



Service Rules & Regulations of The Russell County Public Service Authority

I. APPLICATION FOR SERVICE

- A. Any person, firm, or corporation who is applying for service from RCPSA, will need to apply in person at our office located at The Russell County Government Center in Lebanon, VA.
- B. The Authority reserves the right to deny service for any good reason and sufficient reason.
- C. The Authority may reject any application for service when the applicant is delinquent in payment of bills from past services with RCPSA.
- D. A security deposit is required in the amount stated in the current rate schedule, for customers who rent the property they are applying for services. Owners will not be charged a deposit.
IMPORTANT: Upon closing an account, the deposit will be applied to the account balance and any remaining funds will be refunded to the account holder. The individual whose name the deposit is made shall be responsible for payment of all bills acquired during the duration of the service.
- E. Water or sewer services furnished for a given lot shall be used on the lot only; the customer shall not be permitted to sell or furnish water or sewer service to any other person or allow any other person to connect to their water or sewer lines. 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 Authority Director, Board, and employees of RCPSA shall have direct charge of the waterworks including but not limited to pumping stations, reservoirs, valves, hydrants, water distribution lines and services 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 their use. If requested, the customer may install a back-flow prevention valve. Any service line or other appurtenance on the customer's side of the meter, belongs to and is the responsibility of the customer. RCPSA shall have direct charge of such repair and construction work as necessary.

III. ACCESS OF PREMISES

- A. Authorized agents of RCPSA shall have access, at all reasonable hours, to the premises of the customer for the purpose of installing or removing Authority property, inspecting piping, reading or testing meters, or for any other purpose in connection with the Authority service and facilities.
- B. By accepting water and/or sewer from RCPSA, every consumer or property owner thereby agrees that the Authority 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 or permitting the Authority to install water and/or sewer facilities and lines for the consumer and to the other customers of RCPSA.

IV. CHANGE OF OCCUPANCY

- A. No less than three days' notice must be given in person, by phone, or by writing, to RCPSA's office, to discontinue services 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.

V. METER READING-BILLING AND COLLECTIONS

- A. Meters will be read, and bills rendered monthly, but the Authority 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 Authority's current rate schedule and will be based on the amount consumed for the period covered by the meter readings, except if a customer specifies a turn off less than one month after turning on service, 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 a period shall be equal to the minimum charge for one full month of service.
- C. Charge for service commences when the meter is installed and connection is made, whether used or not.
- D. Readings from multiple meters will not be combined for billing, irrespective of the fact that said meters may be for same or different premises, or for the same or different consumers, or for the same or different service.
- E. Failure to receive bills or notices shall not prevent such bills from becoming delinquent nor relieve the consumer from payment.
- F. Any person 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)
 - Letter from current landowner (signed by landowner)
 - Deed (to property in question)
 - Proof of established electricity
 - Photo ID

VI. SUSPENSION OF SERVICE

- A. The Authority reserves the right to discontinue its services for the following reasons:

1. Failure to pay for services in a timely manner
 2. To prevent fraud or abuse
 3. Consumer's willful disregard of the Authority rules and regulations
 4. Emergency repairs
 5. Insufficiency of supply due to circumstances beyond the Authority's control
 6. Legal processes
 7. Any check returned by the bank on which it was issued shall be grounds for immediate discontinuation of service
 8. If service is disconnected due to non-payment, the customer will accrue a minimum monthly rate for a period of up to three 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 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 Authority. If the customer desires to resume service, they must complete a new application for service, make the required deposit and the delinquent account must be paid to a zero balance.
- B. The Authority may, in addition to prosecution by law, permanently refuse any service to any consumer who tampers with any part of the distribution system belonging to RCPSA including but not limited to, lines valves, pumps, reservoirs, hydrants, meters or other measuring devices, without written consent of the Authority Director.

VII. COMPLAINTS OR ADJUSTMENTS

- A. If a customer believes his bill to be in error, they shall present their claim in person, at the Authority's office, before the bill becomes delinquent. Such a claim, if made after the bill has become delinquent, shall not be effective in preventing disconnection of service.
- B. The Authority 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 \$35 will be charged to the customer's account if more than one special reading is required.
- C. In the event a customer receives an abnormally high billing because of a loss caused by a leak, a courtesy leak adjustment may be granted on up to two bills per year. A leak is considered unintentional water loss caused by broken or damaged plumbing fixtures, pipes, or irrigation equipment.
When the leak occurs on the customer's side of the meter (beyond the point of maintenance by RCPSA) a customer may be eligible for a billing adjustment if all of the following criteria are met:
 1. Leak repair must have been completed.
 2. All leak adjustment requests must be within thirty days of the customer's identification and repair of a leak.
 3. Leak adjustments are limited to two billing adjustments (one per bill issued) within a twelve-month period.

CUSTOMER PAYMENT PLAN ACCOMMODATION

Customers who have a leak may receive an extended payment period of which to complete paying for the bill caused by the leak. While on a payment plan, no late fees will be incurred on the amount on plan. Payment plans and regular monthly payments are due on the 8th of each month. Failure to adhere to the payment plan agreement will result in the agreement being void, a disconnect of service, and any past due amount will receive a 10% penalty and will be immediately due. A customer cannot receive any help for a new leak unless the previous plan is paid in full.

VIII. TAMPERING WITH METER/EQUIPMENT

No person shall be permitted to tamper with any service meters, valves, hydrants, pumps, reservoirs, or any other equipment of the water system wherever situated. It is illegal for any unauthorized person to alter, tamper with, relocate, willfully damage, or bypass a service meter. The presence of any metering device found to have been altered, tampered with or bypassed in a manner that would cause the metering device to inaccurately measure and register the degree, amount or quantity of service supplied will result in a \$250.00 tampering fee. A second tampering offense shall be deemed grounds for removal of service.

IX. UNAUTHORIZED USE

No person shall install, operate, or use any fixture to secure water from any part of the water system unless they are authorized employees of the Authority or who has written consent from the Authority.

X. INSTALLATION OF METERS

Meters and meter boxes shall be installed by the Authority. Meters will be set at the discretion of the Authority for the protection of its property. Meters, wherever located, shall remain the property of RCPSA, which shall be at the liberty to remove the same for any good cause.

XI. DAMAGE TO SYSTEM

If any part of the Authority's water system is damaged by a consumer, the cost of the necessary repairs shall be added to the customer's bill and failure to pay shall be grounds for removal of service.

XII. SERVICE, INSTALLATION, AND MAINTENANCE

- A. It shall be the duty of the Authority to serve all people, firms, or corporations where physically or economically feasible.
- B. RCPSA has the right to refuse service when in the exercise of sound discretion, the Authority believes to provide such service would not be economically feasible or where damage to third parties might occur.

XIII. A new connection fee is charged to the consumer by the Authority in the amount shown in the current schedule of rates.