



## **POLICIES AND PROCEDURES**

### **BOGUE BANKS WATER CORPORATION NON-PROFIT WATER SYSTEM**

***Office Hours: Monday – Friday 8:30 AM – 4:30 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 dual check and customer valve. The customer valve is for customer use only to turn water off and on at the street. BBWC Techs do not turn on/off, repair, or replace customer valves or dual checks unless an entire meter upgrade is performed. BBWC requires every property to have a working dual check and customer valve at the street. We reserve the right to refuse water service if either the customer valve or dual check is missing or non-functional.
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 \$85 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 \$220 for the first offense, and \$550 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. To set up water service in your name, you may either come by the office, or you may fill out a "New Service Request Form," available on our website: [www.boguebankswater.com](http://www.boguebankswater.com). We require a government issued photo ID from each person whose name appears on the BBWC account. There will be a \$25 transfer fee and \$100 deposit billed towards your first bill. The deposit will be refunded as a credit on your BBWC water account after 18 months of consecutive payments. If you are mailing in the service application, a clean copy of a government issued photo ID must accompany the request.
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 generated on the last business day of the month. The entire balance on a customer's account is due upon receipt of the bill and is past due after the 25<sup>th</sup> 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 customer requests to close the account, 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 \$48.00 non-compliance penalty. If, however, a customer requests that the water be turned off, but keeps the

account active, the non-compliance penalty does not apply. There is a charge for this courtesy turn off/on unless an emergency situation exists.

7. If the customer 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 customer fails to pay at least the prior month balance by the 25<sup>th</sup> of the second billing month, the customer 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 customer will be required to pay the full account balance in addition to a \$48.00 non-compliance penalty. A second offense within 12 months will incur a \$68.00 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.
8. If a customer 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 customer has with us and will be expected to be paid in full.
9. There will be a \$32.00 returned payment fee on all returned checks, electronic payments & ACH drafts.
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. If a customer wants to pay by card, he or she may come into the office or pay on our website. We do not accept credit or debit card information over the telephone, text, chat, email, or any form of social media.
11. In the event of an under billing on an account the customer 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 customer's expense, for dwelling of three or fewer units.
13. Customers may rent a hydrant meter if needed for filling up swimming pools, or other short-term projects. Please stop by our office to set this up. There is a \$35 install charge, a \$35 base charge per week, (or any portion thereof) for use of this meter. The water usage rate will be \$11.55 per thousand gallons used. These charges will be applied to your regular Bogue Banks Water bill or be due upon return of meter if there is no existing account. A separate request is required for each different address the hydrant meter is placed. An additional \$35 install charge will be added for each placement. The customer is responsible for providing any hose needed and all related work. Use of the quarter turn valves are strictly prohibited anywhere on the device or connected hoses. Not all locations may be suitable for a hydrant meter and Bogue Banks Water Corporation will approve or deny the use of a hydrant meter at its own discretion.

14. The customer 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 customer must not install any tee's, branch connections, or by-passes 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 shall at all reasonable times have access to meters, service connections, and all property owned by the corporation on a customer'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.
16. In the event a customer wants to have a meter tested to verify its accuracy, BBWC will remove the meter for testing with a calibrated testing kit once the customer agrees to pay the current fee for meter testing. That charge will be reversed if, after testing, a defect is found that favors BBWC.
17. Bogue Banks Water Corporation allows one courtesy leak adjustment per year. Please fill out BBWC leak adjustment request form located on our website [boguebankswater.com](http://boguebankswater.com) along with a copy of the repair bill. The adjustment is applied towards the two highest bills during the leak period and 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.**
18. 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](http://Boguebankswater.com).
19. Higher irrigation rates are required on all irrigation systems (see BBWC Irrigation Policy). Any customer with an irrigation system that does not have a separate irrigation meter will be billed at an alternate billing structure. A separate irrigation meter can be purchased and installed if the customer does not wish to pay the alternate billing structure on the primary meter. All irrigation systems 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/Cross-Connection Policy and BBWC Irrigation Policy. Irrigation meters may be cut off or restricted in times of severe drought, or by orders from the State of North Carolina.

- 20. Residential properties are limited to a 1" meter. Residential properties requesting larger than a 1" meter will need to provide documentation from a licensed engineer that provides both the sustained and max flows.
- 21. To discontinue service, the customer must contact Bogue Banks Water Corporation to establish the cut-off date, as well as provide the forwarding address for the final bill and refund of the deposit, if applicable.
- 22. 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 3<sup>rd</sup> 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:	\$22.00
Replace oversized meter box:	\$138.00
Replace vaults:	based on BBWC cost
Replace Angle Valve:	\$220.00
Replace ¾ meter:	\$275.00
Replace 1" meter:	\$358.00
Replace Smart Endpoint:	\$164.00
Replace Dual Check:	\$55.00
Turn off/on water to house:	\$35.00 (per trip, no fee if for repairs or a leak)
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.

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Signature	Printed name	Date
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BBWC Policies & Procedures – Revised: 2024-01-01