

# **The Greater Ward One Waterworks District**

## **Rules and Regulations**

### **I. Classification of Service**

- A. Residential: This classification is divided among five (5) categories:
  - 1. (WR) is a single-family dwelling with monthly usage up to 2,000 gallons
  - 2. (W3) is a single-family dwelling with monthly usage up to 5,000 gallons
  - 3. (W2) is a two-family dwelling with monthly usage up to 2,000 gallons
  - 4. (WF) is a three-family dwelling with monthly usage up to 2,000 gallons
  - 5. (WH) is a four or five-family dwelling with monthly usage up to 2,000 gallons
- B. Commercial: This classification applies to all services not classified as residential and is divided among (5) categories:
  - 1. (WD) zero to 5,000 gallons monthly usage
  - 2. (WB) zero to 20,000 gallons monthly usage
  - 3. (WA) zero to 50,000 gallons monthly usage
  - 4. (WG) zero to 7,000 gallons monthly usage (including 1 residential user)
  - 5. (WC) zero to 15,000 gallons monthly usage

### **II. Application for Service**

- A. The water user will make application for service in person at the office of the Water District and at the same time make all required deposits as discussed below. If a request for service is made by phone (or other device) the customer application will not be processed until all required information and all necessary fees and deposits have been received.
- B. The Water District may reject any application for service not available under a standard rate, or which may affect the supply of service to other customers, or for other good and sufficient reasons.
- C. The Water District may reject any application for service when the applicant is delinquent in payments of bills incurred for service previously supplied at any location.
- D. For violation of any of the provisions of these rules relating to application for service, the Water District may discontinue service at the expiration of a seven-day period following mailing a written notice to the last known address of the water user. If service thereafter is reconnected, the water user shall first pay the Water District a reconnection fee of \$25.00.

### **III. Establish an Account**

- A. Each water user shall be required to submit a completed Application for Service and enter into a Water Users Agreement, which has been approved by the Board of Commissioners, and each water user shall be required to pay in advance the appropriate fee or fees necessary for the type of service requested before a meter can be installed or water service can be initiated to serve the water user.
- B. A separate completed customer Application for Service, including all of the requested information, and a signed Customer Service Agreement, is required for each meter installed.

#### **IV. Initial or Minimum Charge**

The initial or minimum charge, as provided in the rate schedule for that type of account, shall be paid by the water user for each meter installed.

#### **V. Customer Deposits and Additional Fees**

- A. New water users who purchase or rent an existing residence shall be required to pay a deposit appropriate for their type of service as provided in the fee schedule.
- B. The deposit, less any monies owed to The Greater Ward One Waterworks District, will be returned to the customer after the last bill is paid.

#### **VI. Water District Responsibility and Liability**

- A. The Water District will install, maintain and operate a main distribution pipeline and lateral lines to the nearest access point to the property of each water user. A water meter for each connection will be owned, installed, and maintained by The Greater Ward One Waterworks District. The Water District will also purchase and install a cut-off valve at each meter. The Water District shall have the sole and exclusive right to use such cut-off valves.
- B. Each water user shall be entitled to purchase from the Water District, pursuant to such agreements as may from time to time be provided and required by the Water District, water for domestic, livestock, garden, industrial, and commercial purposes as a water user may desire, subject, to the provisions and limitations of these Rules and Regulations. The Water District will deliver to each user (through a single basic service line) only such water as may be necessary to supply the needs of the persons residing within a single farmstead or dwelling and of the livestock owned by such persons and to irrigate a household garden.
- C. When two or more meters are to be installed on the same premises for different water users, they shall be closely grouped and each clearly marked as to which water user it supplies.
- D. All meters shall be installed in such a manner so that the top of the meter is not more than four (4) inches below the lid of the meter box in order to allow for the unobstructed and accurate reading of the meter.
- E. The Water District does not assume the responsibility of inspecting or maintaining the water user's piping or apparatus and will not be responsible for adequacy or damage.
- F. The Water District reserves the right to refuse service unless the water user's lines or piping are installed and maintained in such a manner as to prevent cross-connection or backflow, in accordance with The Greater Ward One Water District's Cross-Connection Control Policy as required by the State of Louisiana.
- G. The Water District shall not be liable for damage of any kind whatsoever resulting from water, or the use of water, on the water user's premises, unless such damage results directly from negligence on the part of the Water District. The Water District shall not be responsible for any damage done by, or resulting from, any defect in the piping, fixtures, or appliances on the water user's premises. The Water District shall not be responsible for negligence of third persons, or forces beyond the control of the Water District resulting in any interruption of service.
- H. No new service line may be installed, or changes made in any existing service line, that will interfere with an existing line or its use for the delivery of water. Each service line shall connect with the Water District at the nearest available place of desired use by the water user, unless the Water District has insufficient capacity to permit the delivery of water through a service line at that

place without interfering with the delivery of water to other users. If the Water District deems it not practical to provide access at the user's requested point, the meter will be installed at such place as can be determined which will not interfere with the delivery of water to already established users. Each water user will be required to dig or have dug a ditch for the connection of the service line or lines from the meter to be installed for the user to their dwelling or other portion of his premises. Each water user will also be required to purchase and install the portion of the service line or lines from the installed meter to the place of use on his premises and to maintain such portion of such service line or lines which shall be owned by the water user, at their own expense.

- I. In the event the Water District's water supply shall be insufficient to meet all of the needs of the water users, or in the event there is a shortage of water, the Water District will require all users to abide by the Water District's By-Laws, Article IX, Section 5. If an insufficient volume of water is still not available, the Water District will apportion the water available among the various water users on such basis as deemed equitable and practical by the Water District, prioritizing domestic use. In times of water shortage, the Water District may also prescribe a schedule of hours covering the use of water and require adherence thereto. The Water District will first satisfy all the needs of the water users for domestic purposes and other priority users as determined by the Board of Commissioners before supplying any water for livestock purposes, and must satisfy all of the needs of the water users for both domestic and livestock purposes before supplying water for other uses, including garden, irrigation, industrial, or commercial purposes.

## **VII. Water Users Responsibility**

- A. Piping on the water user's premises must be so arranged that the connections are conveniently located with respect to the Water District's lines and mains.
- B. The water user agrees to install Schedule 40 PVC (or better quality) pipe to connect to the meter and extending no less than ten (10) feet from the meter.
- C. The water user agrees to not install or maintain any direct tie-in to the service line within ten (10) feet of the meter.
- D. If the water user's piping on water user's premises is so arranged that the Water District is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.
- E. Where a meter is placed on the premises of a water user, a suitable place shall be provided by the water user for placing such meter, which shall remain unobstructed and accessible at all times by the Water District's maintenance department.
- F. Once a meter is installed, it will become the water user's responsibility to keep and maintain the meter reasonably unobstructed by water, dirt or other debris and also to keep the meter within the four (4) inch guideline as described in Section VI, Subsection D. If a problem arises, the water user will receive appropriate notification that there is a problem, and it will be their responsibility to correct the problem within sixty (60) days from receipt of notification. If, at the end of that time, the water user has not corrected the problem, the Water District will have no choice but to disconnect the water service until such time as the problem is corrected. Once the Water District has been notified the problem has been corrected, the water user will be reconnected and charged a re-connect and inspection fee.
- G. The water user shall furnish and maintain a private cut-off valve on the water user's side of the meter. The Water District will provide a cut-off valve on the Water District side of such meter.

H. The water user's piping and apparatus shall be installed and maintained by the water user at the water user's expense, in a safe and efficient manner and in accordance with the Water District's Rules and Regulations, and in full compliance with the sanitary regulations of Louisiana Department of Health and Human Resources.

I. The water user shall guarantee proper protection for the Water District's property placed on the water user's premises and shall permit access to the Water District's property only by authorized representatives of the Water District.

J. In the event that any loss or damage occurs to the property of the Water District, or any accident or injury to the person or persons or property is caused by the results from the negligence or wrongful act of the water user, their agents or employees, the cost of the necessary repairs or replacements shall be paid by the water user to the Water District and any liability otherwise resulting shall be assumed by the water user.

K. The amount of such loss or damage or the cost of repairs shall be added to the water user's bill and, if not paid, service may be discontinued by the Water District.

L. Water furnished by the Water District shall be used for domestic or commercial consumption by the water user; that is, members of their household, and employees only. The water user shall not sell water provided by the Water District to any other person or permit any other person to use said water. Disregard of this rule shall be sufficient cause for discontinuance of service and refusal of future service.

#### **VIII. Access to Premises**

A. Duly authorized agents of the Water District shall have access, at all reasonable hours, to the premises of the water uses for the purpose of installing, repairing, or removing Water District property, inspecting piping, reading or testing meters, or for any other purpose in connection with the Water District's service and facilities.

B. Lincoln Parish Police Jury Ordinance 302, Section 10, grants the Water District the power to expropriate property for any purpose that it may find necessary in the operation of its waterworks system. It may also dig under or excavate the roads, streets, sidewalks, and alleys in the Water District for the purpose of laying pipe lines or water mains. Submission of the Application for Service constitutes granting the Water District access and a servitude as necessary to establish and maintain service. Furthermore, as part of their Customer Service Agreement each water user shall grant or convey access, or shall cause to be granted or conveyed, to the Water District, a permanent servitude and right-of-way across any property owned, or controlled by the water user wherever said permanent servitude, easement, and right-of-way is necessary for the water system facilities and lines, so as to be able to furnish service to the water user.

#### **IX. Change of Occupancy**

A. Not less than a three (3) day notice must be given in person, by telephone, or in writing at the Water District's office, to discontinue service or to change occupancy and transfer the user's account to the new occupant.

B. The outgoing party shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever period is longest.

#### **X. Meter Reading, Billing, Collecting**

A. Meters are normally electronically read at or around the 15<sup>th</sup> of the month, but the Water District reserves the right to vary the dates or length of period covered if necessary or desirable.

- B. Bills for water will be calculated in accordance with the Water District's published rate schedule and will be based on the amount consumed for the period covered by the meter readings, except where a water user orders turn-off less than one month after turn-on, in which case the minimum bill to such consumer for such period shall be equal to the minimum charge for one full month's service.
- C. User's monthly bills for water service are due in full on or before the 10<sup>th</sup> of the month.
- D. Charge for service commences when meter is installed or the connection made, whether used immediately or not.
- E. Readings from different meters will not be combined for billing, regardless of the fact that said meters may be for the same or different premises, or for the same or different water users, or for the same or different services.
- F. Bills are normally mailed to the water user the day after the meters are read. Failure to receive bills or notices shall not prevent such bills from becoming delinquent, nor relieve the water user from payment.
- G. The failure to pay duly imposed water charges by the 10<sup>th</sup> of the month shall result in the automatic imposition of a penalty of ten (10) percent of the delinquent amount.

## **XI. Suspension of Service**

- A. Bill payments not received by the 20<sup>th</sup> of the month will result in a \$25.00 delinquency fee, and be subject to disconnection with no further notification.
- B. The Water District reserves the right to discontinue its service without notice for the following additional reasons:
  - 1. To prevent fraud or abuse.
  - 2. For water users willful disregard of the Water District's rules and regulations.
  - 3. For emergency repairs.
  - 4. For insufficiency of supply.
  - 5. As necessary pursuant to legal processes.
  - 6. At the direction of public authorities.
  - 7. For strike, riot, fire, flood, accident, or any unavoidable or necessary cause.
- C. The Water District may, in addition to prosecution by law, refuse service to any water user who tampers with a water meter or other measuring device until restitution has been made to the Water District for repairs and all bills for water delivered have been paid, including an estimated amount for water not metered as a result of the tampering.
- D. The failure to pay water charges duly imposed shall result in the automatic imposition of the following penalties:
  - 1. Non-payment for twenty days after due date: The delivery of water to the delinquent water user's property shall be terminated until full payment, including the delinquency fee. For instance, the bill is due on the 10<sup>th</sup> and disconnect will happen on or around the 1<sup>st</sup> of the following month.
  - 2. Non-payment for sixty days after the original due date will allow the Water District, in addition to all other rights and remedies, to terminate the water user's account.

## **XII. Complaints and Adjustments**

- A. If the water user believes a bill to be in error, they may submit their claim, in person or by telephone, at the Water District office before the bill becomes delinquent. Such claim, if made

after the bill has become delinquent, may be considered a factor in a determination of discontinuance of service as heretofore provided.

- B. If the meter fails to register correctly, or is stopped for any cause, the water user shall pay an amount estimated by the Water District from the record of previous bills and considering other available pertinent data.
- C. Any water leak that happens on the water user's side of the meter is not the responsibility of the Water District, and the bill will not be adjusted. The Water District does have a policy and procedure for a payment plan which may be offered to customers who have experienced significant water leaks due to an event or incident. To be considered for a payment plan, the water bill must have increased beyond what the customer can be reasonably expected to pay in a 30-day period and represent a minimum of \$300.00. Criteria as follows:
  - 1. Evidence of a leak will be verified by consumption records for the location. In determining if an account is eligible for payment arrangements, the excess consumption must be at least fifty (50) percent higher than the previous six-months average use.
  - 2. Until an on-going leak is repaired, and receipt(s) submitted as proof, and verified by the Water District personnel, (a) a payment plan will not be entered into, and (b) the account will be subject to disconnection for non-payment.
  - 3. When the above criteria have been met, and if requested by the water user
    - (a) A written payment plan agreement will be prepared and entered into by the water user and the Water District.
    - (b) The length of the payment plan will be as follows:
      - Balance of \$300.00 to \$600.00 – Payment plan not to exceed 120 days.
      - Balance of greater than \$600.00 – Payment plan will be determined and approved by the President and two other Board Members.

**XIII. Abridgement or Modification of Rules**

- A. No promise, agreement, or representation of any employee or agent of the Water District shall be binding upon the Water District except as it shall have been agreed upon, in writing, signed, and accepted by the Board of Commissioners.
- B. No modification of rates or any of the Water District's Rules and Regulations shall be made by any agent or employee of the Water District. Rates are set by the Board of Commissioners.

**XIV. A current Fee Schedule is attached.**

GREATER WARD ONE WATERWORKS RATES			
As of January 1, 2024			
Code	Type	Usage Gal.	** Min Rate**
WD	COM	0 - 5,000	\$ 46.00
WB	COM	0 - 20,000	\$ 89.00
WA	COM	0 - 50,000	\$ 251.00
WG	COM + 1 RES	0 - 7,000	\$ 59.50
WC	COM	0 - 15,000	\$ 76.00
WR	RES	0 - 2,000	\$ 15.00
W3	RES	0 - 5,000	\$ 46.00
W2	RES (2 ON 1 METER)	0 - 2,000	\$ 29.00
WF	RES (3 ON 1 METER)	0 - 2,000	\$ 43.00
WH	RES ( 4 ON 1 METER)	0 -2,000	\$ 71.00
V	FIRE LINE		\$ 11.00
** Residential Customers - Additional rate calculated at .00300 per gallon over max used**			
** Commercial Customers - Additional rate calculated at .00325 per gallon over max used**			
DEPOSITS: AS OF 1/1/2024			
TYPE		AMOUNT	
RESIDENTIAL		\$100.00	
RENTAL PROPERTY - ALL MOBILE HOMES & HOUSES		\$150.00	
COMMERCIAL USER 0-5000 GAL PER MONTH		\$150.00	
COMMERCIAL USER 50,000 GAL PER MONTH		\$200.00	
MOBILE HOME PARKS CODE A (0-50,000 GAL)		\$1,000.00	
MOBILE HOME PARKS CODE B (0-20,000 GAL)		\$500.00	
OTHER: BARN, SPRINKLER, ETC.		\$100.00	
SPECK HOUSES		\$150.00	
OTHER SERVICES			
REPLACE METER LID		\$30.00	
REPLACE METER BOX		\$50.00	
Bulk Water Sales per Gallon		\$0.05	

METER SET ONLY:			BULK WATER		
SIZE	AMOUNT		\$50 FOR EVERY 1000 GALLONS (OR \$.05 PER GALLON )		
3/4"	415.00		<b>GALLONS</b>	<b>PRICE</b>	
1"	615.00		100	5.00	
			200	10.00	
<b>LINE TAP AND METER :</b>			300	15.00	
SIZE	AMOUNT		400	20.00	
			500	25.00	
3/4"	1,475.00		600	30.00	
1"	1,875.00		700	35.00	
2"	4,250.00		800	40.00	
			900	45.00	
<b>LINE TAP , METER &amp; ROAD BORE</b>			1000	50.00	
			1100	55.00	
3/4"	TO BE DETERMINED by CONTRACTOR		1200	60.00	
1"	TO BE DETERMINED by CONTRACTOR		1300	65.00	
2"	TO BE DETERMINED by CONTRACTOR		1400	70.00	
			1500	75.00	
			1600	80.00	
			1700	85.00	
			1800	90.00	
			1900	95.00	
			2000	100.00	
			2100	105.00	
			2200	110.00	
			2300	115.00	
			2400	120.00	
			2500	125.00	
			2600	130.00	
			2700	135.00	
			2800	140.00	
			2900	145.00	
			3000	150.00	
			3100	155.00	
			3200	160.00	
			3300	165.00	
			3400	170.00	
			3500	175.00	
			3600	180.00	
			3700	185.00	
			3800	190.00	
			3900	195.00	
			4000	200.00	