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Amended 08-27-19 by the P.S.A. Board
Amended 05-22-20 by the P.S.A. Board*

Service Rules and Regulations of Lee County Public Service Authority

I. APPLICATION FOR SERVICE

- (A) Any person, firm, or corporation desiring to make application for service from the P.S.A. shall make application therefore in person or by letter at the office of The Lee County Public Service Authority (P.S.A). All service documents must be signed in person, along with a valid Photo ID. Any document not signed in person must be notarized by a certified Notary Public.
- (B) The P.S.A. reserves the right to deny service for any good and sufficient reason.
- (C) The P.S.A. may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied by the Authority.
- (D) *A deposit will be required on each account in the amount stated in the current rate schedule. Deposits may be waived or refunded for single family residences only if the customer meets the following criteria:*
1. You are a Property Owner with service in your name, and
 2. You have one deposit on file, and
 3. You have multiple accounts in the same name, and
 4. You have had an established account with LCPSA within the past three (3) Years, and
 5. During the past three (3) years, service was provided by LCPSA for a minimum of 18 consecutive months, and
 6. During these 18 months, service was not disconnected for a delinquent or unpaid balance, returned check or any other breach of this policy, and
 7. During these 18 months there have been no more than 3 late charges incurred for past due balance, no returned checks etc.

REQUEST FOR UTILITY DEPOSIT REFUND: If you meet the above criteria, you may be entitled to a refund of all but one of your utility deposits. If you believe you are eligible, please come by the LCPSA Office and fill out a request form.

Important: Either waived or refunded deposits may be re-assessed any time the utility account becomes delinquent for any period of time. Deposits refunded for good payment history will be applied to the account balance until used up or the account is closed.

The individual in whose name the connection fee is made shall be responsible for payment of all bills incurred in connection with the service furnished.

- (E) Water or sewer service furnished for a given lot shall be used on that lot only, and the customer shall not be permitted to sell or furnish water or sewer service to any other person or to allow anyone to connect onto his water or sewer line. Service is limited to one household connection per meter. Any additional connections to the meter servicing other dwellings will be charged a minimum bill (at the current rate) per connection, in addition to the main connection. Water shall not be used for irrigation or fire protection except when water is available in sufficient quantity so as not to interfere with regular domestic and commercial consumption in the area served.

II. SUPERVISION OF WATERWORKS

The P.S.A. Executive Director, P.S.A. Board of Directors, and the employees of the P.S.A. shall have direct charge of the waterworks including but not limited to pumping stations, reservoirs, valves, hydrants, water distribution lines and service lines up to and including customer meters and meter boxes. *The customer will install a cut-off valve immediately adjacent to the meter box for customer use. If requested, the customer will install a back-flow prevention valve.* Any service line or other appurtenances on the customer's side of the meter belongs to and is the responsibility of the customer. The P.S.A. shall also have direct charge of such repair and construction work as may be necessary and feasible. The P.S.A. Office shall keep an accurate account of all expenditures and receipts of the water system, and said reports shall be filed monthly with the P.S.A. Board and published with the annual budget of the P.S.A.

III. ACCESS OF PREMISES

- (A) Duly authorized agents of the P.S.A. shall have access, at all reasonable hours, to the premises of the customer for the purpose of installing or removing P.S.A. property, inspecting piping, reading, or testing meters or for any other purpose in connection with the P.S.A. service and facilities.
- (B) Every consumer, *or property owner*, by accepting water and/or sewer from the P.S.A. does thereby agree that the P.S.A. shall have, and is thereby given a permanent easement and right-of-way across any property owned or controlled by the consumer for the purpose of, or permitting the P.S.A. to install water and or

sewer facilities and lines to be able to furnish service to the consumer and to the other customers of the P.S.A.

IV. CHANGE OF OCCUPANCY

- (A) Not less than three (3) days of notice must be given in person or in writing, at the P.S.A. Office, to discontinue service or to change 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 period is longest.

V. METER READING – BILLING AND COLLECTING

- (A) Meters will be read, and bills rendered monthly, but the P.S.A. reserves the right to vary the dates or length of time covered, temporarily or permanently, if necessary, or desirable.
- (B) Bills for water will be figured in accordance with the P.S.A.'s current rate schedule and will be based on the amount consumed for the period covered by the meter readings, except when a consumer orders turn-off less than one (1) month after turn-on *and the total usage for that period is less than the minimum usage amount shown on the rate schedule*. The minimum bill to such a consumer for such period shall be equal to the minimum charge for one full month's service.
- (C) Charge for service commences when the meter is installed, and connection is made, whether used or not.
- (D) 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 consumers, or for the same or different service.
- (E) Bills are due by the 10th of each month, payments received after the 15th of the month shall incur a \$5.00 penalty which will be added to the bill. All customer accounts that are not paid by close of business (4:30 p.m.) on the delinquent date listed on the bill will incur a \$50.00 delinquent account penalty. This penalty will be applied to the account immediately and service will be terminated without further notice. (No past due or second notices will be mailed to the consumer when the bill becomes delinquent.)
- (F) Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.
- (G) Any account more than ninety (90) days old may be written off the books of the PSA and placed with an attorney, collection agency, or other legal means of collection.

(H) Any person or persons desiring to reconnect or change the name of an existing account that is currently delinquent or cut off, must provide proof that residence or business has been transferred to them. At least two of the following documents must be provided before transfer or reconnection can take place:

- Rental agreement (signed by landowner)
- Deed (to property in question)
- Two Utilities bills (phone, electric, cable etc.)

VI. SUSPENSION OF SERVICE

(A) The P.S.A. reserves the right to discontinue its service without notice for any of the following additional reasons:

1. Failure to pay for service in a timely manner
2. To prevent fraud or abuse.
3. Consumer's willful disregard of the P.S.A. rules.
4. Emergency repairs.
5. Insufficiency of supply due to circumstances beyond the P.S.A.'s control.
6. Legal processes.
7. Strike, riot, fire, flood, accident, or any unavoidable cause.
8. Any check returned by the bank on which it was issued, shall be grounds for immediate discontinuance of services.
9. If service is disconnected due to non-payment, customer will accrue a minimum monthly rate for a period of up to three (3) months at which time the account will be finalized and closed out. It is the assumption of the authority that the customer intends to pay any and all outstanding balances during this period. If the customer does not intend to continue service, it is the customer's responsibility to promptly notify the P.S.A. and fill out a disconnection form. If the customer desires to resume service, they must complete a new application for service, make the required deposit and the account must be paid to a zero balance.
10. Once a delinquent account has been paid to a zero balance, the P.S.A. will reinstate service within a 24-hour period after payment has been made.

(B) The P.S.A. may, in addition to prosecution by law, permanently refuse service to any consumer who tampers with any part of the distribution system belonging to the P.S.A. including, but not limited to, lines, valves, pumps, reservoirs, hydrants, meters or other measuring devices, without written consent of the P.S.A. Director.

VII. COMPLAINTS OR ADJUSTMENTS

- (A) If the consumer believes their bill to be in error, they shall present their claim, in person, at the P.S.A. office 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 P.S.A. will make special meter readings at the request of the consumer. If such a reading discloses that the meter was misread no charge will be made for this special service, otherwise a fee of \$25.00 will be charged to the consumer if more than one special reading is requested per year.

VIII. CONDITION OF USE

Said authority shall on condition that such persons, firms, or corporations agree to comply with all rules and regulations now in effect or in the future promulgate a supply of water to any persons, firms, or corporations *where physically or economically feasible*.

IX. TAMPERING WITH EQUIPMENT

No person shall be permitted to tamper with any P.S.A. owned equipment such as valves, hydrants, pumps, reservoir, or meter or any piece or equipment of the water system wherever situated. If the meter is found to be tampered with in any way, the account holder will incur a tampering fee of \$75.00.

X. UNAUTHORIZED USE

No person shall install, *operate or use* any fixture to secure water from any part of the water system unless they are an authorized employee of the P.S.A. or a person who has written consent from the P.S.A.

XI. INSTALLATION OF METERS

Meters and meter boxes shall be installed by the P.S.A. Such installation shall be at points satisfactory to the P.S.A. for the protection of its property. Meters, wherever located, shall remain the property of the P.S.A., which shall be at liberty to remove the same for any good cause.

XII. DAMAGE TO SYSTEM

If any part of the P.S.A. water system is damaged by a consumer, the cost of the necessary repairs shall be added to the consumers water bill and failure to pay shall be deemed grounds for removal of service.

XIII. SERVICE. INSTALLATION AND MAINTENANCE

- (A) It shall be the duty of the P.S.A. to serve all persons, firms, or corporations where physically or economically feasible.
- (B) The P.S.A. shall have the right to refuse service when, in the exercise of sound discretion, the P.S.A. believes to provide such service would not be economically feasible or where damage to third parties might occur.
- (C) The P.S.A. agrees to install a water meter base on the consumer's property at a point closest to the P.S.A. water line providing the distance of piping required does not exceed 50 feet. In the event 50 feet of piping does not meet the consumer's needs a limited amount of extension can be added if recommended by the P.S.A. line installation crew and approved by the P.S.A. director and the consumer agrees to pay for the cost of such an extension. For new water service, a fee is charged to the consumer by the P.S.A. in the amount shown in the current schedule of rates. In addition to the service charge fee the consumer must pay a meter connection fee in the amount shown in the current schedule of rates, prior to service. This connection fee will be refunded to the consumer if he or she ever ceases to use the water service and has complied with all rules of the P.S.A.