

Date: \_\_\_\_\_

New Acct: \_\_\_\_\_

Application for Water Service for the Town of Rich Square  
(Please Print)

Billing Name: \_\_\_\_\_

Service Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Telephone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

SSN#, FED ID# or Valid Driver's License# \_\_\_\_\_

Do you want a duplicate bill sent to an address other than the service or mailing address? YES \_\_\_\_ NO \_\_\_\_

Address: \_\_\_\_\_

Who will live at this address? Tenant \_\_\_\_\_ Owner \_\_\_\_\_

IF TENANT IS APPLYING FOR WATER SERVICE, THE PROPERTY OWNER MUST AGREE TO TERMS AND SIGN THE THIRD PAGE OF THIS APPLICATION.

Type of Property: Commercial \_\_\_\_\_ Apartment \_\_\_\_\_ Residential \_\_\_\_\_

Service Start Date: \_\_\_\_\_

\*\*\*Two forms of Identification are required due to the Red Flag Federal Law. If extra work is needed to restore or start service that is not covered by the turn-on fee, it will be the owner's responsibility. In those cases, if extra work is necessary, I / WE agree to pay the Water Department for the extra services or contact a private plumber to make repairs to turn on the Water Service.

Water/Sewer Bills are due on the 20<sup>th</sup> of each month, if bills are not paid by the 21<sup>st</sup>, there will be a 10% delinquent fee applied to the balance on your account. If the bill is not paid by the 25<sup>th</sup> at 4:30 pm, the water/sewer service will be disconnected on the 26<sup>th</sup>. To have water service restored, the bill will have to be paid in full along with a \$50.00 delinquent fee. No late notices will be sent. The responsibility of the bill is the Customers.

I have read and understand the Rules and Regulations for the Town of Rich Square's Water/Sewer Department and will abide to them.

Applicant Signature: \_\_\_\_\_

Date: \_\_\_\_\_

OWNER'S WRITTEN PERMISSION FOR TENANT TO HAVE WATER SERVICE AT:

Address: \_\_\_\_\_

Failure by the owner to approve and return this form within 10 days, will result in termination of service until form has been received by the Water Department.

I / WE the undersigned owner(s) of the property listed on this application agree to Water Service being initiated as requested.

I /WE the undersigned owner(s) of the property described in this application agree to the terms and conditions of the Town of Rich Square's Water/Sewer Department.

Signature of Property Owner(s): \_\_\_\_\_

Print Full Name(s): \_\_\_\_\_

Street Address: \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Telephone #(s): (    ) \_\_\_\_\_ - \_\_\_\_\_      (    ) \_\_\_\_\_ - \_\_\_\_\_

Date: \_\_\_\_\_

The Owner of the said property must sign and return this application within 10 days to:  
Town of Rich Square  
P.O. Box 336  
Rich Square, NC 27869

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For Office Use Only: Water \_\_\_\_\_ Sewer \_\_\_\_\_ Both \_\_\_\_\_

Deposit Amount \$ \_\_\_\_\_

Inside City Limits \_\_\_\_\_ Outside City Limit \_\_\_\_\_

Beginning Meter Reading: \_\_\_\_\_

Processed By: \_\_\_\_\_

Town of Rich Square  
P.O. Box 336  
Rich Square, NC 27869  
(252) 539-2315

**Rules and Regulations of the Town of Rich Square**  
**Water and Sewer Department**

- I. Classification of Service
  - a. In-Town
  - b. Out-of-Town
- II. Rate Schedule

In-Town:	<u>Water Rate</u>	<u>Sewer Rate</u>	<u>Total Bill</u>
Base Charge(0 Gallons)	22.60	37.55	60.15
1 – 1,999 gallons usage	22.60	37.55	60.15
2,000 – 2,999 gallons	24.40	39.35	63.75
3,000 – 3,999 gallons	26.20	41.15	67.35
4,000 – 4,999 gallons	28.00	42.95	70.95
5,000 – 5,999 gallons	29.80	44.75	74.55
6,000 – 6,999 gallons	31.60	46.55	78.15
7,000 – 7,999 gallons	33.40	48.35	81.75
8,000 – 8,999 gallons	35.20	50.15	85.35
9,000 – 9,999 gallons	37.00	51.95	88.95
10,000 – 10,999 gallons	38.80	53.75	92.55

Out-of-Town:	<u>Water Rate</u>	<u>Sewer Rate</u>	<u>Total Bill</u>
Base Charge(0 Gallons)	43.50	55.25	98.75
1 – 1,999 gallons usage	43.50	55.25	98.75
2,000 – 2,999 gallons	45.30	55.25	100.55
3,000 – 3,999 gallons	47.10	55.25	102.35
4,000 – 4,999 gallons	48.90	55.25	104.15
5,000 – 5,999 gallons	50.70	55.25	105.95
6,000 – 6,999 gallons	52.50	55.25	107.75
7,000 – 7,999 gallons	54.30	55.25	109.55
8,000 – 8,999 gallons	56.10	55.25	111.35
9,000 – 9,999 gallons	57.90	55.25	113.15
10,000 – 10,999 gallons	59.70	55.25	

Delinquent Fee: For accounts not paid by the 20<sup>th</sup> of the month: 10% of the delinquent balance on account

Re-Connect Fee: For accounts cut-off on the 26<sup>th</sup> of the month:  
Each occurrence of being cut-off for non-payment: \$50.00

Meter Tampering Fee:  
Per occurrence: \$100.00

Request for Meter Re-Read:  
The Town will make a special meter reading at the customer's request for a fee of \$15.00, however, if that special reading discloses that the meter was over read, no charge will be made.

Water Tap Fee:  
¾ inch main side: Rate charged by Town Contractor  
¾ inch on opposite side: Rate charged by Town Contractor  
Each increase in pipe size: Rate charged by Town Contractor

Sewer Tap Fee:  
4-inch tap: Rate charged by Town Contractor

Water / Sewer Deposit:  
Rental Property: \$150.00  
Owner Property: \$150.00

III. Application for Service

- a. Service will be supplied only to those who have executed a signed Water and Sewer Application with the Rules and Regulations agreed upon.
- b. Customer will complete an application for service with two forms of identification and at the same time pay the required deposit guarantee.
- c. The Water and Sewer Department may reject any application for services which is not available under a standard rate, which involves excessive service cost, which may affect the supply of service to other customers or for other sufficient reasons.
- d. The Water Department may reject any application for service when the customer is delinquent in payment of bills incurred for service previously supplied at any location, provided that when the owner of the premises has been served Water and has not paid for the same, the Water Department shall not be required to render service to anyone at said location where the Water was used until said Water bill has been paid in full.
- e. If Sewer service is requested where Water Service is available, the customer will be required to connect to the Water System.

IV. Deposit

- a. All Customers will make the Minimum Deposit defined as follows:
  - i. Homeowners: \$150.00
  - ii. Renters: \$150.00
- b. Once a customer has made twelve consecutive payments on time, the deposit will be refunded when they move. Once their final bill has been satisfied with the Town. Deposits shall not draw interest.
- c. The Individual in whose name the Deposit is made shall be responsible for payment of all bills incurred in connection with the service furnished.
- d. A separate deposit is required for each additional meter installed.
- e. Where the Town finds that the request for a deposit refund is questionable, the Town may require the applicant refund to produce the Deposit receipt properly endorsed.
- f. **If the Customer moves before the 12 consecutive billing cycles have been paid the deposit is forfeited.**

V. Initial or Minimum Charge

- a. The initial or minimum charge, as provided in the rate schedule, shall be made for each meter installed, regardless of location. Each meter requires a separate meter reading sheet, and each meter reading sheet shall cover a separate and individual account.
- b. Water furnished for a given lot shall be used on that lot only. Each consumer's service must be separately metered as a single delivery and metering point.
- c. Each Commercial unit and each storeroom or stall used for business purposes, shall be metered separately from any residential use and vice versa, whether now in service or to be installed in the future.

VI. Water and Sewer Department's Responsibility and Liability

- a. The Town shall run a service line from its distribution line to the property line, where the distribution line runs immediately adjacent and parallel to the property to be served, and for which a tap fee then effect will be charged.
- b. The Town may install its meter at the property line of at the Town's option, on the customer's property or in a location mutually agreed upon.
- c. When two or more meters are to be installed on the same premises for different consumers, they shall be closely grouped and each clearly designated to which consumer it applies.
- d. The Town does not assume the responsibility of inspecting the consumer's piping or appurtenances and will not be responsible, therefore.
- e. The Town reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent a cross connection or back flow.
- f. The Town shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises unless such damage results directly from negligence on the part of the Town. The Town shall not be responsible for any damage done by or resulting

from any defect in the piping, fixtures, or appliances of third person or forces beyond the control of the Town resulting in any interruption of service.

- g. Under normal conditions, the consumer will be notified of any anticipated interruption of service.
- h. The Town shall not be liable for damages of any kind to household appliances to include Hot Water Heaters, Icemakers, Refrigerators or Hot Water Furnaces, if services are disconnected for non-payment of bill.
- i. The Town shall not be liable for any damages to household appliances to include Hot Water Heaters, Icemakers, Refrigerators, or Hot Water Furnaces because of Water being turned off to make emergency repairs to lines, tanks, and/or pumps.

VII. Consumer Responsibility

- a. Piping on the customer's premises must be so arranged that the connections are conveniently located with respect to the Town lines or mains.
- b. If the consumers piping on the consumers premises is so arranged that the Town is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.
- c. When the meter is placed on premises of a consumer, a suitable place shall be provided by the consumer for always placing such meter unobstructed and accessible to the meter reader.
- d. The consumer shall furnish and maintain a private cut-off valve on the consumers side of the meter and the Town to provide a like valve on the Town's side of such.
- e. The consumers piping apparatus shall be installed and maintained by the Consumer at the consumers expense in a safe and efficient manner and in accordance with the Town's rules and regulations and in full compliance with the sanitary regulations of the Public Water Supply Section of the Division of Water Resources. **IN NO INSTANCE SHALL A CROSS CONNECTION BE ALLOWED.**
- f. The consumer shall guarantee proper protection for the Town's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the Town.
- g. If any loss or damage to the property of the Town or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his agents or employees, the cost of the necessary repairs or replacements shall be paid by the consumer to the Town and any liability otherwise resulting shall be assumed by the consumer.
- h. The amount of such loss or damage or the cost of repairs shall be added to the consumer's bill and if not paid, services shall be discontinued by the Town.

VIII. Access to Premises

- a. Duly authorized agents of the Water and Sewer Department shall have access at all reasonable hours to the premises for the consumer for the purpose of installing or removing Town property, inspecting piping, reading, and/or testing meter or for any other purpose in connection with the Town's services and facilities.

- b. Each consumer shall grant or convey or shall cause to be granted or conveyed to the Town a perpetual easement and right-of-way across any property owned or controlled by the consumer wherever said perpetual easement and right-of-way is necessary for the Town Water Facilities and lines to be able to furnish service to the customer.

IX. Change of Occupancy

- a. Not less than three days' notice must be given in person or in writing at the Water Department Office to discontinue service for a change in occupancy.
- b. The outgoing party shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever is longest.

X. Meter Reading, Billing, Collecting

- a. Meters will be read between the 18<sup>th</sup> and 23<sup>rd</sup> of each month. The bills will be rendered by the 1<sup>st</sup> of the following month, but the Town reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- b. Bills for Water and/or Sewer will be figured in accordance with the Town's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter readings.
- c. Bills are due when rendered and become delinquent by the 21<sup>st</sup> of the month whereupon a penalty of 10% of the balance owed will be added. If not paid by the 25<sup>th</sup> of the month services will be discontinued by the Town on the 26<sup>th</sup>, there will be a \$50.00 fee charged for reconnection.
- d. Bills returned to the Town for incorrect address will result in disconnection of service. It is the customers responsibility to make sure their bill is paid each month. If Mail returned to the Town Hall, we will attempt to notify customer of the returned mail and it is the responsibility of the customer to make sure they can receive their monthly bill. **Not receiving your bill does not stop the delinquent fee nor the disconnect for non-payment process.**

XI. Suspension of Service

- a. When services are discontinued and all bills paid, the deposit will be refunded if terms of deposit are met.
- b. Upon discontinuance of service for nonpayment of bills, the deposit will be applied by the Town toward settlement of the account. Any balance will be refunded to the consumer, but if the deposit is not sufficient to cover the bill, the Town may proceed to collect the balance in the usual way provided by the law for the collection of debts.
- c. Services discontinued for nonpayment of bills by the 25<sup>th</sup> of the month **will be restored only after bills are paid in full including all fees.**
- d. The Town reserves the right to discontinue its services without notice for the following additional reasons:
  - i. To prevent fraud or abuse
  - ii. Consumers willful disregard of the Town's rules and regulations
  - iii. Emergency repairs

- iv. Insufficiency of supply due to circumstances beyond the Town's control.
- v. Legal processes
- vi. Direction of Public Authorities
- vii. Strike, riot, fire, flood, accident, or any unavoidable cause

XII. Complaints, Adjustments

- a. If a consumer believes their bill to be in error, they shall present their claims in person at the Water/Sewer Department Office **before the bill becomes delinquent**. Such claim if made after a bill has become delinquent shall not be effective in preventing discontinuance of service as heretofore provided. The consumer may pay such bill under protest and said payment shall not prejudice their claim.

XIII. Abridgement or modification of rules

- a. No promise, agreement or representation of any employee of the Town shall be binding upon the Town except as it shall have been agreed upon in writing, signed, and accepted by the acknowledged representative of the Town.
- b. No modification of rates or any of the rules and regulations shall be made by any agent of the Town.