**POLICIES AND PROCEDURES**

## BOGUE BANKS WATER CORPORATION

## NON-PROFIT WATER SYSTEM

***Office Hours: Monday – Friday 8:30 AM – 5:00 PM***

1. The water account holder or his/her agent must be present when the water meter is turned on or unlocked. The account holder is responsible for the plumbing from the water meter to the house, including the customer valve. The customer valve is for customer use only to turn water off and on at the street. BBWC Techs may not turn on/off, repair, or replace customer valves. BBWC requires every property to have a working customer valve at the street. We reserve the right to refuse water service if no customer valve is in place at the street.
2. It shall be unlawful for any person other than a Bogue Banks Water Corporation employee to remove, turn water on/off at, or otherwise tamper with, any installed water meter or part thereof. Persons desiring service to be turned on/off at a meter shall call our office. There will be an after-hours fee of $75 for after-hours calls. Use of the BBWC angle valve is considered meter tampering. If the meter is tampered with, the account will be charged $200 for the first offense, and $500 for the second offense. The third occurrence at the same address by the same account holder will result in the meter being removed and the service being disconnected from Bogue Banks Water Corporation’s system.
3. A $20.00 transfer fee will be charged to customers applying for membership and service at an existing water location. A deposit of $100.00 will be charged to members applying for service. This deposit will be applied to the customer’s water account on the final bill. All new accounts require the member’s signature. If the member is mailing in the service application, a clean copy of a government issued photo ID must accompany the request, along with a check or money order for the full $120.00.
4. Renters who are applying for water service must provide a copy of the lease agreement. Contact information and a government issued photo ID is required for everyone whose name appears on the lease agreement.
5. Water bills are mailed on the last business day of the month. The entire balance on a member’s account is due upon receipt of the bill and is past due after the 25th of the month. In addition, accounts will incur a 1% monthly finance charge on any past due balance, with a minimum late fee of $5.00.
6. If a member requests disconnection or is cut off for good cause (e.g. non-payment of the bill) and then is reconnected at the same address within one year of disconnection, the reconnection charge shall be the appropriate base charge times the number of months disconnected plus a $40.00 reconnect fee.
7. If the member fails to pay for a month’s service, and then receives a bill for a second month of service, the overdue amount from the previous billing month will be marked in a past due block. If the member fails to pay at least the prior month balance by the 25th of the second billing month, the member will receive a past due letter, and the past due amount must be paid within ten (10) days to avoid an interruption of service. In order to reinstate service once it has been interrupted for non-payment, the member will be required to pay the full account balance in addition to a $40.00 reconnect fee. A second offense within 12 months will incur a $60.00 fee. After 90 days from the lock date, if the balance remains unpaid, the account will be closed and the balance sent to collection. If the customer wishes to reopen the account after the 90 days, the base fee, times the number of months it was locked, will be due, in addition to the amount past due, plus the 35% collections fee.
8. If a member has a closed account with us that has an outstanding balance – unpaid bills, fees, penalties – that balance will be transferred to any current accounts that the member has with us and will be expected to be paid in full.
9. There will be a $25.00 worthless check fee on all returned checks.
10. Bogue Banks Water Corporation does not store any credit or debit card information anywhere on site, in our computers, or in our cloud based billing system. You may use your debit or credit card to pay on our website, through your bank’s bill pay service, or by calling our office. We will **not** accept credit or debit card information by text, chat, email, or any form of social media.
11. In the event of an under billing on an account the member may repay the amount under billed in equal monthly installments. The number of months in which the debt may be repaid will be determined by the number of months in which the under billing occurred.
12. Residents in a multi-family dwelling serviced by a single meter will receive one bill for the water usage of the entire complex including a minimum charge based on the size of the meter. An individual meter may be installed at the member’s expense, for dwelling of three or fewer units.
13. There will be a facility fee of $25.00 plus water usage charges of $2.00 per thousand gallons used charged to member requesting a temporary hydrant meter. The member is responsible for the costs of any hose needed and all related work.
14. The member shall furnish and lay the necessary pipe to make the connection from the BBWC meter to the home, and shall keep the service line from the meter to the place of consumption in good repair. In the installation of a service line, the member must not install any tee’s or branch connection between the meter and any required backflow devices, and must leave the trench open and the pipe uncovered until it is examined by the building inspector and shown to be free from any irregularity or defect.
15. Bogue Banks Water Corporation reserves the right to refuse service unless the customer’s lines or piping are installed in such a manner as to prevent cross-connections or backflow. The State of NC and EPA have identified certain severe and moderate hazards that will require the installation of additional backflow prevention in the form of a Reduced Pressure Principal Assembly (RPZ), Double Check Valve Assembly (DCVA), or an Air Gap. Common hazards include irrigation systems, swimming pools, and waterfront facilities. Full lists of both moderate and severe hazards are in the Bogue Banks Water Corporation Cross-Connection and Backflow Prevention Policy. All customers shall comply with this policy and the fee’s associated with the policy (specified on full copy). A full copy is available in the office upon request and on our website at Boguebankswater.com.
16. Bogue Banks Water Corporation shall at all reasonable times have access to meters, service connections, and all property owned by the corporation on a member’s property for purposes of maintenance and operation, including a three (3) foot setback from the road to and around BBWC equipment. BBWC reserves the right to remove obstacles within the setback including but not limited to vegetation, structures, and vehicles. This includes cutting off the supply of water for any of the causes provided for in the rules and regulations of the North Carolina Public Utilities Commission and BBWC’s policies and procedures. BBWC requires three (3) feet of cleared working space around all property owned by the corporation.
17. In the event a customer wants to have a meter tested to verify its accuracy, BBWC will send the meter to a certified tester once the customer agrees to pay the current fee for shipping and labor. That charge will be reversed if, after testing, a defect is found that favors BBWC.
18. Bogue Banks Water Corporation allows one courtesy leak adjustment per year. Please send a letter to us stating you had a leak along with a copy of the repair bill. The adjustment is figured on a yearly average of your water bills and is applied directly to your account. The minimum allowable adjustment is $10.00. **Adjustments DO NOT apply to irrigation leaks, or the plumbing, including lines and fixtures, leading to irrigation systems.**
19. Irrigation meters are required for all new irrigation systems on both new and existing homes. An irrigation meter must also have an RPZ and a rain sensor installed with proof of installation submitted to BBWC. After installation, it is the customer’s responsibility to call BBWC and schedule an initial test on the device. This process is outlined in the Backflow and Cross-Connection Policy. These systems may NOT be connected to the house meter. Irrigation meters may be cut off or restricted in times of severe drought, or by orders from the State of North Carolina. For this reason we advise a shallow well over the purchase of this meter.
20. To discontinue service, the member must contact Bogue Banks Water Corporation to establish the cut-off date, as well as provide the forwarding address for the final bill.
21. Meter maintenance and repair responsibility: Bogue Banks Water Corporation will periodically inspect the meters in use for functionality and accessibility. When a meter is found to be in an irreparable state due to normal aging and wear and tear, we will replace that meter at no charge to the customer. However, the customer is liable for any damages to the meter, meter box, or any components, including damage by 3rd parties. BBWC will replace any broken equipment when notified of or when found through visual inspections and the cost of replacement will be automatically added to the customer’s bill.

Breakdown of charges:

Replace regular sized meter box: $20.00

Replace oversized meter box: $125.00

Replace vaults: call for estimate

Replace Angle Valve: $200.00

Replace ¾ meter: $250.00

Replace 1” meter: $325.00

Replace Smart Endpoint: $150.00

Replace Dual Check: $50.00

Turn off/on water to house: $30.00 (per trip, no fee if for a repair of the customer valve)

Other damaged equipment not listed Pricing to be determined based on cost of replacement

I agree to abide by the policies and procedures of Bogue Banks Water Corporation.

Signature Printed name Date

BBWC Policies & Procedures – Revised 2018-06-22