# *Easley-Central Water District*
## Operations Guideline

The Board of Commissioners of the Easley-Central Water District has approved this operations procedure to ensure fair and consistent enforcement of water district rules and regulations for every customer.

- **Re-Connect Fee**- If water service is discontinued for non-payment, a re-connect fee of $50.00 plus any other balance due must be paid before service will be restored.

- **Bill Payment**- Bills are due by the 10th of every month. After the 10th of the month, customers will be charged a 10% penalty (sewer not included) in addition to their regular bill amount. If the account balance is not paid by the 25th of the month, service will be discontinued. In order to restore service, a re-connect fee of $50.00 plus the past due amount must be paid in our office.

- **Unpaid Balance**-If a customer leaves that operates a business and owes a balance, the new tenant will have to pay the balance plus the connect fee in order to get water service.

- **Special Payments**- In the event a customer is unable to make a payment by the due date, the customer must contact our office personnel in order to make special arrangements for payment. The district Superintendent has final discretion on these arrangements. Payment must be made in full by the date given or water service will be discontinued. A re-connect fee may apply.

- **Returned Check Fee**- If a check is returned to the water district because of insufficient funds, water service will be discontinued. A $30.00 returned check fee and account balance must be paid before water service is restored.

- **Returned Bank Draft Fee**- Same as Returned Check Fee (see above)

- **Tampering Fee**- In the event water service has been discontinued for any reason, we may choose to place a lock and tab on the valve to prevent anyone other than water system personnel from restoring service. If anyone other than water system personnel removes this lock and tab from the meter box, the customer will be charged the replacement cost of these devices as well as any damage done to meter box and/or lid. Tampering with water service can result in a fine of $1,000.00.

- **Water Meter Change Out**-In the event a water meter is replaced for any reason; the district is not responsible for any pressure reducer problems that might occur.

- **Water Tap Fees**- ¾" Tap- $2000.00
    1" Tap- $2300.00
    1 ½" Taps and above will be determined at purchase.

- **Non-Refundable Connection Fee**- When a new customer requests residential service, a non-refundable fee of $50.00 is due when account information is taken by office personnel. Business accounts are subject to a non-refundable fee of $80.00.

- **Sewer Charges**- The water district collects sewer fees associated with certain accounts and does not guarantee operation of this service. These fees are passed on to the appropriate agency that provides sewer service.

- **Adjustment of water bills**- Adjustment to any residential water bill starts at $100.00 dollars. The customer will be billed at a discount rate of $ 2.00 per thousand gallons of the remaining usage. This will be a one time a year adjustment. Mobile home parks that share one master meter will start at $ 150.00.

### Operating Procedures for Fire Line

- **As of June 1, 2018, all new construction that requires a fire line or fire suppression system must have a fire line metering station installed. The price of meter will be determined by the size and material of line. All metering stations will be installed by Easley-Central Water District contractors. The Beeson-Rosier Group Engineering firm will design the system and oversee the installation of the metering station. All existing buildings that are being updated that require fire suppression systems will be grandfathered. These buildings will not be required to have a fire line metering station but will pull water in an emergency from a separate line that will feed the suppression system.**

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Larry W. Hudson
Chairman, Board of Commissioners


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 Scott Whelchel
Secretary, Board of Commissioners

**Date:**_____