

## **Cass Rural Water Users District Rules and Regulations**

### Objectives:

- A. To establish rules and regulations setting forth the district's intentions for the conduct of the business affairs of the district in a manner that will result in successful operation of the system.
- B. To treat all consumers alike with respect to recurring situations requiring the establishment of a set of rules and regulations.
- C. To provide high quality service to the consumers of the district at the lowest possible cost, consistent with sound business practices
- D. To make known to the consumers the rules and regulations of the district.
- E. To create a favorable image among the consumers and general public.
- F. To promote maximum beneficial utilization of water among the consumers by providing additional services desired by the consumers.
- G. To represent the interests of the consumers in the most fair and equitable manner.

**POLICY 1150**

REVISED 07/75

REVISED 02/85

REVISED 10/98

REVISED 03/04

SUBJECT: Water Line Relocation for Convenience of Others

POLICY:

Request for relocation of the district's facilities to accommodate the needs of members or others shall be by written request and shall be done only if there is an agreement entered into which provides the cost of such relocation is borne by the benefactors.

Said agreement shall be subject to the conditions of the easement provisions.

**POLICY 1160**

REVISED 07/75  
REVISED 02/85  
REVISED 10/98  
REVISED 03/04

SUBJECT: Application for Water Service-Membership

POLICY:

Application:

The consumer will make application for service in person at the office of district by signing the Membership Water User Agreement, providing the necessary easements, and paying necessary membership fees.

The fee is non-refundable and shall remain as a fee credit for any future water service at that location.

The district may reject any application for service not available under the standard rate, or which involves excessive service cost, or which may affect the supply of service to other consumers, or for other good and sufficient reasons.

RE-Application:

The district may reject any application for service when the applicant is delinquent on payment of bills incurred for service previously supplied at any location.

If it is found that there are any violations of the requirements relating to application of service, the district may at the expiration of seven days after mailing a written notice to the last known address of the consumer, remove the meter and discontinue service. When the meter is thereafter re-installed, the consumer shall first pay to the district a re-installation charge. Such charges shall be as follows.

Disconnect charge - \$25.00

Re-connect charge - \$25.00

**POLICY 1161**

REVISED 10/98

REVISED 03/04

REVISED 11/16

SUBJECT: Application for Water Service - Line Installation Policy

**POLICY:**

Once a consumer has paid the applicable membership fees and signed a Water User Agreement Cass Rural Water District will make arrangements to construct the water line to the property and set a curb stop. The District will prepare a cost estimate for the work which will require payment of half of the estimated cost prior to commencement of the work. When the work is completed the consumer will be billed the remaining actual cost.

After the curb stop is installed on the member's property the member must then hire a contractor to install the service line from the curb stop to the meter location.

**POLICY 1162**

REVISED 05/16

SUBJECT: Minimum Initial Commitment – Leonard Area Arsenic Project

**POLICY:**

For those members who are added through the Leonard Area Arsenic Project there shall be an initial commitment to pay the monthly minimum water charge as set by the Board of Directors. The initial commitment shall be a period of 60 months and shall commence on the date a meter assembly is delivered to the new member or 60 days from the date the District makes water service available to the member's site, whichever occurs first. The initial commitment shall be required whether or not the member uses water at their site.

**POLICY 1163**

REVISED 04/16

SUBJECT: Late Signer Policy – Leonard Area Arsenic Project

POLICY:

1. All applicants for the Leonard Area Arsenic Project will be required to pay the \$50.00 Good Intention Fee which will be non-refundable.
2. All applicants will be required to pay a Membership Fee in addition to the Good Intention Fee to be included in the project. The Membership Fee is refundable if it is determined by Cass Rural Water District or the District's Engineer that providing water service to the applicant is not feasible.
3. The price of the Membership Fee will be determined based on when the application and Membership Fee is received by Cass Rural Water District.
  - a. Prior to Completion of Project Design - \$300.00
  - b. After Design and Prior to the Start of Construction - \$700.00
  - c. After the Start of Construction - \$1,000 plus any remobilization or other additional costs charged by the contractor.
4. All applicants will be required to sign any easements that are necessary for the water system.

## **POLICY 1164**

REVISED 11/18

**SUBJECT:** Membership Applications Requiring Connections to Leonard Area Arsenic Project Water Lines

### **POLICY:**

All future applications for service that require connections to a water line which was constructed as part of the Leonard Area Arsenic Project shall be reviewed and approved under the conditions listed below.

1. The membership fee shall be in accordance with Policy 1163 – Late Signer Policy – Leonard Area Arsenic Project (\$1,050.00).
2. Once an applicant has paid the membership fees and signed a Water User Agreement, Cass Rural Water District will make arrangements to construct the water line to the property and set a curb stop. The District will prepare a cost estimate for the work which will require payment of half of the estimated cost prior to commencing the work. When the work is completed the applicant will be billed for the remaining actual cost. After the curb stop is installed on the applicants property the applicant must then hire a contractor to install the service line from the curb stop to the meter location.
3. The monthly minimum charge and water rates shall be in accordance with Policy 1220.2, Rate Schedule V.

**POLICY 1170**

REVISED 06/75  
REVISED 02/85  
REVISED 02/92  
REVISED 10/98  
REVISED 03/04

SUBJECT: Disconnection of Service Without Notice

**POLICY:**

The district reserves the right to discontinue its service without further notice for the following reasons:

1. To prevent fraud or abuse.
2. Consumer willful disregard of the district rules.
3. Emergency repairs.
4. Insufficiency of supply due to circumstances beyond the district's control.
5. Legal Processes.
6. Direction of public authorities.
7. Strike, riot, fire, accident, or any unavoidable cause.
8. Consumer tampering with meter, curb stop, or other equipment of the district.
9. Violation of Chapter 49-04.1-02 of the North Dakota Century Code which reads as follows:

In any civil action brought pursuant to this section, the utility is entitled, upon proof of willful or intentional bypassing, tampering, or unauthorized metering, to recover one thousand dollars (\$1,000) or three (3) times the amount of the actual loss, whichever is greater, caused by the bypassing, tampering, or unauthorized metering, plus all reasonable expenses and costs incurred on account of the bypassing, tampering, or unauthorized metering. Reasonable expenses and costs include expenses and costs for investigation, disconnection, reconnection, service calls, employees and equipment, expert witnesses, costs of the suit and reasonable attorney's fees.



## **POLICY 1180**

REVISED 07/75  
REVISED 02/85  
REVISED 05/87  
REVISED 12/88  
REVISED 10/98  
REVISED 03/04  
REVISED 07/15  
REVISED 05/19  
REVISED 12/19  
REVISED 07/21

SUBJECT: Billing, Meter Reading, Service Calls, Collection, and Deposits

### **POLICY:**

Billing will be on a calendar month basis by the consumer. Each consumer will read their meter on the 25th day of each month and remit to the office of the district or its agents the amount billed on or before the 10th of the month.

The charge for service commences when the water meter is installed and connection made, whether water is used or not. (See conditions of service, Policy 1220.1, Section IV, for minimum billing date.)

Meter reading for billing purposes shall be from one district owned master meter for each service membership irrespective of the number of memberships and/or meters. In the event a consumer fails to submit a meter reading by the 20th of each month a \$5.00 penalty shall be assessed. Estimate bills shall be rendered for consumers who fail to submit a meter reading monthly. If the district deems it necessary to send personnel to a consumer's residence for the purpose of obtaining a current meter reading the consumer will be charged a fee of \$50.00.

Bills shall be declared delinquent after the 10th of each month. All bills not paid by the 10th of the month shall be subject to a penalty amounting to 10% of the balance due up to the maximum of \$15.00. Bills that are delinquent may have the water service discontinued by the district without notice to the consumer.

When water service is shut-off for non-payment a charge of \$100.00 will be assessed. When the account (including additional penalties and charges) is paid in full the water service will be restored only during normal business hours.

The district will perform any non-emergency service call for consumers at no cost during normal business hours. If a consumer requires a non-emergency service call after normal business hours a service fee of \$100.00 will be assessed. There is no charge to a consumer for an emergency service call whether during or after normal business hours.

The district may use whatever means available to them to effectuate recovery of bad checks received for payment of water bills, materials, and supplies, or any other services performed by the district. A bank charge, a minimum of \$20.00 or current bank charges shall be charged on all checks returned from the bank. Such accounts will be treated as delinquent accounts and the charges applicable to such accounts will be charged. Additional expenses incurred by the district to make payment good will be borne by the customer.

The district may refuse personal checks for payment of amount due from consumers who have established an unreliable payment record, or the district may require a security deposit in an amount of \$75.00. If this deposit is not paid the association will shut off the water service.

Beginning June 1, 1989, all renters shall be required to pay \$75.00 renter membership fee. This fee is refundable when the account is paid in full and the renter membership has been terminated. The renter may also use the deposit to pay the final bill and any remaining funds from the deposit will be refunded to the renter. No refund will be issued for less than \$5.00. If any balance remains on the renter's account after application of the \$75.00 deposit, the District will make every reasonable effort to collect the balance owed from the renter. If these collection efforts are not successful the remaining balance shall then become the responsibility of the property owner.

The district reserves the right to terminate water service if the membership forms are not signed and the fee paid within 30 days.

The owner of said rental property may retain the billing in their name thus the membership fee will not be required.

The district shall cause all meters to be read periodically. The district may obtain readings as often as it feels necessary.

**POLICY 1190**

REVISED 07/75

REVISED 02/85

REVISED 10/98

REVISED 03/04

SUBJECT: Meter Testing

POLICY:

If the consumer believes his/her meter reading to be in error, he/she shall present his/her claim, in writing, at the district's office before the bill becomes delinquent at the 10th of the month.

Such claim, if made after the bill has become delinquent, shall not be effective in preventing discontinuance of service, in accordance to policy. The consumer may pay such bill under protest and said payment shall not prejudice his/her claim.

Meters will be tested at the request of the consumer upon payment to the district of the actual cost to the district of making the test, provided however, that if the meter is found to over-register beyond three (3%) percent of the correct volume, no test charge will be made.

## **POLICY 1220.10**

REVISED 03/04

REVISED 04/21

### CONDITIONS OF SERVICE:

#### I. District's Responsibility

- A. The district shall supervise installation from its main distribution line to the agreed upon point of connection of the consumer. In the absence of an agreement the district reserves the right to determine the point of connection.
- B. When two or more meters are installed on the same premises for different consumers, they shall be closely grouped and each clearly designated to which consumer it applies and each such meter shall require a separate curb stop.
- C. The district does not assume the responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore. However, all meters will be inspected periodically by the district.
- D. The district reserves the right to refuse service unless the consumer's line of piping is installed in such manner as to prevent cross-connection, or backflow, and all connections from other sources will be disconnected.
- E. The district shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises unless such damage results directly from negligence on the part of the district. The district shall not be responsible for any damage resulting from any defects in the piping, fixtures, or appliances on the consumer's premises. The district shall not be responsible for negligence of third persons or forces beyond the control of the district resulting in any interruption of service.

#### II. Consumer's Responsibility

- A. Piping on the consumer's premises must be so arranged that the connections are conveniently located with the respect to the district's lines or mains. The consumer shall furnish, install, and maintain a service line from the curb stop to the consumer's metering point. Consumer shall not place any structure within 20 feet of the curb stop. If Consumer violates this provision and places a structure within 20 feet of the curb stop, Consumer will either pay for relocation of the curb stop or will sign a liability waiver releasing the district of any responsibility or liability for damage to the structure. The district will furnish to each member a meter package consisting of meter, pressure regulator, backflow preventer, pressure gauge and ball valves. Installation of each of these items shall be the

responsibility of the consumer and installed according to specifications furnished by the district.

- B. If the consumer's piping on consumer's premises is so arranged that the district is called upon to provide additional meters, each place of metering will be considered as a separate and individual account. With a separate curb stop for each account.
- C. The consumer shall provide a suitable frost-proof place for a meter placed on the consumer's premises, it shall be unobstructed and accessible at all times for reading. Trailer houses or mobile homes shall be required to place the meter inside the dwelling or in a meter pit.
- D. The consumer shall furnish and maintain a ball type valve on the consumer's side and within 6 inches of the pressure reducing valve.
- E. The consumer's piping and apparatus shall be installed and maintained, by the consumer and at the consumer's expense, in a safe and efficient manner and in accordance with the district's rules and regulations and in full compliance with the sanitary regulations of the North Dakota State Department of Health or any other governmental agency having jurisdiction.
- F. The consumer shall guarantee proper protection for the district's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the district.
- G. In the event that any loss or damage to the property of the district or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his/her agents, or employees, the cost of the necessary repairs or replacement shall be paid by the consumer to the district and any liability otherwise resulting shall be assumed by the consumer.
- H. The amount of such loss or damage or the cost of repairs shall be added to the consumer's bill, and if not paid, service may be discontinued by the district.
- I. Water furnished by the district shall be used according to the classification of the consumer. The consumer shall not sell water to any other person. Disregard for this rule shall be sufficient cause for refusal or discontinued service.
- J. In regard to watering livestock, the consumer may be required to provide a constant flow valve or other device, acceptable to the district, so that water will be more uniformly delivered to the livestock water trough throughout the twenty-four hour period. Such device shall be installed at all principal livestock watering places in accordance with sanitary regulations of the North Dakota State Department of Health or any other government agency having jurisdiction.

### III. Extension of Service

- A. The district will supply service for temporary purposes, provided the district has water available in excess of regular needs, and provided the district has available material and equipment necessary to supply said service. Each applicant for such service must pay in advance to the district the cost of labor and materials, less salvage value on removal, for installing and cost of removing such service, at the rates established by the district for the classification of use. Monthly billing for temporary service shall be determined by the Manager on a case by case basis.

### IV. Initial Billing Date

All new customers have a maximum of issuance of meter package before the water billing will commence.

### V. Access to Premises

Duly authorized agents of the district shall have access, at all reasonable hours, to the premises of the consumer for the purpose of installing or removing the district's property inspecting, reading, or testing meters or for any other purpose in connection with the district, service, and facilities.

Each consumer shall grant or convey, or shall cause to be granted or conveyed, to the district a permanent easement and right of way across property owned or controlled by the consumer wherever said permanent easement and right of way is necessary for the district's water facilities and lines, so as to be able to furnish service to the consumer.

## VI. Change of Occupancy

Not less than seven (7) days notice shall be given by the consumer to the district office in writing, to discontinue service or change occupancy.

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.

## VII. Bulk Rates

The rate to cities, requesting bulk service, shall be determined on an individual basis and such rate shall be based upon the cost involved.

## VIII. Service to Platted Development Areas

All platted developments consisting of three lots or more are required to enter a contract for development with Cass Rural Water.

## IX. Classification of Service

The following guidelines shall be used in determining the classification of service and the district reserves the right to make such determinations.

**Residential** - This category shall apply to the domestic water needs of a single family dwelling or to residential units in permanent-type mobile home parks, duplexes, or multiple dwelling buildings where each unit is separately owned. Second dwellings on a farmstead or residential lot having normal domestic use of water shall be separately metered have a separate curb stop.

**Farm and Ranch** - This category shall apply to farm or ranch operations, including the domestic water uses of the home, any laborer's quarters having limited domestic uses of water, and migratory labor quarters all of which are located on the same farmstead.

**Commercial** - This category applies to any service where the consumer's primary use of water is for business or industrial use. Typical examples are: bars, cafes, service stations, elevators, and fertilizer plants. Applicable to single metered service to multiple rental units where owner furnishes his/her own distribution system. Typical examples are: apartment houses, duplexes, trailer parks.

**Hydrant Meters** – This category applies to temporary service for the purposes of landscaping or construction.

**Cemetery Services** – This category applies to church owned or sponsored cemeteries where water is used for no more than six months per year, generally April through September.

**POLICY 1220.2**

REVISED 07/95  
REVISED 05/96  
REVISED 02/97  
REVISED 06/03  
REVISED 01/06  
REVISED 01/08  
REVISED 01/10  
REVISED 01/12  
REVISED 08/15  
REVISED 02/18  
REVISED 09/18  
REVISED 03/22

**RATE SCHEDULE I**

**Residential Service**

**AVAILABILITY**

Available for domestic water needs of a single family dwelling or to each residential unit of a permanent type mobile trailer park, duplex, or multiple dwelling building where each unit or lot is separately owned. Multiple dwelling on a farmstead or residential lot having normal domestic uses of water shall have separate memberships and be separately metered. Plumbing extensions to outbuildings such as barns and shops may be served from a central meter installed in accordance with Policy 1220.10.

**Monthly Residential Rate**

<u>Meter Size</u>	<u>Minimum Charge</u>
5/8" – 3/4"	\$27.00
1"	\$35.00
1 1/2"	\$53.00
Rates-October to April:	
1,000 Gallons	\$5.40/thousand gallons for all gallons used
Rates-May to September:	
0 to 5,999	\$5.40/thousand gallons for all gallons used
6,000 to 9,999	\$6.40/thousand gallons for all gallons used
Over 10,000	\$7.40/thousand gallons for all gallons used

**TERMS OF PAYMENT**

In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% of the balance due as a late payment penalty, and service subject to disconnection without notice to the consumer.



## RATE SCHEDULE II

### Commercial Service

Monthly Commercial Rate based on meter size

<u>Meter Size</u>	<u>Minimum Charge</u>
5/8" – 3/4"	\$27.00
1"	\$35.00
1 1/2"	\$53.00
2"	\$76.00
3"	\$155.00
4"	\$255.00
6"	\$512.00
8"	\$714.00
10"	\$1,024.00

Rates-October to April:

1,000 Gallons \$5.40/thousand gallons for all gallons used

Rates-May to September:

0 to 5,999 \$5.40/thousand gallons for all gallons used

6,000 to 9,999 \$6.40/thousand gallons for all gallons used

Over 10,000 \$7.40/thousand gallons for all gallons used

### AVAILABILITY

Available to any service when the primary use is for business or industrial use. Applies to any single metered service to multiple rental units where owner furnishes distribution system beyond the metering point. (Typical examples are apartment houses, duplexes, trailer parks.) Available to farm and ranch operations, including the domestic water uses of the home, any seasonal laborer's quarters having limited domestic uses for water and migratory laborer quarters, all of which are located on the same farmstead. Separate metering facilities will not be required for seasonal or migratory labor domiciles.

### TERMS OF PAYMENT

In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% of the balance due as a late payment penalty, and service subject to disconnection without notice to the consumer.

### RATE SCHEDULE III

#### Hydrant Meters

Initial Charge	\$150.00
Monthly Charge	\$25.00
Rate per 1,000	\$6.00

#### AVAILABILITY

Available to any service when the primary use is temporary business for purposes of landscaping or construction.

#### TERMS OF PAYMENT

Billing will be made when the meter is returned. Payment is due within 30 days of billing.

### RATE SCHEDULE IV

#### Cemetery Services

#### AVAILABILITY

Available to any service when the primary use is for a church owned or sponsored cemetery and water is for no more than 6 months per year, generally April through September. Water billing will occur once per year under the following rate schedule.

Annual Minimum Charge	\$162.00
1,000 gallons	\$5.40 for all gallons used

### RATE SCHEDULE V

#### Leonard Area Arsenic Project

#### AVAILABILITY

Available for domestic water needs of a single family dwelling or to each residential unit of a permanent type mobile trailer park, duplex, or multiple dwelling building where each unit or lot is separately owned. Multiple dwelling on a farmstead or residential lot having normal domestic uses of water shall have separate memberships and be separately metered. Plumbing extensions to outbuildings such as barns and shops may be served from a central meter installed in accordance with Policy 1220.10.

## Monthly Residential Rate

<u>Meter Size</u>	<u>Minimum Charge</u>
5/8" – 3/4"	\$40.00
1"	\$40.00
1 1/2"	\$40.00

### Rates-October to April:

1,000 Gallons \$5.40/thousand gallons for all gallons used

### Rates-May to September:

0 to 5,999 \$5.40/thousand gallons for all gallons used

6,000 to 9,999 \$6.40/thousand gallons for all gallons used

Over 10,000 \$7.40/thousand gallons for all gallons used

## TERMS OF PAYMENT

In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% of the balance due as a late payment penalty, and service subject to disconnection without notice to the consumer.

## **POLICY 1230**

ADOPTED 03/04

### Reconnection of Abandoned Service

An Abandoned Service is defined as the permanent disconnection of service at the written request of the consumer. If that consumer or a future owner of the property wished to reconnect an abandoned service they will be required to pay a reconnection fee. The reconnection fee shall be the back minimums that have accrued since the date of abandonment or the hookup fee in effect at the time of reconnection whichever is less.

## **Specifications for Installation of Private Service Leads**

### General

It is the intention of these specifications to insure that the private service leads from the curb stops shall be installed in an acceptable manner and that quality materials are used.

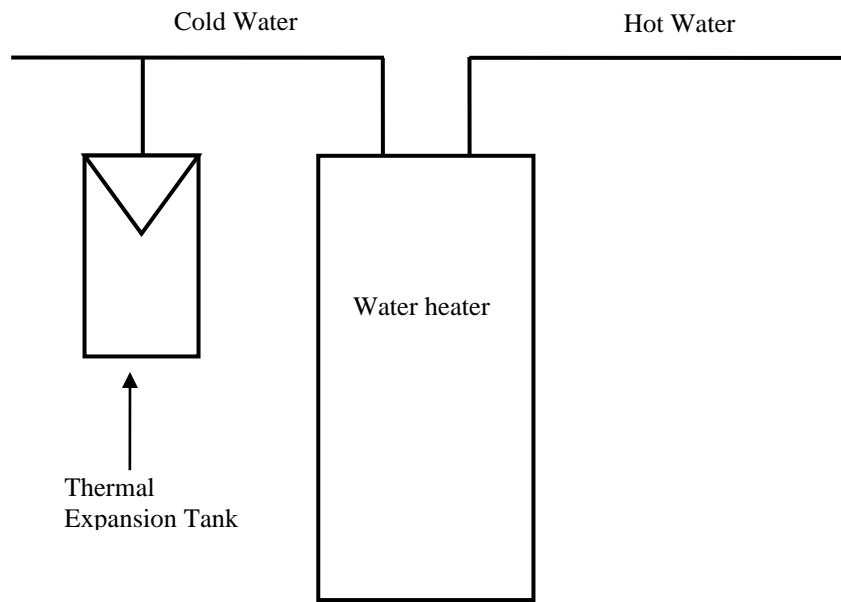
After notification from Cass Rural Water District that water is available, the user may complete the hoop-up from the curb stop to the desired location of service. It is the responsibility of the individual user for all costs of material and labor to install the service lead from the curb stop to the desired location of the meter.

Costs for any repairs and maintenance of service leads from the curb stop to the meter assembly are the responsibility of the homeowner. The meter assembly which includes the backflow preventer, meter, ball valves and PRV remain the property of Cass Rural Water District.

Routine maintenance and replacement of the meter assembly is the responsibility of Cass Rural Water District. However, the homeowner is responsible for the overall welfare of the meter assembly including protection from freezing.

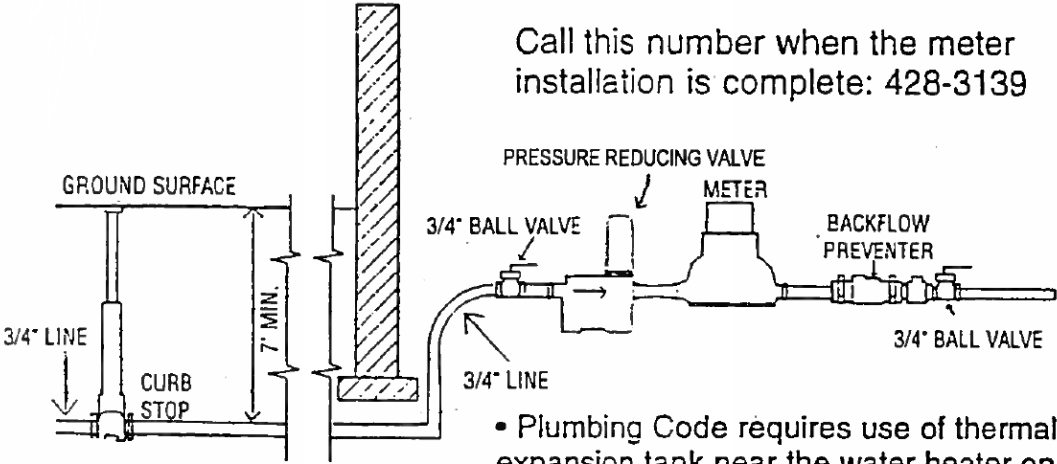
### Installation of Service Leads

The installation of the service lead will meet the requirements for standards of the North Dakota Plumbing Code as well as any local codes that may apply. Cross connection to alternate water sources will be restricted, and will have additional backflow prevention devices installed when necessary. Water meters must be mounted horizontally at 15 inches above the floor. The water meter must be located in a place accessible for inspection and maintenance by district personnel. Local codes may require certification by a licensed plumber. The installation is subject to inspection by Cass Rural Water District personnel, and all code requirements must be satisfied prior to receiving service. In accordance with North Dakota Plumbing code, all new services will be required to install a thermal expansion tank near the hot water heater on the cold water inlet. A diagram of the installation appears on the following page.



# INSTALLATION OF METER ASSEMBLY DIAGRAM

Call this number when the meter installation is complete: 428-3139



- Plumbing Code requires use of thermal expansion tank near the water heater on the cold water inlet.