the Southern Building Code-Plumbing Standards and shall be inspected by the City of Muscle Shoals Plumbing Inspector and approved before water service will be turned on as a continued or permanent water supply. Exception shall be made for temporary building and construction purposes.

**Inspection:** The Utilities Board shall accept the inspection approval of the City's Plumbing Inspector and shall not be held responsible for any loss or damage resulting from defects or faulty installation or material defects of the piping or fixtures.

**Service Line Size:** The Utilities Board shall determine the size of service line on all installations of water supply. The cost shall be according to the last schedule set forth by The Utilities Board.

**Water Supply To New Subdivisions:** The Utilities Board shall determine the size of piping necessary to provide, first-adequate fire protection, secondly-domestic usage according to number of services to be installed. The cost of all piping, valves and accessories and labor shall be paid by the subdivision developer. Meter service cost shall be paid by the builder or individual constructing a building or house.

**Customers' Responsibility for Utility Board's Property:** All meters, service connection, and other equipment furnished by The Utilities Board shall be, and remain, the property of The Utilities Board. The customer shall provide a space for and exercise proper care to protect the property of The Utilities Board at its premises and, in the event of loss or damage to The Utilities Board's property arising from neglect of customer to care for the same, the cost of the necessary repairs or replacements shall be paid by the customer. In the event the meter has been tampered with or the seal broken, the water service to the customer may be discontinued until a fee of not less than \$25.00 is paid at the office of the Utilities Board for servicing the meter.

**Right of Access:** The Utilities Board's identified employees shall have the right of access to customer's premises at all reasonable times for the purpose of reading meters, testing, repairing, removing or exchanging any or all equipment belonging to The Utilities Board.

**Billing:** Bills will be rendered monthly and shall be paid within fifteen (15) days from date of bill at the office of the Electric Board. Failure to receive bill will not release customer from payment obligation. Should bills not be paid as above, The Utilities Board may at any time thereafter discontinue service. Bill paid on or before the final date of payment shall be payable at the net rates, but thereafter the gross rates shall apply, as provided in the Schedule of Rates and Charges. Should the final date for payment of the bill at the net rates fall on a weekend or holiday, the business day next following the final date will be held as a day of grace for delivery of payment. Net rate remittances received by mail after the time limit for payment of said net rates will be accepted by The Utilities Board at the Electric Board Office, if the incoming envelope bears United States Post Office date stamp of the final date for payment of the net amount or any date prior thereto.

**Discontinuance of Service by the Utilities Board:** The Utilities Board may refuse to connect or may discontinue service for the violation of any of its Rules and Regulations, or for violation of any of the provisions of Rates and Charges. The Utilities Board may discontinue service to customer for theft of water or the appearance of water theft devices on the premises of the customer. The discontinuance of service by The Utilities Board for any causes as stated in this rule does not release customer from his obligation to The Utilities Board for the payment of minimum bills as specified in application of customer or contract with customer. A charge of not less than ten (10) dollars will be required when notices of discontinuance are delivered to customer by any employee of The Utilities Board.

**Reconnection Charge:** Whenever service has been discontinued by The Utilities Board, as provided above or a trip is made for the purpose of discontinuing service, the following charges will be collected by The Utilities Board before service is restored:

Normal working hours:	Forty-Five Dollars (\$45)
After hours, holidays, weekends:	Ninety-Five Dollars (\$95)

Note: For purposes of restoring services, after hours is considered as anytime

after 2:30 PM.

**Termination of Contract by Customer:** Customers who have fulfilled their contract terms and wish to discontinue service must give at least (3) days written notice to that effect, unless contract specified otherwise. Notice to discontinue service prior to expiration of contract term will not relieve customer from any minimum or guaranteed payment under any contract or rate.

**Charges for After Hours Call-Outs:** Customers requesting a service call after hours will be charged an amount of Seventy-Five (\$75) Dollars for the service technician's call-out. If it is determined that the problem is with The Utility Board's property, the charge will be waived.

**Service Charges for Temporary Service:** Customer requiring water service on a temporary basis may be required by The Utilities Board to pay all costs for connection and disconnection incidental to the supplying and removing of service. This rule applies to circuses, carnivals, fairs, temporary construction, and the like.

**Interruption of Service:** The Utilities Board will use reasonable diligence in supplying water, but shall not be liable for breach of contract in the event of, or for loss, injury, or damage to persons or property resulting from interruption in service, excessive or inadequate pressure, or otherwise unsatisfactory service, due to shutting off or opening valves as a result of line breakage or connections to main lines.

**Shortage of Water:** In the event of an emergency or other condition causing a shortage in the amount of water needed to meet the demand on its system, The Utilities Board may, by an allocation method deemed equitable by The Utilities Board, fix the amount of water to be used by customer and/or may otherwise restrict the time during which customer may make use of water for other than domestic household use such as lawn sprinkling, sod farming, etc. If customer fails to comply with such allocation or restriction, The Utilities Board may take such remedial actions, as it deems appropriate under the circumstances including temporarily disconnecting water service and charging additional amounts because of necessity to take such actions. The provisions of the Section entitled Interruption of Service of this Schedule of Rules and Regulations are applicable to any such allocation or restriction.

**Pressure Fluctuations Caused by Customer:** Water services must not be used in such a manner as to cause unusual fluctuations or disturbances to The Utilities Board Water System. The Utilities Board may require customer, at his own expense, to install a suitable apparatus, which will reasonably limit such fluctuations.

**Additional Usage:** The service connection meters supplied by The Utilities Board for each customer have definite capacity. For usage above the definite capacity the customer must contact The Utilities Board Office for changes in size of service and added cost.

**Standby and Resale Service:** All purchased water service (other than emergency or standby service) used on the premises of customer shall be supplied exclusively by The

Utilities Board, and customer shall not, directly or indirectly, sell sublet, assign, or otherwise dispose of the water or any part thereof.

**Notice of Trouble:** Customer shall notify The Utilities Board immediately, should the service be unsatisfactory for any reason, or should there be any defects, trouble, or accidents affecting the supply of water. Such notices, if verbal, should be confirmed in writing.

**Meter Tests:** The Utilities Board will, at its own expense, make periodic tests and inspections of its meters in order to maintain a high standard of accuracy. The Utilities Board will make additional tests or inspections of its meters at the request of customer. The customer may be required to pay a \$50 meter test fee in order to get a meter tested. If the test shows that the meter is inaccurate, the \$50 fee will be refunded. If the test shows that the meter is accurate the \$50 fee will be forfeited by the customer.

**Relocation of Water Meters & Fire Hydrants:** The Utilities Board shall, at the request of Customer, relocate or change existing Utilities Board owned equipment, if practicable. Customer shall reimburse The Utilities Board for such changes at actual cost, including appropriate overheads.

**Leak Adjustment Policy:** Adjustments will be made only in case of excess usage resulting from a leak or broken line in the yard, under house or building, in the meter or other inconspicuous place. Usage will not be adjusted resulting from commode leaks or leaky faucets in the house or building. In case an adjustment is due, the average usage is determined & deducted from the total usage. The remainder is divided in  $\frac{1}{2}$ . One  $\frac{1}{2}$  is then added to average usage and charged to the customer. The Utilities Board absorbs the other  $\frac{1}{2}$ . The sewer is adjusted to the average. In case of a leak in the meter or customer service connection (Utilities Board equipment), usage is adjusted to the average on both water & sewer.

**Scope:** This schedule of Rules and Regulations and Service Policy is a part of all contracts for receiving water services from The Utilities Board, whether the service is based upon contract, agreement, signed application, or otherwise. A copy of this schedule, together with a copy of The Utilities Board's Schedule of Rates, Service Policy and Charges, shall be kept open to inspection at the Offices of The Electric Board, Avalon Avenue and The Utilities Board, 2210 E. Second Street, Muscle Shoals.

**Revisions:** These Rules and Regulations and Service Policy may be revised, amended, supplemented, or otherwise changed from time to time, without notice. Such changes, when effective, shall have the same force as the present Rules and Regulations and Service Policy.

**Conflict:** In case of conflict between any provisions of any rate schedule and the Schedule of Rules and Regulations and Service Policy, the rate schedule shall apply. These basic Rules and Regulations are subject to further interpretation, definition and specification as set forth in the Service Policy of The Utilities Board, which follows. In case of conflict between the Rules and Regulations and either the published rate

schedules or the Service Policy, the order of application shall be first the rate schedule, secondly the Rules and Regulations, and then the Service Policy.