

**A RESOLUTION ADOPTING  
SERVICE RULES AND REGULATIONS  
FOR  
THE CITY OF MARGARET  
PUBLIC WORKS DEPARTMENT**

**Effective:  
11-12-2013**



**1.GENERAL**

- A. The Rules and Regulations in their entirety as set forth herein or as they may hereafter be altered or amended by the City Council shall govern the rendering of water service, including the extension of mains and installation of customer service connections, and every water user upon signing an application for water service, a water service agreement or upon the taking of water service shall be bound thereby.
- B. The City Council reserves the right to alter, amend, and/or add to these Rules and Regulations at any time in a regular and legal manner with or without notice to the individual customers. Such action will be binding upon every water user from the effective date of such action. Be it resolved by the City Council of the City of Margaret, that the Service Rules and Regulations of the City are as follows:

**2. APPLICATION FOR SERVICE**

- A. The consumer will make application for service, in person at the office of Margaret City Hall before service is supplied. Consumer shall also be required to show form of proper identification, such as driver's license, upon application for service.
  - 1) All applicants for water must be of the legal contractual age of 19 or supply a person who is of age to sign the water user agreement form to be the responsible person for the bill.
  - 2) Person must have verifiable mailing address.
  - 3) A security deposit will be required of all consumers in accordance with the following schedule and any returned checks will come under our same regulations as our other check policy.
- B. Lease/Sale contract shall be properly recorded at the Probate Judge Office and produce such documentation to receive a homeowner/property owner meter deposit. All un-recorded contracts are considered lease therefore rental deposit will be required. However, when the customer shows documentation that it is properly recorded the rental deposit will be refunded and homeowner/property owner deposit will be required.

**RESIDENTAL**

HOMEOWNER	\$50.00
MOBILE HOMEOWNER	\$75.00
ALL RENTAL/LEASE	\$150.00

**BUSINESS/COMMERCIAL**

OWNER	\$200.00
RENTAL/LEASE	\$250.00
CONTRACTORS	\$100.00

- C. The council shall have final authority in the interpretation and intent of all Water Users Agreements in the event such interpretation is necessitated by the circumstances outside those items specifically covered in the agreement. Interpretations shall be based upon past standards policies and practices of the council or by the establishment of policy by the Council to be added to these Rules and Regulations henceforth.
- D. Each applicant requesting water service which requires the installation of a new service connection shall upon application for water service make a payment, non-refundable tap-on fee, times the number of connections desired or the actual cost of installation, whichever is greater in accordance with the following schedule:

**100' FOOT SERVICES**

STANDARD RESIDENTAL ¾" SERVICES	\$1800.00
1" INCH TAPS	\$2300.00

**Any services over 100' foot will be at material cost.**

**Any meter 2-inches and above will have to be quoted per job.**

- 1) The Public Works Manager has the authority on new construction to connect water for construction purpose only.

#### **E. TIME FRAME FOR TAP'S AND UNLOCK**

All taps will be installed within 7 to 21 days after properly ordered. Initial unlock will be within 48 hours after deposit.

### **3. TYPES OF SERVICE**

- A. The rate schedule set forth below (4-A) contemplates a single user, such as one family dwelling, one farm dwelling with appurtenances.
- B. The rate schedule set forth below (4-B) contemplates a single user, such as a Business /Commercial.
- C. Extraordinary circumstances, such as subdivision extensions, multiple dwellings units Industrial users shall be governed by special contract agreements made by the City Council.

### **4. RATE SCHEDULE**

For the service contemplated by Paragraph (A) above:

#### **RESIDENTAL RATES**

FIRST 2,000 GALLONS	\$25.25 MINIMUM
NEXT 4,000 GALLONS	\$5.60(PER 1,000 GALLONS)
NEXT 6,000 GALLONS	\$7.40(PER 1,000 GALLONS)
ALL OVER 12,000 GALLONS	\$6.00(PER 1,000 GALLONS)

For the business/commercial service contemplated by Paragraph (B) above:

#### **Commercial Rates ¾ "Services**

FIRST 2,000 GALLONS	\$32.50 MINIMUM
NEXT 4,000 GALLONS	\$6.50(PER 1,000 GALLONS)
NEXT 6,000 GALLONS	\$8.00(PER 1,000 GALLONS)
ALL OVER 12,000 GALLONS	\$7.00(PER 1,000 GALLONS)

#### **Commercial Meter Rates**

1 INCH	\$41.00 MINIMUM	UP TO 10,000 GALLONS
2 INCH	\$66.50 MINIMUM	UP TO 10,000 GALLONS

3 INCH	\$104.50 MINIMUM	UP TO 10,000 GALLONS
4 INCH	\$156.50 MINIMUM	UP TO 10,000 GALLONS
6 INCH	\$206.50 MINIMUM	UP TO 10,000 GALLONS
8 INCH	\$431.50 MINIMUM	UP TO 10,000 GALLONS

### **Flat Rate**

**0 to 10,000 gallons what the meter size is.**

**All over 10,000 gallons \$3.80 per thousand**

#### **5. CITY OF MARGARET PUBLIC WORKS DEPARTMENT RESPONSIBILITY AND LIABILITY**

- A. Water furnished for a given lot shall be used on that lot only. Each Consumer's service must be metered at a single delivery and metering point.
- B. The City of Margaret Public Works Department shall run a service line from its distribution line to the property line where the distribution line exists, or is to be constructed, and runs immediately adjacent and parallel to the property to be served. A proportionately greater charge will be made for a meter of larger dimension.

#### **6. EXTENSIONS AND ADDITIONS TO FIRE PROTECTION SYSTEMS**

- A. The City of Margaret Public Works Department shall at the request of a Water User, Municipality, or Fire Department for fire protection service, provide additions, extensions, and/or improvements where feasible, for such additional pipeline and equipment required, and such improvements shall be the property of the Public Works Department who shall maintain and operate as part of its regular system. This shall include the installation of additional fire hydrants to existing water mains.
- B. Extensions going into a new development. The developer will bear all cost. The developer will bear the cost of all materials and labor. All material must meet the Public Works Department specifications.
- C. Fire protection will be metered. The Public Works Department shall not Under any condition furnish water free of charge to anyone.

#### **7. EXTENSIONS TO SUBDIVISION AND PROPERTY DEVELOPMENT**

- A. The City of Margaret Public Works Department will require each prospective subdivision or property developer to submit a legal plat of said proposed development upon request for water service. The plat shall include the following minimum information:
  - 1. Legal description of parcel to be developed.
  - 2. Location and width of street right of way(s).
  - 3. Lot sizes, number and location.
  - 4. Elevation contours – minimum 20 feet interval.
  - 5. Proposed phase development, if applicable.
  - 6. Restrictions pertaining to further lot subdivision, if any.
- B. At the request of the Developer, the Public Works Department will provide the Developer with a cost estimate for the construction by the Public Works Department of the necessary mains and appurtenances to provide the requested water service. Said construction shall be installed as so specified and shall become the property of the Public Works Department who shall be responsible for their operation and maintenance after (1) year. Upon final acceptance of the construction by the Public Works Department, the mains and appurtenances shall become the property of the Public Works Department who shall be responsible for their operation maintenance.
- C. The City of Margaret Public Works Department may install its meters at or near the property line or, at the Public Works Department option, on the consumer's property within 3 feet of the property line.

- D. The City of Margaret Public Works Department reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross-connections or backflow.
- E. Under normal conditions, the consumer will be notified of any anticipated interruption of service.

## **8. CONSUMER'S RESPONSIBILITY**

- A. Where meter or meter box is placed on the premises of a consumer. A suitable place shall be provided by the consumer therefore, unobstructed and accessible at all times to the meter reader.
- B. The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter. The City of Margaret Public Works Department will provide a like valve on its side of such meter.
- C. The consumer's piping and apparatus shall be installed and maintained by the consumer at the consumer's expense, in a safe and efficient manner and in accordance with the City of Margaret Public Works Department rules and regulations and in full compliance with the sanitary regulations of the State Health Department.
- D. Water furnished by the City of Margaret Public Works Department shall be used for consumption by the consumer, members of his household and employees only.
- E. Temporary service is permissible for the purpose of house cleaning or other uses for a 24-hour period from one household to another only with the knowledge and authorization of the Public Works Manager only.

The consumer shall not sell water to any other person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, or other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

## **9. ACCESS TO PREMISES**

- A. Duly authorized agents of the City of Margaret Public Works Department shall have access, at all reasonable hours, to the premises of the consumer, for the purpose of installing or removing Public Works property, inspecting piping, reading and testing meters, or for any other purpose in connection with the City of Margaret Public Works Department service and facilities.
- B. Extensions to the system shall be made only when the consumer shall grant or convey, or shall cause to grant or conveyed, to the City of Margaret Public Works Department a permanent easement or right of way across any property traversed by the lines.

## **10. CHANGE OF OCCUPANCY**

- A. 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 longest.
- B. The new occupant will apply for water service within 48 hours after occupying the premises and failure to do so will make him liable for the water consumed since the last meter reading.

## **11. METER READING – BILLING – COLLECTING**

- A. Meters will be read and bills rendered monthly, but the City of Margaret Public Works Department reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.

### **PAYMENT**

#### **(1) 10 DAYS LATE CHARGES**

#### **(2) 10 DAYS AFTER LATE CHARGES – DISCONNECT**

- B. Bills for water will be figured in accordance with the City of Margaret Public Works Department rate schedule and will be based on the amount consumed for the period covered by the meter readings, except where a consumer orders turn-off less than one month after turn-on, the minimum bill to such consumer for such period shall be equal to the minimum charge for one full month's service.
- C. Bills must be paid in full; partial payment will not be accepted.

- D. Readings from different meters will not be combined for billing.
- E. Minimum bills for undeveloped properties, where meters have not been installed, may be combined.
- F. Bills shall be paid at the place specified by the City of Margaret Public Works Department.
- G. Bills are due when rendered, delinquent after the tenth. A 15% penalty shall automatically be added to such bills if not paid within the 10 calendar days.
- H. Failure to receive bills or notices shall not prevent such bills from becoming Delinquent nor relieve the consumer from payment.

## 12. MISCELLANEOUS CHARGES

- A. Transfer fee of \$20.00, will be charged for any customer moving within the system.
- B. Returned check fee of \$35.00. Two returned checks on any one account number, results in payment by cash, money order or certified check until the length of time that the Council is satisfied.
- C. Backflow preventer larger than  $\frac{3}{4}$  inch will be paid for by the customer.
- D. Residential Customer will pay for the replacement of a backflow preventer. However the City of Margaret Public Works Department shall install the backflow preventer at no charge to the customer.
- E. Water line breakage fee will be calculated by materials and water loss. Will be paid by any contractor. If the lines have been located and marked for the contractor.
- F. Meter tampering fee will be charged plus any other addition cost to repair service.
  - 1<sup>st</sup> offense      \$250.00
  - 2<sup>nd</sup> offense      \$500.00
  - 3<sup>rd</sup> offense      \$750.00
- G. Penalty for any customer supplying water to another household will be \$450.00.
- H. Water Conservation Measure's Offense Fine \$300.00 and disconnection of water service until fine is paid.
- I. Meter installation fee \$35.00.
- J. Reconnect Fee \$50.00.

## 13. SUSPENSION OF SERVICES

- A. When services are discontinued, and all bills have been paid, the security deposit will be refunded.
- B. Upon discontinuance of service for nonpayment of bills, the security deposit will be applied by the City of Margaret Public Works Department toward settlement of the account. Any balance will be refunded to the Consumer but if the security deposit is not sufficient to cover the bill, The City of Margaret Public Works Department may proceed to collect the balance in the usual way provided by law for collection of debts.
- C. Service disconnected for nonpayment of bills will be restored only after bills are paid in full, such security deposit as may be required by the City of Margaret Public Works Department is made, and a service charge of \$50.00 for each meter reconnected.
- D. The City of Margaret Public Works Department reserves the right to discontinue its service without notice for the following additional reasons:
  - 1. To prevent fraud or abuse
  - 2. Consumers willful disregard of the City of Margaret Public Works Department rules.
  - 3. Emergency repairs
  - 4. Insufficiency of water supply due to circumstances beyond the City of Margaret Public Works Department control.
  - 5. Legal processes.
  - 6. Direction of public authorities
  - 7. Strike, riot, fire, flood, accident or any unavoidable cause.
  - 8. Cross Connection
- E. The City of Margaret Public Works Department may, in addition to prosecution by Law, permanently refuse service to any consumer who tampers with a meter or other measuring device.

## 14. WATER CONSERVATION MEASURES

- A. When water conservation measures are in effect the following procedure will be as followed:

1. Notices will be posted.
  2. Written reprimand will be presented to the customer.
  3. \$250.00 Fine and disconnection of water service until fine is paid
- B. When Water Conservation Measures are activated the following offenses will apply:
1. Washing car.
  2. Watering grass.
  3. Extreme measures of livestock watering.

## 15. COMPLAINTS – ADJUSTMENTS

- A. If the consumer believes his bill to be in error, he shall present his claim, in person, at the office to the City of Margaret Public Works Department, before the bill becomes delinquent, such claim, if made after the 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 his claim.
- B. The City of Margaret Public Works Department will make special meter readings at the request of the Consumer for a fee of \$25.00, provided that this is the third time that the meter has been read. However, if such special reading discloses that the meter was over-read, no charge will be made.
- C. Meter will be tested at the request of the consumer upon payment to the City of Margaret Public Works Department of the cost. Provided, however, that if the meter is found to over-register beyond three percent of the correct volume, no charge will be made.
- D. If the seal of a meter is broken by other than the City of Margaret Public Works Department representative 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 his previous bill and or from other proper data.

## 16. CROSS CONNECTIONS

- A. No cross connection of any kind shall be made between the water authority's mains and a water supply from any other source. No connection shall be made, nor facilities installed whereby it will be possible for water once delivered to the customer's service line to be reintroduced into the system.

## SEWER RULES AND REGULATIONS

## 17. SEWER CONNECTION GENERAL

- A. The Rules and Regulations in their entirety as set forth herein or as they may hereafter be altered or amended by the City Council shall govern the rendering of sewer service, including the extension of mains and installation of customer service connections, and every sewer user upon signing an application for sewer service, a sewer service agreement or upon the taking of sewer service shall be bound thereby.
- B. The City Council reserves the right to alter, amend, and/or add to these Rules and Regulations at any time in a regular and legal manner with or without notice to the individual customers. Such action will be binding upon every sewer user from the effective date of such action. Be it resolved by the City Council of the City of Margaret, that the Service Rules and Regulations of the City are as follows:

## 18. SEWER APPLICATION FOR SERVICE

- A. The consumer will make application for service, in person at the office of Margaret City Hall before service is supplied. Consumer shall also be required to show form of proper identification, such as driver's license, upon application for service.
  - 1) All applicants for water must be of the legal contractual age of 19 or supply a person who is of age to sign the water user agreement form to be the responsible person for the bill.
  - 2) Person must have verifiable mailing address.
  - 3) A security deposit will be required of all consumers in accordance with the following schedule and any returned checks will come under our same regulations as our other check policy.

B. Lease/Sale contract shall be properly recorded at the Probate Judge Office and produce such documentation to receive a homeowner/property owner meter deposit. All un-recorded contracts are considered lease therefore rental deposit will be required. However, when the customer shows documentation that it is properly recorded the rental deposit will be refunded and homeowner/property owner deposit will be required.

### RESIDENTIAL

HOMEOWNER	\$150.00
LANDLORD/ PROPERTY MANAGEMENT	\$225.00
ALL RENTAL/LEASE	\$225.00

### BUSINESS/COMMERCIAL

OWNER	\$300.00
RENTAL/LEASE	\$350.00
CONTRACTORS	\$0.00

## 19. SEWER RATE SCHEDULE

### RESIDENTIAL RATES

BASE 0 – 1000 GALLONS	\$27.50/ MINIMUM
NEXT 1,000 GALLONS	\$12.50/ PER 1000 GALLONS

### COMMERCIAL RATES

BASE 0 – 1000 GALLONS	\$36.50/ MINIMUM
NEXT 1,000 GALLONS	\$16.50/ PER 1000 GALLONS

## 20. SEWER MISCELLANEOUS CHARGES

A. Transfer fee of \$20.00, will be charged for any customer moving within the system.

B. Returned check fee of \$35.00. Two returned checks on any one account number, results in payment by cash, money order or certified check until the length of time that the Council is satisfied.

C. Meter tampering fee will be charged plus any other addition cost to repair service.

1st offense     \$250.00

2nd offense     \$500.00

3rd offense     \$750.00

D. Penalty for any customer supplying sewer to another household will be \$450.00.

E. Reconnect Fee \$50.00

F. Monthly Pump Maintenance Fee \$31.00

G. Meter Reading Cost \$2.50 for Customers with TG&W

H. Preventative Maintenance Fee

1st offense     \$75.00

2nd offense     \$100.00

3rd offense     \$125.00 and will increase \$25.00 for each offense afterwards



## **21. SEWER SUSPENSION OF SERVICES**

- A. Service disconnected for nonpayment of bills will be restored only after bills are paid in full, such security deposit as may be required by the City of Margaret Public Works Department is made, and a service charge of \$50.00 for each meter reconnected.**
- B. The City of Margaret Public Works Department reserves the right to discontinue its service without notice for the following additional reasons:**
  - 1. To prevent fraud or abuse**
  - 2. Consumers willful disregard of the City of Margaret Public Works Department rules.**
  - 3. Emergency repairs**
  - 4. Insufficiency of water supply due to circumstances beyond the City of Margaret**
    - 1. Public Works Department control.**
  - 5. Legal processes.**
  - 6. Direction of public authorities**
  - 7. Strike, riot, fire, flood, accident or any unavoidable cause.**
  - 8. Cross Connection**
- C. The City of Margaret Public Works Department may, in addition to prosecution by**
  - i. Law, permanently refuse service to any consumer who tampers with a meter or other measuring device.**

## **22. Irrigation Systems**

- A. The City of Margaret Public Works Dept. will supply the customer with an AMR meter, backflow and concrete meter box.**
- B. It will be the homeowners or contractors' responsibility to install Irrigation System and the following applies to installation:**
  - 1. The meter box, meter and backflow must be installed outside.**
  - 2. The meter box will need to be installed in a location consistent with other meter boxes.**
  - 3. If there will be any chemical injections into the irrigation system it will be the homeowner's responsibility to furnish a testable backflow.**
  - 4. Once installation is complete, inspection will be required by the City of Margaret Public Works Dept.**

The City of Margaret Public Works Dept. shall have access to the premises of the consumer for inspections, meter readings, meter testing, removing Public Works property or for any other purpose in connection with the City of Margaret Public Works Department service.

- C. Once irrigation has been inspected and approved, the City of Margaret Public Works Dept. will begin reading the meter monthly. Credits will be issued monthly on the customers sewer account only.**
- D. The customer will be responsible for any damage to meter, backflows and leaks.**

## **FILING AND POSTING**

- A. A copy of these Rules and Regulations, together with a copy of the Schedule of rates and Charges, shall be kept open for inspection at the office of the City of Margaret Public Works Department.**

**I have read and understand The Rules and Regulation for The City of Margaret Public Works Department.**

**Water/Sewer User:** \_\_\_\_\_ **Date Received:** \_\_\_\_\_

**Water Clerk:** \_\_\_\_\_ **Date:** \_\_\_\_\_