

ACCESS TO PREMISES

Duly authorized agents of the water system shall have access at all reasonable hours to the premises of the user for the purpose of installing or removing water system property, inspecting piping, reading or testing meters, or for any other purpose in connection with the water system's service and facilities.

Each user shall grant or convey or shall cause to be granted or conveyed to the water system a perpetual easement and right-of-way across any property owned or controlled by the user wherever said perpetual easement and right-of-way is necessary for the water system's facilities and lines so as to be able to furnish service to the user.

CHANGE OF OCCUPANCY

No less than three (3) days notice must be given in person or in writing to discontinue service for a change in occupancy. The outgoing party shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever period is longer.

EXTENSIONS TO MAINS AND SERVICES

Extension of water lines within the water system will be handled as follows:

1. A developer shall submit plans for proposed water line extensions for review and approval by the water system, its engineer, and the NC Department of Environment, Health and Natural Resources.
2. Lines will be installed in accordance with the approved plans, paid for by the developer, and then dedicated to the water system for ownership, operation, and maintenance.



Sampson County Water Systems Customer Information

Direct questions or concerns to:

SAMPSON COUNTY PUBLIC WORKS
827 Southeast Boulevard
Clinton, North Carolina 28328

(910) 592-0188

After Hours Emergency: (910) 385-9040

Hours:
Mon - Thurs: 7 am - 5:30 pm
Closed on Friday

WELCOME NEW CUSTOMERS

Sampson County is pleased to offer you and your family the availability of public water service. This brochure is provided as an excerpt of the rules and regulations set forth by the Sampson County Board of Commissioners, sitting as the governing body of our water districts, for the operation of our water systems.

MAKING APPLICATION FOR SERVICE

Lots at Which A Meter is Currently Located

Users may make application for service in person at the Sampson County Public Works Department, at which time a connection fee of \$50 must be paid for those lots at which a meter is currently located. A separate connection fee is required for each meter. The individual in whose name the application for service is made shall be responsible for payment of all bills incurred in connection with the service furnished.

Lots at Which There is No Meter Located

If a meter is not currently installed at the lot, then a non-refundable tap fee must be paid. The current tap rates are as follows:

Meter Size	Meter Cost
5/8" x 3/4"	\$500
1"	\$600
2" & above	Cost of construction

After June 30, 2024 (or after a specified project recruitment period), rates are:

Meter Size	Meter Cost
5/8" x 3/4"	\$1,200
1"	\$1,700
2" & above	Cost of Construction

RATE SCHEDULES

The current user rate is \$19.40 flat rate per month, and \$4.85 per each 1,000 gallons.

INITIAL OR MINIMUM CHARGES

The initial or minimum charge, as provided in the rate schedule, shall be made for each meter installed, regardless of location according to the classification of service. Each meter requires a separate meter reading sheet and each meter reading sheet shall cover a separate and individual account. Where service is furnished to a user during certain months only, the minimum charge per service connection for the period of non-use shall be the regular minimum as set out in the published rates of the District.

Water furnished for a given lot shall be used on that lot only. Each user's services must be separately metered at a single delivery and metering point. Each commercial unit and each storeroom or stall used for business purposes shall have a separate meter. All commercial use, including storerooms and stalls 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.



RESPONSIBILITIES AND LIABILITIES OF THE WATER SYSTEM

The water system shall run a service line from its distribution line to the property line in places where the distribution line runs immediately adjacent and parallel to the property to be served and for which a tap fee then in effect for each size of meter will be charged.

The water system may install its meter at the property line or, at the system's option, on the user's property, or in a location mutually agreed upon.

When two or more meters are to be installed on the same premises for different users, the meters shall be closely grouped with each clearly designated as to which user it applies.

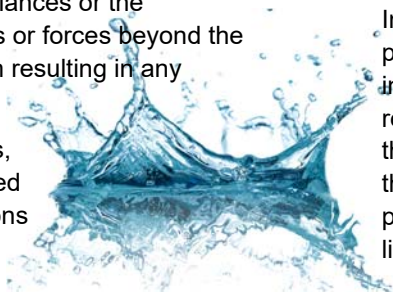
The water system does not assume the responsibility of inspecting the user's piping or apparatuses.

The water system reserves the right to refuse service unless the user's lines or piping are installed in such manner as to prevent cross connections or back-flow. All commercial customers must contact Public Works prior to installation of such devices.

The water system shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the user's premises, unless such damage results directly from negligence on the part of the water system.

The water system shall not be responsible for any damage done by or resulting from any defect in the piping, fixtures, or appliances or the negligence of third persons or forces beyond the control of the water system resulting in any interruption of service.

Under abnormal conditions, the consumer will be notified of any extended interruptions of service.



RESPONSIBILITIES OF THE WATER USER/CUSTOMER

Piping on the user's premises must be so arranged that the connections are conveniently located with respect to the water system's supply lines.

If the user's piping on the user's premises is so arranged that the water system is called upon to provide additional meters, each place of metering will be considered as a separate and individual account and will be charged as such.

Where metering is placed on the premises of a user, a suitable location shall be provided by the user for placing such meter that is unobstructed and accessible at all times to a meter reader.

The user shall furnish and maintain a private cutoff valve on the user's side within 3 feet of the meter; the water system shall provide and furnish a like valve on the water system's side of the meter.

The user's piping and apparatuses shall be installed and maintained at the user's expense in a safe and efficient manner in accordance with the water system's rules and regulations and in full compliance with the sanitary regulations of the NC DENR.

The user shall guarantee proper protection for the water system's property placed on the user's premises and shall only permit authorized representatives of the water system or its representatives to have access to that property.

In the event that any loss or damage to the property of the water system or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the user, his agents or employees, the cost of the necessary repairs or replacement shall be paid by the user to the water system and any liability otherwise resulting shall be assumed by

the user. The amount of such loss or damage or the cost of repairs shall be added to the user's bill and, if not paid, service may be discontinued by the water system.

High volume pumps shall not be connected to or operated from a fire hydrant or any water main connected to the system unless the water system is notified first.

METER READING, BILLING AND COLLECTION

Meters will be read on or about the 15th of each month and bills should be mailed by the end of the month. The water system reserves the right to vary the dates or length of period covered, temporarily or permanently as necessary or desirable.

Bills for water service will be determined in accordance with the water system's published rate schedule then in effect and will be based on the amount of water consumed for the period covered by the meter reading.

Readings from different meters will not be combined for billing, irrespective of the fact that said meters may be for the same or different premises, or for the same or different users, or for the same or different services.

Bills are due on the 20th of each month and will become delinquent on the 21st day of the month, where upon a penalty of 1% of the bill amount will be added. If not paid within 10 days after the due date, service will be discontinued by the water system.

Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from payment due.

SUSPENSION OF SERVICE

Upon discontinuance of service for nonpayment of bills, the water system may proceed to collect the balance in the usual way provided by law for

the collection of debts. Service discontinued for nonpayment of bills will be restored only after the user's water bills are paid in full, and the appropriate delinquent fees are paid. A delinquent fee of \$125 will be assessed for each disconnected service. Any additional trips will be assessed with an additional \$25 charge. The water system reserves the right to discontinue its service without notice for the following additional reasons:

- ◆ To prevent fraud or abuse
- ◆ User's willful disregard of the water system's rules
- ◆ Emergency repairs
- ◆ Insufficient or inadequate water supply due to circumstances beyond the water system's control
- ◆ Legal procedures
- ◆ At the direction of public authorities
- ◆ Strike, riot, fire, flood, accident or any other unavoidable cause

The water system may, in addition to prosecution by law, permanently refuse service to any user who tampers with a meter or other measuring device. A charge of \$100 will be applied to an account when the meter has been tampered with.

COMPLAINTS AND ADJUSTMENTS

If the user believes a bill to be in error, the user shall present the claim in person or by telephone at the water system's office before the bill becomes delinquent. The water system will make special meter reading at the request of the user for a fee of \$25. If such special reading discloses that the meter was over-read, the charge will be reimbursed. If the seal of a meter is broken or if the meter fails to register correctly, or is stopped for any cause, the consumer shall pay an amount estimated from the record of previous bills and/or from other proper data.

This institution is a equal opportunity provider. Federal law prohibits discrimination. Complaints can be filed with the Secretary of Agriculture, Washington DC 20250.