

Rates, Rules and Regulations

GOVERNING THE SERVICE

To

WATER AND SEWER CUSTOMERS

of the

Water Works and Sewer Board

of the

City of Oxford, Alabama

1. APPLICATION FOR CONNECTION TO MAIN

Connection with the mains of the Board, where they are adjacent to the premises to be served, will be made upon written application of the owner of the premises, on blanks furnished by the Board, and upon payment of applicable tapping fee charges and full compliance by the applicant with the rules and regulations of the Water Works and Sewer Board. The size of service line, valves, meters, and other fittings, fixtures or appliances necessary to give the service applied for, shall be determined by the Board.

2. APPLICATION FOR SERVICE

(A) Upon the written application on the form furnished by the Board, and upon compliance by the applicant with the rates, and regulations of The Water Works and Sewer Board of the City of Oxford, the owner or tenant of any premises will be supplied with water service, provided connection with the main has already been made or applied for by the owner of the premises.

(B) Such application for service may be substantially the following form:

"The undersigned hereby requests to be supplied with water by The Water Works and Sewer Board of the City of Oxford at the premises shown hereon, and none other, for which I agree to pay at the Board's established schedule of rates, and to comply with the rules and regulations of the Board, making them a part of this agreement. I agree to claim no damage on account of the stoppage of the flow of water resulting from accident, or where necessary to make alterations, repairs or improvements. I further agree to pay the charges for all water used and sewer charges when applicable for the premises as applied for in the application until I order the water service discontinued. For failure to comply with this agreement, or any part thereof, The Water Works and Sewer Board may shut off the water from such premises without notice to me."

(C) A new application must be made by the consumer upon any change in tenancy, or change in premises, and The Water Works and Sewer Board has the right to discontinue the water supply until such new application is made.

(D) Should a consumer occupying any premises where the water service is on, fail to apply to the Water Works and Sewer Board for service within forty-eight hours after occupying such premises, he shall be liable for all charges for water and sewer service, to that premises that have accrued since the last regular reading of the meter prior to the date said new customer occupied such premises.

3. SERVICE PIPES, METERS AND FIXTURES

(A) The Water Works and Sewer Board will furnish and maintain at its own

cost, all necessary pipes, fittings and appliances, including meters, meter boxes, valves and valve boxes, to deliver water to the consumer's pipe line at a point just inside the curb line on the street, and just outside the property line in alleys and to other public places; all such pipes, meters, valves, boxes and appliances to remain the property of The Water Works and Sewer Board, and at all times to be accessible to it and under its control.

- (B) The service line from the Board's valve box on private fire protection lines, or from the meter box on metered service, shall be installed, owned and maintained in good condition by the consumer or his landlord; and shall include a valve or stop and waste cock so situated that it controls the main service line and all fixtures of the consumer.
- (C) All leaks in the service pipe from the Board's valve or meter box to the consumer's premises, and all leaks in the fixtures on the consumer's premises shall be the responsibility of the consumer, both as to maintenance and as to payment for water wasted.
- (D) All pipes, meters and appliances of the Board and all pipes, fixtures and plumbing on the consumer's premises shall at all reasonable hours be subject to inspection by authorized agents of the Board.

4. METERS

- (A) The Board will install meters on all service lines and charge for water consumed at the schedule of rates.
- (B) The Board reserves the right to install meters on any private fire protection line and charge for all water consumed at the regular rates in excess of the amount required for extinguishing fires and normal testing and fire drills supervised by the authorized employees of the consumer or personnel of the fire department.
- (C) All meters will be furnished by the Board and shall remain its property and be accessible to and subject to its control.
- (D) Meters will be maintained by the Board so far as ordinary wear and tear are concerned; but damage due to hot water or any other cause under control of the consumer shall be paid for by the consumer.
- (E) When water is furnished by meter measurement, the quantity recorded by the meter shall be conclusive on both the consumer and the Board, except when the meter has been found to be registering inaccurately or has ceased to register. In the latter case, the quantity may be determined by the average registration when the meter was in working order.
- (F) In such case of a disputed account, involving the accuracy of the meter,

such meter shall be tested by the Board upon the request of the consumer. In event the meter so tested is found to have an error in registration of three per cent or more, the bill will be increased or decreased accordingly. No meter will be tested for the same consumer oftener than once in any twelve month period, except at the expense of the consumer in case the meter is found not to be in error more than three per cent either way.

5. COMPLAINTS

Any consumer having a complaint as to minimum charge, the meter registration, the meter reading, the computation of the bill, the quality of the service, or any other sincere complaint regarding water service may register such complaint at the office of The Water Works and Sewer Board, and each said complaint shall be thoroughly investigated and report made to the consumer making the complaints.

6. DAMAGES

- (A) The Board shall in no event be responsible for maintaining any consumer's service line, nor for damage done by water escaping therefrom, nor for defects in lines or fixtures on the property of the consumer. The consumer shall at all times comply with the regulations of the municipality and The Water Works and Sewer Board, relating to account of change in grade or otherwise.
- (B) All injury to mains, service pipes, valves, meters, fire hydrants or other appliances of the Board shall be chargeable to the person or persons causing such injury, and the expense of repairing the same shall be recovered from such person and/or persons.

7. DISCONTINUANCE OF SERVICE

Service under any application may be discontinued for any of the following reasons:

- (A) For misrepresentation in application as to property or facility to be supplied, or the use to be made of the water.
- (B) For neglecting or refusing to make or renew advance payment, or for non-payment of any account for water supplied and sewer charges or water service for fire protection, or for non-payment of any scheduled fee or charge.
- (C) For the use of water for any other property or person than that described in application.
- (D) For the wilful or negligent waste of water through improper or imperfect pipes or fixtures on private fire protection lines.

- (E) For the use of water through private fire protection lines for any purpose other than the extinguishment of fire or supervised fire drills.
- (F) In case of vacancy of premises.
- (G) For molesting or damaging any pipe, meter, seal, curb stop, meter box, or any other appliance of the Board.
- (H) For faulty plumbing fixtures that might siphon impurities into the water supply; for unauthorized "cross connections" or for any other condition not approved by the Public Health Department.
- (I) For violation of any Rule and/or Regulation of The Water Works and Sewer Board of the City Board of Oxford.

8. RENEWAL OF SERVICE

- (A) When service has been discontinued, the same will be renewed under a proper application; provided the conditions for which the service was suspended have been corrected, and upon the payment of all charges provided in the schedule of rates of the Water Works and Sewer Board.
- (B) A consumer whose service has been discontinued for non-payment, or who owes a past due account for water or sewer service at one residence or place of business, shall not have the right to require service at another residence or place of business until all charges of the Board for water and sewer service furnished have been paid, and its rules and regulations complied with.

9. GENERAL RULES AND REGULATIONS

- (A) No plumber, or other unauthorized person shall turn water off at any of The Water Works and Sewer Board's valves, corporation stops, curbstops; or disconnect or remove any meter without the consent of the Board. All appliances are for use by the Board's employees only.
- (B) The rate fixed in the schedule to be paid for private fire protection contemplates the use of a sufficient amount of water through said hydrants for a bona fide purpose of extinguishing fires by or under supervision of the fire department or authorized employees of the consumer. Use of the hydrants and the water that flows through them for any other purpose is forbidden.
- (C) Use of public fire hydrants or the water that flows through them for any other purpose than extinguishment of fire, or fire practice or hose testing by the fire department, is forbidden except as the Board may give written permission for each particular time and occasion.

- (D) No consumer shall furnish water to any other person, firm or corporation, either by use of pipes or fixtures on his own premises, or by extending pipes to the premises of the other person, firm or corporation, or by allowing water to be carried from his pipes, fixtures or premises without first having complied with the rates, rules and regulations governing such cases.
- (E) All new consumers requiring both metered and fire protection service shall install two separate lines, with no inter-connection to exist between them; one of the lines to be used only to supply fire protection.
- (F) It being unlawful to install a meter jumper, or to restore, or receive water service in any manner without having complied with the rates, rules and regulations of The Water Works and Sewer Board, all persons doing so shall be prosecuted according to law.
- (G) As necessity may arise in case of break, emergency or for other unavoidable cause, the Board shall have the right to temporarily shut off the water supply, in order to make necessary repairs, connections, etc. In such case, the Board shall not be liable for any damage or inconvenience suffered by the consumer.
- (H) The Board shall have the right to reserve a sufficient supply of water in its reservoirs at all times, to provide for fire and other emergencies, or may restrict or regulate the quantity of water used by consumers in case of scarcity, or whenever the public welfare may require it.
- (I) No agent or employee of The Water Works and Sewer Board shall have the right to bind it by any promise or agreement in violation of these rules and regulations.
- (J) The Water Works and Sewer Board reserves the right at any time to alter, amend or add to these Rates, Rules and Regulations, or to substitute other Rates, Rules and Regulations thereof.

Adopted September 9, 1965.