

CITY OF ZAVALLA

RULES AND REGULATIONS OF THE ZAVALLA WATER/SEWER DEPARTMENT

1. One meter per household or business allowed. No dual connections. If a City official discovers that more than one home or business are on the same meter, the Customer will be notified by certified mail and will be given 30 days to come in compliance.
2. All Customers must pay a deposit and connection fee as listed below:

Water Only	Water and Sewer
Deposit-----\$50.00	Deposit-----\$100.00
Connection Fee----\$50.00	Connection Fee---\$100.00

*****THE DEPOSIT WILL BE REFUNDED WHEN THE ACCOUNT IS CLOSED AND PAID IN FULL. THE CONNECTION FEE IS NON REFUNDABLE*******

3. All meters will be read as close to the 19th and 20th of each month as possible. All bills are due by the 10th of each month.
4. Termination notices will be mailed out on the 11th and the water will be disconnected on the 21st of each month. Water will never be terminated on a Friday or the day before a holiday. If water is terminated, the balance must be paid in full plus a \$50.00 reconnect fee which also must be paid before the water meter will be unlocked. No water that is disconnected for non-payment will be reconnected after 3:00 p.m.
5. **Tap Fees** are \$400.00 plus a \$50.00 deposit for water. Tap fees for sewer are \$200.00 plus cost, plus a \$50.00 deposit. All taps will be installed by a City Employee or the City's contractor. A Customer may not put their own tap in. One tap per each fee paid. The deposit and tap fee are required before a tap is installed. The meter, meter box, and any other item necessary to install the tap is furnished and maintained by the City.
6. **Transfer Fees** are \$20.00 and will be added to the Customer's bill. This is only for service address transfers. This does not apply to switching your account into someone else's name. (They will be considered a new Customer and need to pay a deposit and connect fee).
7. **Leaks and Sewer Backups** are the City's responsibility from the water meter to the main lines. Any problems with the water or sewer on the Customer's side of the meter or tap to the house/business is the Customer's responsibility. Customers are responsible for caps on the sewer clean outs. Periodically, City workers will inspect to see that all sewer clean outs have caps. If they are not covered, the sewer department will replace the cap and the cost of the cap will be charged to the Customer.
8. **Restrictions.** The following unacceptable practices are prohibited by State regulations:
 - a. No direct connection between the public drinking water supply and a potential source of contamination is permitted. Potential sources of contamination shall be isolated from the public water system by an air-gap or an appropriate backflow prevention device.
 - b. No cross-connections between the public drinking water supply and a private water system is permitted. These potential threats to the public drinking water supply shall be eliminated at the service connection by the installation of an air-gap or reduced pressure zone backflow prevention device.
 - c. No connection which allows water to be returned to the public drinking water supply is permitted.
 - d. No pipe or pipe fitting which contains more than 0.25% lead may be used for the installation or repair of plumbing at any connection which provides water for human use.
 - e. No solder or flux which contains more than 0.2% lead can be used for the installation or repair of plumbing at any connection which provides water for human use.
9. **SERVICE AGREEMENT.** Terms of the service agreement are between the City of Zavalla and the Customer.
 - a. The city of Zavalla will maintain a copy of this agreement as long as the Customer and/ or the premises is connected to the City of Zavalla's Water System.

- b. The Customer shall allow his property to be inspected for possible cross-connections and other potential contamination hazards. These inspections shall be conducted by the City of Zavalla or its designated agent prior to initiating new water service. When there is reason to believe that cross-connections or other potential contamination hazards exist; or after any major changes to the private water distribution facilities. The inspections shall be conducted during the City of Zavalla's normal business hours.
 - c. The City of Zavalla shall notify the Customer in writing of any cross-connection or other potential contamination hazard which has been identified during the initial inspection or the periodic re-inspection.
 - d. The Customer shall immediately remove or adequately isolate any potential cross-connections or other potential contamination hazard on his/her premises.
 - e. The Customer shall, at his/her expense properly install, test, and maintain any backflow prevention device required by the water system. Copies of all testing and maintenance records shall be provide to the Water system.
- 10. Vacation Rate** is \$26.00 a month. You must not use any water while you are on vacation rate. If you lock out or unlock during a billing period you will be billed the full amount for the billing period. This will eliminate a reconnect fee.
- 11. Enforcement.** If the Customer fails to comply with the terms of this Service-Agreement, the City of Zavalla shall, at its option, either terminate service or properly install, test, and maintain an appropriate backflow prevention device at the service connection. Any expenses associated with the enforcement of this agreement shall be billed to the Customer.
- 12. Office Hours** are Monday through Friday 8:00am to 4:30pm. Maintenance hours are from 7:00am to 3:30pm, Monday through Friday unless an emergency or problem arose, which could require earlier or later hours.

OFFICE # 936-897-3311

AFTER HOURS EMERGENCY # 936-208-7575

By signing below, I agree that I have read and been given a copy of the rules and regulations and understand them.

Customer Signature

Date

Account #