



# Cullman County Water Department

## Rules and Regulations

The following rules and regulations are for the information and protection of the customers of the Cullman County Water Department. The customer is responsible for being aware of said rules and regulations, as well as where their meter is located and how to turn it off in case of an emergency. The water rates for Cullman County Water Department are determined by CCWD and will be payable at such rates, time and place as determined by CCWD. The following rules, regulations and all associated fees mentioned are effective February 1, 2021; are retroactive for existing accounts; supersede all previous rules, regulations and fees; and are subject to change without advance notice. A **non-refundable service fee will be required and will be determined by current rates.**

**New Service Tap/Meter Installation:** Certain criteria must be met by a customer for a new service tap. Be sure you have read and understand the following policies. Customer must apply for service, meet all requirements and be contacted by CCWD before a new water service contract will be accepted.

- 1 Customer must provide the following at time of application: a 911 address for the location of the tap installation issued by the governing county; a billing address; a valid phone number; photo ID; a copy of the property deed or signed permission by the property owner (Rental Form) where the service will be installed; full payment of tap fee; signature acknowledging receipt of CCWD rules and regulations
- 2 If accepted, CCWD will install a water connection consisting of labor, saddle, corporation stop, service line, curb stop, meter, and check valve to a point adjacent to the property line of an establishment or residence on the road right of way.
- 3 Any partial payment will be refunded and transaction canceled if not paid in full after 30 days.
- 4 Full payments will be refunded and transaction canceled if not released to construction after 60 days.
- 5 CCWD will determine if sufficient pressure (20psi) exists. If pressure is less than 20 psi the tap fee will be refunded.
- 6 Monthly billing will start immediately upon installation of tap/meter even if customer has not begun using water.
- 7 **Customer is responsible for installing a permanent, inline water shut-off valve immediately adjoining the check valve at the meter. Water spigots will not be accepted as a shut-off valve.**
- 8 **CCWD will lock service at time of installation. Lock will only be removed by CCWD after notification by customer and verification by CCWD that the permanent, inline water shut-off valve has been correctly installed immediately adjoining the check valve. If we are called by the customer for lock removal and the shut-off valve is not installed as required, customer will be charged a \$75 service fee.**
- 9 New water services must remain active for a minimum of 12 months once the account becomes active. If service is disconnected and the account becomes inactive for any reason before the end of the stated 12 month term, the applying customer will be responsible for the full 12 month minimum billing amount.
- 10 Customer is solely liable for any connection past the check valve. CCWD is not liable for any connection or problem past the check valve on the customer's side.
- 11 Customer is solely liable for any connection, maintenance, or leaks that may occur on the customer's side.
- 12 Customer should use their personal shut off valve for all personal use and emergencies.
- 13 Once the water service is established, any request by customer to move the service/meter will require a new application and full tap fee payment.
- 14 **Water Pressure Regulators:** It is the customer's responsibility to install and maintain a pressure regulator.

**New Service Requests with Existing Meters:** A customer requesting water service with CCWD where a meter service line already exists must pay a service fee for the service to be connected and to begin an account. The fee covers, reading, unlocking and other costs associated with the connection. The customer must show photo ID, 911 address, letter of credit, property deed, rental verification form (if applicable); and meter number, if available. **The meter will be unlocked within 48 hours provided that you do not have an impending balance due on any previous accounts in your name. If you have a balance due, this balance must be paid in full before the new account will be unlocked.** Should a customer change their mind about establishing a service in their name, and the service request has already been worked by CCWD, there will be a \$75.00 charge for the unlock and re-lock of the water service. Therefore, the customer will only be refunded a portion of the paid service fee. **Any service connect request that is placed on hold for any reason will be cancelled after 30 days.**

**Vacant Services/Meter Sets:** Service Connections and or meter sets without billing for a consecutive 24 month period will be subject to removal. In the event that service is requested after the removal of the service connection and or meter set, the customer will be responsible for all tapping fees associated with the new service. After the meter is located and assigned to be removed the customer has 2 weeks to activate the meter and start billing. Once the service has been removed the customer has 6 months from the pull date to activate the meter at our normal service fee. The customer must pay a minimum monthly bill for no less than 12 consecutive months. After 6 months customer will be responsible for the full water tap fee.

**Water Service:** Customer is responsible for all water usages, penalties and or fees once an account is activated in your name until we receive in writing that you wish for service to be discontinued. You agree, in order for CCWD to service your account or to collect any amounts you owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.

**Meter Replacement:** Meters and all associated parts are the property of the Cullman County Water Department. If a meter is found to be registering incorrectly, it will be replaced at no charge to the customer. **If a customer wishes to upgrade to a larger meter, the full tapping fee will be required to be paid in advance.**

**Access to Premises:** CCWD must have access to read and maintain meters at all times.



**Sewer Fees:** The Cullman County Commission has authorized CCWD to collect sewer fees at the request of local sewer systems. These fees will be added to the customer's monthly bill.

**Fire Hydrants:** Cullman County Water Dept. will install a 6" fire hydrant on the road right-of-way if the main will accommodate a 6" hydrant and the water department determines that a hydrant is needed. CCWD reserves the right to deny fire hydrant placement requests even after the appropriate fees have been paid. If a hydrant placement is approved the full tapping fee must be paid in advance by the customer. By installing the fire hydrant, CCWD does not in any way guarantee that the volume of the water or the pressure at the hydrant will comply with the requirements of any insurance agency or fire department. CCWD reserves the right to remove any hydrant at any time it deems necessary or expedient. The hydrant will always be the property of the Cullman County Water Dept.

**Flush Hydrants:** Cullman County Water Dept. will install a 3" flush hydrant on the road right-of-way if the main will accommodate a 3" flush hydrant and the water department determines that a flush hydrant is needed. CCWD reserves the right to deny flush hydrant placement requests even after the appropriate fees have been paid. If a flush hydrant placement is approved the full tapping fee must be paid in advance by the customer. By installing the flush hydrant, CCWD does not in any way guarantee that the volume of the water or the pressure at the flush hydrant will comply with the requirements of any insurance agency or fire department. CCWD reserves the right to remove any hydrant at any time it deems necessary or expedient. The hydrant will always be the property of the Cullman County Water Dept.

**Leak Adjustments-** CCWD may make a one-time leak adjustment per active account with at least 6 full billed cycles. To qualify, the use in question must be at least four times the average monthly use for the same time of the year. The leak must be repaired before any adjustment will be given. The person requesting the adjustment must be the person listed on the account and must provide to CCWD proof of identity. The request for an adjustment must be done in a timely manner and CCWD reserves the right to deny adjustments of late fees if the request is not received before the due date stated on the affected bill. CCWD understands that high bills for leaks in some cases cannot be paid at one time and will offer a payment plan with no penalties if paid as agreed. See Payment Plans. *CCWD reserves the right to deny any requested adjustment.*

**Payment Plans-** CCWD will work out a payment plan for a customer whose bill is more than four times their average monthly use. The payment plan may be paid over time with no penalties for late balances. The request for a payment plan must be made in a timely manner. CCWD reserves the right to deny adjustments of late fees if the request is not received before the due date stated on the affected bill. The person signing the payment plan must be the person listed on the account and must provide to CCWD proof of identity. All payment plans must be paid by the due date listed on the bill in addition to current monthly charges. If at any time the payment plan is not met, the agreement is in default and the water service may be discontinued and only reconnected with the total balance due on the account plus any applicable reconnect fees.

**Water Line Locates:** CCWD is a member of the Alabama One-Call service. Please call 1-800-292.8525. Under Alabama state law, excavators must give utility companies a MINIMUM of 48 hour notice before starting to dig; customers are also required to give a MINIMUM notice of 48 hours. If you have an emergency locate after normal business hours please call 256-734-2900 and leave a detailed message on our water outage answering service. This is the information needed to process your line locate request.

\*Company Name \*Nearest intersecting road \*Time frame (48 hours or emergency) \*Caller's name \*Type of work being done \*Phone # \*Road bore/no road bore \*Address of locate\*How area is marked

If you do not call for a line locate and you rupture a CCWD water line, you will be charged \$100.00 per inch of pipe per line.

**Fees and Penalties:**

**Water Tap Fees** *All compound meters require a quote.*

3/4" Tap approx. 30 GPM \$ 1,000.00

1" Tap approx. 50 GPM \$ 1,200.00

*All requests over 1" require prior approval before contract will be accepted.*

1 1/2" Tap approx. 100 GPM \$ 2,000.00+ *Additional material, labor, equipment fees to be quoted.*

2" Tap approx. 160 GPM \$ 3,000.00+ *Additional material, labor, equipment fees will be quoted.*

**Fire and Flush Hydrants** *All fire and flush hydrants require approval.*

6" Fire Hydrant - \$3,250.00 Post Hydrant - \$1,950.00

**Damage Charges for No Locate Repairs**

2" line=\$500.00 3" line=\$750.00 4" line=\$850.00 6" line=\$950.00 8" line=\$1,500.00

10" thru 16" will be 200.00 per inch plus cost of equipment needed to repair lines.

**Miscellaneous Fees and Penalties**

**Service Fee** \$150.00

**Meter Damage** \$400.00

**Nonpayment Collection & Reconnect Fee** \$80.00

**After Hour & Same Day Service Fees** \$100.00

**Unauthorized Reconnection / Tampering** \$500.00

**Meter Test Fee** \$125.00

**Reread Fee** \$50.00

**Hydrant Permit Fee** \$150.00

**Fire Hydrant Meter Loss/Damage** \$500.00 plus cost of meter

**Delinquent Penalty** 10%

**Residential Rate Schedule Effective 1-1-2021** *All other classification rates by request.*

First 2000 \$ 27.51 + tax

Next 3000 \$ 11.57 + tax

Next 5000 \$ 10.82 + tax

Next 5000 \$ 10.77 + tax

All Over \$ 8.63 + tax