

PUBLIC WATER SUPPLY DISTRICT NO. 3 OF COLE COUNTY, MISSOURI

RULES AND REGULATIONS

July 18, 2020

1. General:

These rules and regulations have been adopted to govern the water services furnished by the District in a uniform manner for the benefit of the District and its water users. They are subject to change from time to time. All such changes must be approved by the State Director of the Farmers Home Administration, United States Department of Agriculture, or his successor, so long as the District has unpaid obligations which are held by or insured by the United States of America. If any portion of these rules shall be declared invalid by competent authority, such **voidance** shall not affect the validity of the remaining portions.

2. Definitions:

The following expressions when used herein will have the meaning stated below:

Applicant: Any individual, firm, partnership, corporation or other agency owning land located within the District, applying for a water user's agreement.

Board: The board of Directors of Public Water Supply District No. 3 of Cole County, Missouri.

Water Users: Any individual, firm, partnership, corporation or other agency receiving water and water services, or to whom water services are made available, from the District's facilities pursuant to a written Water User's Agreement.

Point of Delivery: The point of delivery shall be at the meter, unless otherwise specified in the Water User's Agreement.

Service: The term service when used in connection with the supplying of water shall mean the availability for use by the water user of water adequate to meet the water user's requirement. Service shall be considered as available when the District maintains the water supply at normal pressure at the point of delivery, in readiness for the water user's use, regardless of whether or not the water user makes use of it.

Water User's Agreement: The written agreement or contract between the water user and the District, pursuant to which water service is supplied or made available.

State Director: The State Director of the Farmers Home Administration for Missouri, United States Department of Agriculture, or his successor.

Water Services: A water service shall consist of facilities for supplying water to one residence or business establishment located on land within the District.

3. Rate Schedule:

Rate schedule for water and water service are fixed by the Board of Directors. The rate schedule is subject to change by action of the Board within approval of the State Director. If a provision of the rules and regulation conflict with a provision of the rate schedule, the provision of the rate schedule shall prevail. If the total amount of revenue and income derived from the collection of the water rates is insufficient to meet the payment of the costs of operation, maintenance, depreciation, necessary extensions and enlargements, and payment of the principal and interest on any general and special obligation bonds, then outstanding, with their attendant obligations pursuant to the terms of the bonds and authorizing resolutions, the Board will increase the water rates for the first month thereafter to an amount sufficient to meet these costs and obligations.

4. Applications:

Applicants for Water User's Agreements shall make application to the Clerk of the District.

5. Readiness to Accept Services:

Before installing a service extension and providing water, the Board may require the applicant to pipe his home and be in readiness to accept service.

6. Service is for Sole Use of the Water User:

A standard water service connection is for the sole use of the water user, and does not permit the extension of pipes to transfer water from one property to any other consumer. If an emergency or specific situation should make such an arrangement advisable, it shall be done only on specific written permission of the Board of Directors for the duration of the emergency.

7. Agreements with Governmental and Public Bodies:

The Board may make specific water service contracts with the United States of America and its agencies, the State of Missouri, and its agencies, School Districts and municipal corporations, differing from stipulations set out in the rate schedule and rules. Such contracts must receive written approval by the State Director before being placed in effect.

8. Right of Access:

Representatives of the District shall have the right at all reasonable hours to enter upon the water user's premises to read and test meters, inspect piping, and to perform other duties for the maintenance and operation of service, or to remove its meters and equipment upon discontinuance of service by the water user.

9. Continuity of Service:

The District will 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 water users who may be affected by such interruptions, but the District will not accept responsibility for losses, which might occur due to such necessary interruptions.

The District does not accept responsibility for losses, which might occur due to interruptions to service for any causes.

10. Meters:

Meters will be furnished, installed, owned, inspected, tested, and kept in proper operating condition by the District, without cost to the water user, except that each water user shall pay a connection fee set by the Board which shall not be refundable. 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 by the Board.

11. Meter Accuracy:

Service meter errors which do not exceed two percent (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 arrived at by taking the average of the error at full load and that at ten percent (10%) load, unless a water user's rate of usage is known to be practically constant in which case the error at such constant use will be used.

12. Meter Location:

Meters shall be set in an accessible place on the outside of buildings except where otherwise directed by the District. All meters shall be set horizontally and never connected into a vertical pipe. Meters outside of buildings shall be placed in meter boxes furnished and installed by the District.

13. Bills:

Bills will be rendered for service by the 10th day of the month following that in which service that in which the service was rendered as set forth in the rate schedule. Service Bills not paid by the 10th of the month shall be subject to a five percent (5%) penalty. Failure of the District to submit a service bill shall not excuse the water user from this obligation to pay for the water used when the bill is submitted. Failure to pay a bill by the 25th day of the month following the month, in which the bill is rendered, shall result in the disconnection of the service. The water district has someone read the meters on the 10th day through the 15th day of each month to bill for the previous month, payment shall be mailed to the water district, 127 Rt. T, Jefferson City, MO 65109, or may be dropped off in the drop box located at the same address. The water district shall provide for the mailing of cards properly prepared for the computing of such bill by the water user.

14. Reconnection Charges:

The reconnection charge for restoration of service, or reconnection is authorized and approved under the provisions of the By-Laws of the District, after each suspension of service because of delinquent payment or for the other infraction of these rules shall be the unpaid amount plus a \$30.00 reconnection fee during the hours of 8:00 a.m-4:00 p.m. Monday thru Friday only! Reconnection of service will be restored the following business day, set by the Board of Directors. All other reconnection fees shall be \$10.00. (Example, a seasonal disconnection, requested by the owner.)

15. Requested Meter Tests:

Meter tests requested by water users will be performed without cost to the water user if the meter is found to be in excess of two percent (2%) **fast**. Otherwise the water user for whom the requested test was made will be charged the cost of making the test.

16. Consumer's Responsibility:

The water user shall be responsible for any damage to the meter installed for his service, for any cause other than normal wear and tear.

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17. Customer Complaints:

"It shall be the Policy of the water district that when a customer calls to report a problem they will be informed that the district manager will respond to the call. The customer will also be informed that if no problem nor equipment malfunction is discovered at the point of service (the water meter) and if a sampling of the water at that location is within the parameters as determined by The Missouri Department of Natural Resources there will be a service charge of forty dollars (\$40.00) added to the customers bill. If there is a problem with the meter or the test sample does not meet The Missouri Department of Natural Resources standards, the problem will be corrected at no expense to the customer."

18. Change of Occupancy:

It shall be the water user's responsibility to anticipate any change of occupancy and to withdraw the balance of the meter deposit less any amounts due the District. Until such withdraw is made the original water user shall be responsible for payment of services.

19. Main Extensions and Future Connections:

In extending water mains to service an applicant or making a future connection to an applicant after the completion of the original water service of the District the Board may charge a connection fee which is subject to adjustment to take into consideration the average cost of the entire system to each water user at the discretion of the Board.

20. Services:

The District will install and maintain all water pipes, the corp stop, meter, and the meter setting from its main to the meter on property abutting the right of way along which the main is installed. The service pipe shall not be less than ¾ inches in size. The owner will pay for the corp stop, meter, and meter

setting. The meter will set in front of the premises to be served or at the closest point on the water user's premises as designated by the District.

21. Meter Deposits:

All water users of said Water District and applicants therefore shall make a service deposit before connecting any water service lines to the water lines and meters of said District. This meter deposit shall be established by resolution of the Board of Directors and is in addition to the connection fee. The Board may establish a standard meter deposit and then adjust it for special cases such as business establishment users requiring a large volume of water, special meters, etc. Public Water Supply District No. 3, of Cole County, requires a \$30.00 Meter Security Deposit for all Home Owners, a \$30.00 Meter Security Deposit for each unit of a Multiple Complex, and a \$110.00 Meter Security Deposit for all renters. These deposits are kept by the water district until the tenant or owner moves out of the district then the meter deposit will be taken out of the final bill or the remainder is refunded to the forwarding address or if the owner sells the property. Home owner shall be defined as one who owns residence and the real estate on which resident resides.

22. Tank Sales:

The Board has the exclusive power to authorize tank sales or sales in bulk of water from such supply heads and such rates as it may designate.

23. Applicants Having Excessive Requirements:

In the event an applicant whose water requirements are found to exceed the District's ability to supply it from existing plant without adversely affecting service to other water users to an unreasonable extent, the District will not be obligated to render such service, unless and until suitable self-liquidating financing is arranged to cover necessary investment in additional plant.

24. Connection with Private Water Systems:

There shall be no physical connection between any private water system, including private wells, and the water system of the District. An approved air gap separation or reduced pressure principle backflow prevention assembly shall be installed at the service connection or within any premises where it would present an immediate and dangerous hazard to health should a cross connection occur. Representatives of the District shall have the right at all reasonable hours to enter upon water user's premises for the purposes of inspection and enforcement of this provision. Violation of this provision shall constitute cause for disconnection of a water user's service.

It shall be the duty of the consumer at any premises on which backflow prevention assemblies required by these rules and regulations are installed to have inspections, tests made annually. The District will send a notice out in early spring reminding consumer to have their backflow inspected the district will compile the reports to make sure they have been completed.

25. Multiple and Commercial Users:

The Board of Directors shall have the right, from time to time, to establish reasonable rules regarding multiple and commercial users for the protection of the District. Multiple hook-ups shall be guaranteed for a five (5) year

period, whether or not they are in actual use, unless such hook-up is at the end of a water line where the line must be extended for actual installation, hook-up and service, in which case the length of the guarantee shall be determined by the Board of Directors. Where multiple hook-ups are contracted for, paid, and guaranteed, and where all hook-ups are not connected, the water user shall be permitted to utilize all minimums paid for all hook-ups through those which are in operation, without additional charge, until all minimums have been exhausted in the applicable month, providing the monthly minimum for each hook-up is paid.

26. Individual Connection:

Individual connections, whether connected or not, shall be guaranteed for six (6) months, except where such connection is at the end of a water line, as planned, where the line must be extended for actual installation, hook-up or connection and service, in which case the length of the guarantee shall be determined by the Board of Directors.

27. Lead Ban

No water service connection shall be installed or maintained to any premises where lead base materials were used in new construction or modifications of the drinking water plumbing after January 4, 2014. If a premise is found to be in violation of this rule, water service shall be discontinued until such time that the drinking water plumbing is lead free. Lead free means that the solder and flux used contains no more than 0.2 percent (0.2%) lead, and the pipe and pipe fittings used contains no more than 0.25 percent (.025%) lead.

28. One Time Leak Adjustment

The District can allow a one time 50% reduction of a water bill when the customer has a large bill due to a leak outside the home. Customer must come to the Board Meeting to make the request for the reduction of the water portion of their bill.

Unanimously adopted at meeting of the Board of Directors, held August 20, 2020 at the Public Water Supply District No. 3, 127 Rt. T, Jefferson City, Missouri, with 4 members of the Board of the Directors present.

ATTEST:

Clerk

President

(SEAL)