

ROBESON COUNTY WATER DEPARTMENT
RULES AND REGULATIONS



330 SANCHEZ DRIVE

P.O. BOX 1769

LUMBERTON, NORTH CAROLINA 28359

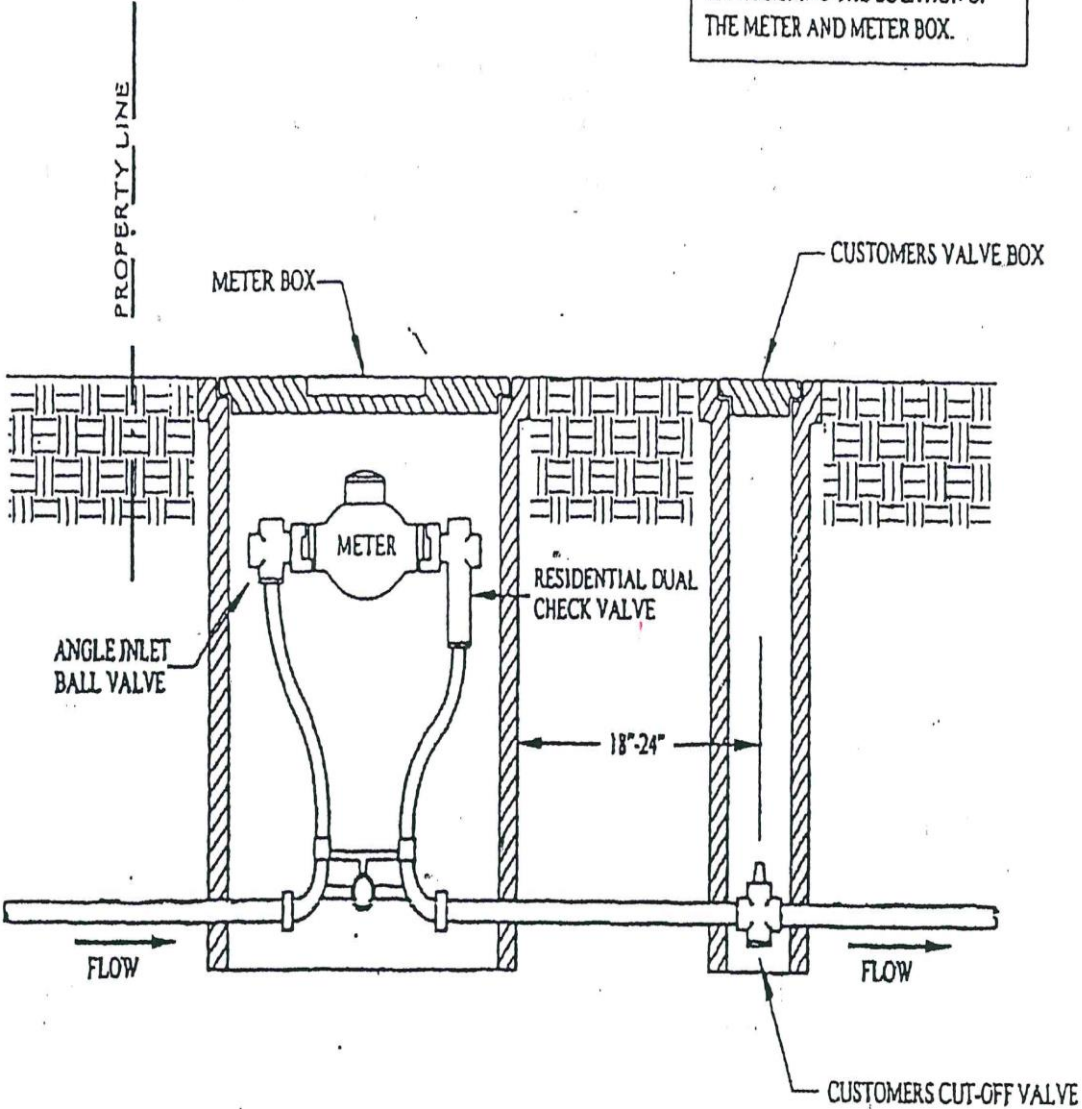
OFFICE HOURS 8:00 A.M. – 5:00 P.M.

OFFICE NUMBER (910) 671-3478

FAX (910) 608-3944

WEBSITE: <http://www.co.robson.nc.us/watrdpt.htm>

THE CUSTOMER IS RESPONSIBLE FOR ESTABLISHING THE LOCATION OF THE METER AND METER BOX.



Water Department Requirements, Instructions and Recommendations To Water Users connection to a Distribution Line of the Robeson County Wide Water System

Requirements and Instructions:

- 1. Permit:** A plumbing permit will be required. An application for this permit may be obtained in person or by mail from the: Robeson County Inspection Department, P. O. BOX 1284, Lumberton, North Carolina, 28358.
- 2. Notification:** The water users will be notified by the County Public Works Department when the lines in their area have been accepted by the County and are available for service.
- 3. Connection:** After notification, a connection can be made between the structure and the meter. An inspection of the connection and service line will be made by the Robeson County Inspection Department and if approved, the water will be turned on by the county's inspector. Water users should be aware that the connection between the meter and their own individual plumbing system shall meet all applicable requirements of the State Plumbing Code, including the use of a minimum of 160 psi service line. An approved type cutoff valve shall be installed between the meter and the structure. Cutoff valve distance requirement is 18"-24" from meter box. ** See diagram page 1**. Each user is must disconnect their existing well from the County's system. The water user should be aware if this work is done by anyone other than himself, the State of North Carolina requires a licensed plumber to perform this work. The water user is instructed the water shall not be turned on by the water user or the installer, but by the Robeson County Inspection Department. North Carolina State Law prohibits the installation of water lines through a septic tank drain field or within ten feet of a septic tank.

RECOMMENDATIONS:

- 4.** Water service will be available at the street right of way adjoining the user's lot. The user should request the County's service to be located so that it is as close as possible to the existing well or point where the existing plumbing is to be intercepted. The user or a plumber should identify this location.
- 5.** Before making the final connection to the new system, the Owner should drain their hot water heater and flush. Once the new service is made activate, the entire plumbing system shall be flushed by opening all faucets, allowing them to run until the water becomes clear. Because of the new source of water and possible increase of pressure, deposits in plumbing may be loosened and will need to be flushed.
- 6.** The Owner, or a plumber, should visually inspect the entire plumbing system and check for leaking connections, faucets, and lavatory facilities. This should be done periodically after the new connection has been made to prevent unnecessarily high water bills.
Recommendations 4, 5 and 6 can best be done with the aid of a licensed plumber.
If the Owner has questions, or needs assistance from the County, contact the Robeson County Inspection Department.
- 7.** The user should be aware there are several ways to connect the existing plumbing system to the new service. To insure the best possible service, the connection should be made between the existing well, the structure, or to the existing plumbing on the largest possible line. Do not connect to a yard faucet because this line is not normally as large as the main distribution line. These recommendations are to advise the home owner of problems which may or may not occur when the user connects to the Robeson County County-Wide Water System. They are solely to bring attention to the new water user the possible complications when connecting to the County water system. Robeson County assumes no responsibility or liability for any damage resulting from a user connecting to the County-Wide Water System.

RULES AND REGULATIONS OF THE ROBESON COUNTY WATER SYSTEM

I. CLASSIFICATION OF SERVICE:

All services will be classified under two categories:

- A. Residential
- B. Commercial -to include Schools, Commercial Establishments, and Industries.
 - 1. Commercial Emergency Facility -to include hospitals, doctor offices, veterinary clinics, nursing homes, and rest homes.
- C. Mobile Home Parks

II. RATE SCHEDULE AND TAP-ON FEES

- A. The current Rate and Tap-on Fee Schedules will be provided at time of execution of Water User Agreement.
- B. Connection to the county's water system for service to a sprinkler system to provide fire protection is permitted and permission may be obtained upon application by the customer and upon payment of all charges involved in making the connection. In addition, the customer requesting sprinkler connection to the system shall pay an annual fee. The current annual fee will be provided at the time of application.
- C. Connection to the county's water system for service to a sprinkler system to provide fire protection is permitted and may be obtained upon application of the by the customer and upon payment of all charges involved in making the connection. In addition, the customer requesting sprinkler connection to the system shall pay an annual charge based on the size of connection installed.
- D. The county has negotiated contracts with Municipalities non-profit water systems, and some industries not governed by current schedules listed in Paragraph A above. County may continue to negotiate such contracts in the future when deemed to be for the good of future development and growth of County.

III. APPLICATION FOR NEW SERVICE

- A. Application for a new service will be made at the Customer Service Office of the Robeson County Water Department.
- B. New service will be supplied only to those who have paid the required tap-on fee, executed Water Users Agreement, and the Water Users Agreement properly witnessed. The User Agreement may be executed only by the owner.
- C. Robeson County may reject any application for service not available under a standard rate or which involves excessive service cost, or which may affect the supply of service to other customers or for other good and sufficient reasons, in which case the tap-on fee will be refunded.
- D. Robeson County Water Department will, under certain conditions and upon request, relocate an existing water service to a new location which will better serve the customer. The request shall be in application form as required by the Customer Service office of the Robeson County Water Department.

IV. INITIAL OR MINIMUM CHARGE:

- A. After a water meter has been installed and the customer's account has been established, a minimum charge for at least two (2) months must be paid if the customer does not come on line as an active customer. This charge shall include all late fees that are applicable. Late fees to this charge are applicable. The water service will not be activated until all charges and fees are paid.
- B. The initial or minimum charge, as provided in the rate schedule shall be made for each meter installed, regardless of location. Each meter requires a separate meter reading sheet, and each meter reading sheet shall cover a separate and individual account.
- C. Water furnished for a given lot shall be used on that lot only. Each consumer's service must be separately metered at a single delivery and metering point. Each commercial unit and each storeroom or stall used for business purposes shall have a separate meter. All commercial use, including storerooms and stalls for business purposes shall be metered separately from any residential use and vice versa, whether now in service

or to be installed in the future. In the event conditions are found to be otherwise, the County may discontinue its service until each consumer's service or commercial unit is separately metered. If the County determines it is not practical to establish a separate meter for each consumer or commercial unit, the County may charge the current flat rate each month for each consumer or unit attached to the single meter. This charge, in addition to water charges, will be billed to the account of the individual charged with the single meter.

V. COUNTY'S RESPONSIBILITY AND LIABILITY:

- A.** Robeson County shall run a service line from its distribution line to the property line where the distribution line runs immediately adjacent and parallel to the property to be served and for which a tap-on fee then in effect for each size of meter will be charged.
- B.** Robeson County may install its' meter at the property line, or, at the County's option, on the consumer's property, or in a location mutually agreed upon.
- C.** When two or more meters are to be installed on the same premises for different consumers, they shall be closely grouped and each clearly designed to which consumer it applies.
- D.** Robeson County does not assume the responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore.
- E.** Robeson County reserves the right to refuse service unless the consumer's lines or piping are installed in such manner as to prevent cross-connections or backflow.
- F.** Robeson County 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 County. The County shall not be responsible for any damage done by or resulting from any defect in the plumbing, fixtures or appliances on the consumer's premises. The County shall not be responsible for negligence of third persons or forces beyond the control of the county resulting in any interruption of service.
- G.** Under normal conditions, the consumer will be notified of any anticipated interruption of service.

VI. CONSUMER'S RESPONSIBILITY:

- A.** Water lines on the consumer's premises must be so arranged that the connections are conveniently located with respect to the County's lines or mains.
- B.** If the consumer's line on consumer's premises is so arranged that the County is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.
- C.** Where meter is placed on premises of a consumer, a suitable place shall be provided by consumer for placing such meter-unobstructed and accessible at all times to the meter reader.
- D.** The consumer shall furnish and maintain a private cutoff valve on the consumer's side of the meter; the County is to provide a like valve on the County's side of such meter. ****See Diagram page 1. ****
- E.** The consumer's lines and apparatus shall be installed and maintained by the consumer at the consumer's expense in a safe and efficient manner and in accordance with the County's rules and regulations and in full compliance with the sanitary regulations of the North Carolina Department of Human Resources.
- F.** The consumer shall guarantee proper protection for the County's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the County.
- G.** In the event any loss or damage to the property of the County or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his agents or employees, the cost of the necessary repairs or replacements shall be paid by the consumer to the County; and any liability other-wise 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 County.
- I.** The water will not be turned on by the water user or installer, but by the Robeson County Inspection Department upon completion of their inspection.
- J.** The consumer is responsible for payment of all water usage if leak occurs on consumer's property. If water bill exceeds consumer's annual average by 100%, consumer may request a maximum of 3 months to pay bill from leakage. However, there may be some extenuating circumstances the Robeson County Public Works Committee may elect to consider and grant some type of adjustment to the consumer's bill. This will be

limited to bills exceeding the consumer's annual average by 100%, the facts related to the extenuating circumstances as collected by the Director of Customer Service and her/his recommendation to the committee. Customers considered "Senior Citizens", "Individuals on Fixed Income", etc., and registered with the Robeson County Water Department as such, who experience a leak on their property may be granted a one-time adjustment. The customer's bill will be adjusted to reflect a charge for his six (6) month average monthly usage.

K. That any consumer identified as a Commercial Emergency Facility (as defined in paragraph I.C. above), shall be required to name an individual living within the boundaries of Robeson County to be referred to as the RESPONSIBLE PERSON IN CHARGE, whose mailing address and phone number shall be given and to whom notice of any water problem shall be made. The responsible person in charge shall serve as party or contact when water problems occur.

L. It is the responsibility of the water customer to establish the location of the water service on his property or at a location agreed upon by the person and the county. During the initial sign up, the customer is requested to erect a device provided by the county to identify this location. In the event the customer fails to identify this location and the water service is not installed, the county will no longer consider the service a skipped service. The county will refund to the customer the amount paid or accept the amount paid and apply the same to the full purchase price of a water service.

VII. EXTENSION TO MAINS AND SERVICES:

A. Water distribution lines to serve undeveloped subdivisions will be handled as follows:

- 1.** The developer will submit plans for review and approval by the County, its engineer, and the North Carolina Department of Human Resources.
- 2.** Lines will be installed in accordance with the approved plans, and the entire cost paid for by the developer. Services may be installed by the developer at his expense or installed by the County at the regular rate for tap-on fees for different meter sizes as shown under Section 11 of these regulations.
- 3.** All construction by private developers shall in accordance with County standards and practice and all work shall be subject to a final inspection by the County and its engineers.
- 4.** Upon completion of the new extension, the developer will deed the complete facility, to include all rights of way, easements, permits, franchises, and authorizations or other instruments needed, for the operation and maintenance of the facility to the County. The County will not reimburse the developer for the extension.

B. Other Extensions:

Extension of water lines within the County's service area will be handled as follows:

- 1.** The plans for the extension will be submitted for review and approval by the County, its engineer, and the North Carolina Department of Human Resources.
- 2.** The lines will be installed in accordance with the approved plans, and all construction work shall be in accordance with County standards and practice. All work shall be subject to a final inspection and approval by the County and its engineers.
- 3.** Prior to or upon completion of the new extension, all rights-of-way, easements, permits, franchises, and authorization or other instruments needed for the installation, operation and maintenance of the facility, will be deeded to the County. The cost involved in the new extension will be paid by the person or persons requesting the extension.

VIII. ACCESS TO PREMISES:

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

B. Each consumer shall grant or convey or shall cause to be granted or conveyed, to the County a perpetual easement and right-of-way across any property owned or controlled by the consumer wherever said perpetual

easement and right-of-way is necessary for the County water facilities and lines so as to be able to furnish service to the consumer.

IX. RENTAL PROPERTY AND CHANGE OF OCCUPANCY:

A. A \$200.00 deposit will be required on all rental property. Either renter or owner by mutual agreement shall be responsible for \$200.00 deposit at time of application of service. Whenever a change of occupancy occurs, service will not be continued until such deposit has been paid in person at the Customers Service Office of the County's Water Department, either by property owner or the renter. The property owner shall be responsible for renter supplying Water Customer Service with meter number or previous renter's name.

B. Not less than three days' notice must be given in person or in writing at the Customers Service Office of the County's Water Department, to discontinue service for a change in occupancy. This notice shall be the responsibility of the property owner or renter.

C. 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 longer.

D. When the outgoing party is the owner and has sold the property to a bonafied purchaser for value, the County shall pursue collection for all water consumed up to date of sale from the outgoing party to the fullest of the law.

X. METER READING-BILLING-COLLECTING:

A. Meters will be read and bills rendered as follows:

1. Meters read once a month-billing once a month.

Meter Readings for each billing cycle are completed during the following time periods:

Billing Cycle 1 (Bills due 5th of each month) are read between the 1st and 9th of each month.

Billing Cycle 2 (Bills due 15th of each month) are read between the 10th and 19th of each month.

Billing Cycle 3 (Bills due 25th of each month) are read between the 20th and 28th of each month.

Bills are calculated and mailed as soon as possible after the meters are read. Billing dates for each cycle are as follows:

Billing Cycle 1 Billed by the 20th of the month

Billing Cycle 2 Billed by the 28th of the month

Billing Cycle 3 Billed by the 10th of the month

Robeson County Water Department reserves the right to vary billing dates as needed. You should always receive your bill within three (3) days of the billing date. For example, Cycle 1 customers should receive their bills no later than the 23rd of the month. In the event you do not receive your bill, please call the Robeson County Water Department. We will verify your address and advise you the amount of your bill. Please be sure we have your correct address, so you will receive your bill in a timely manner. Failure to receive your bill will not prevent the bill from becoming delinquent.

2. The county reserves the right to vary the dates of length of period covered temporarily or permanently if necessary or desirable.

B. Bills for water will be figured in accordance with the County's published rate schedule then in effect and will be based on the amount consumed for the period covered by the meter reading.

C. Charge for service shall commence when meter is installed. The first billing may be 60 days from the installation.

D. Readings from different meter 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 services.

E. Bills are due when rendered. If bill is not paid within 5 days of due date, service may be discontinued by the County. If service has been discontinued by County and customer has not paid bill in full at the end of 90 days, County will initiate legal procedures to collect amount due county. Remit payments to Robeson County Water Department located at 330 Sanchez Drive, Lumberton in Lumberton. You may make your payment in the office, or you may mail your payment to P .O. Box 1769, Lumberton, NC 28359. A night deposit box, located at

330 Sanchez Drive, Lumberton, is available for after-hours payment only. We cannot be responsible for cash left in the night deposit box therefore, please leave only checks or money orders in the box.

F. Late Fees: If payment is not received on the due date by 5:00 p.m., which is shown on your bill, we add a \$10.00 late fee to your account. At the time the late fee is added, we will mail you a reminder. If you have paid your bill, and you receive a reminder, it is most likely the two have crossed in the mail. However, please call to make sure your payment has been received.

G. Failure to receive bills or notices shall not prevent such bills from becoming delinquent or relieve the consumer from payment.

H. If a check is returned for insufficient funds on a disconnection/reconnection for non-payment on account, the service is cut off immediately and meter removed. If a check is returned for insufficient funds on a reconnection with a deposit, the service is cut off immediately and meter removed. When a check is returned for insufficient funds on an active account, the Water Customers Service notifies the customer by phone or letter of this transaction, requesting immediate payment of the check and charge of \$40.00. If the cash payment is not received within a month, the service is disconnected during the next billing cycle and the meter is removed.

I. Robeson County will no longer sell water from fire hydrants, and has adopted an ordinance dealing with the unauthorized use of water from fire hydrants.

J. When a Commercial Emergency Facility (as defined in Section 1, paragraph C) becomes delinquent, the normal procedure for notification of delinquency and turn-off date (late notice) shall apply, provided that the late notice is mailed by certified mail, addressed to Responsible Person in Charge.

XI. SUSPENSION OF SERVICES

A. Service will be disconnected if payment of your bill is not received by the Robeson County Water Department five (5) days after the due date. It is not our policy to call customers prior to disconnecting a service. In order to maintain fairness to all customers, we cannot grant a time extensions on water bills. Upon discontinuance of service for nonpayment of bills, the County may proceed to collect the balance in the usual way provided by law for the collection of debts. If your account is on the cut-off list, a meter reader is sent to your address to disconnect the service. Once the service is disconnected you will be responsible for a \$40.00 reconnection fee. This reconnection fee applies to all accounts shown on the cut-off list that have been disconnected. Our Policy is to do no reconnections after hours. There will be no exceptions.

B. Upon discontinuance of service for nonpayment of bills, the County may proceed to collect the balance in the usual way provided by law for the collection of debts.

C. A \$100.00 penalty will be charged if the seal is broken on any locked meter and water used. However, a \$150.00 penalty will be charged for the second and all subsequent occurrences. County may from time to time increase this penalty. This must be paid in full before any reconnection to Water System is made.

D. the County reserves the right to discontinue its' service without notice and may remove the meter for the following reasons.

1. To prevent fraud or abuse,
2. Consumer's willful disregard of the County's rules.
3. Emergency repairs.
4. Insufficiency of supply due to circumstances beyond the County's control.
5. Legal procedures.
6. Direction of public authorities.
7. Strike, riot, fire, flood, accident or any unavoidable cause.

E. The County may, in addition to prosecution by law, permanently refuse service to any consumer/owner who tampers with a meter or any other device.

XII. COMPLAINTS= ADJUSTMENTS:

- A.** If the consumer believes his bill to be in error, he or his designee shall present his claim in person at the Customers Service Office of the County's Water Department. The Customers Service Office will have complaints investigated, and if the investigation determines the customer's bill to be in error, the matter will be referred to the County Public Works Committee for adjustment. If the investigation is unable to verify an error on the part of the County, and the customer wishes to pursue relief, a report of the customer's complaint will be submitted to the Robeson County Public Works Committee for consideration. Recommendations regarding claims considered by the Robeson County Public Works Committee shall be submitted to the Robeson County Board of Commissioners for final approval. Such a claim, if made after the bill becomes 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.** Robeson County will make special meter readings at the request of the customer for a fee of \$40.00 provided, however, that if such special reading discloses that the meter was over read, no charge will be made. County may from time to time increase this fee.
- C.** Meters will be tested at the request of the consumer upon payment to the County of the actual cost to the County of making the test, provided, however, that if the meter is found to over register beyond 5 per centum of the correct volume, no charge will be made.
- D.** If the seal of a meter is broken by other than the County's representatives or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills and/or from other proper data.

XIII. ABRIDGMENT OR MODIFICATION OF RULES:

No modification of rates or any of the rules and regulations shall be made by any agent of the County. This can be done only by the Robeson County Board of Commissioners.

XIV. MOBILE HOME PARK OWNERS:

MOBILE HOME PARKS DEVELOPED AFTER ADOPTION OF THESE REGULATIONS MUST FOLLOW OPTION 2.

1. First Option: Individual Meters for Mobile Home Park Owners. Park owner would be responsible for running private water lines from County's master meter located on his property lines. Also, he would be responsible for purchasing his own meters. Option: purchase from Robeson County Water Department meter equivalent to/or one that meets County's approval -and installation of same. After installation and inspection (by County Inspection Department), the maintenance supervisor will turn water on into the park for inspection of any major leaks or any other malfunctions within the system? After approval by the maintenance supervisor, he will be responsible for ensuring that all individual meters will be locked out. Afterwards, the park owner would be responsible for sending each renter to the Customer Service Office, Robeson County Water Department to pay a deposit of \$200.00 in person. This deposit has to be paid prior to water being consumed by the customer. If a lot or space becomes vacant, there would be no flat rate charge. However, for this to be acceptable, the park owner must notify us that the lot or space is vacant. At the request of the park owner or renter, a special meter reading or final reading will be done on unit that is vacating. If this procedure is not followed, and for some unforeseen circumstances (water usage/major water leak) that could exceed the \$200.00 deposit, then the park owner or renter, would be held responsible for the remaining unpaid balance. The Mobile Home Park Owner shall be charged monthly, for water used in excess of the amount measured by the individual meters. The total gallons of water measured by the individual meters shall be compared with the total gallons measured by the master meter and the excess usage determined. The Mobile Home Park Owner shall then be charged in accordance With the current commercial rates to include the "flat-rate" charge.

2. Second Option: One (2") Master Meter the Park owner under this option has the same responsibilities as the owner in the first option in regards to running his private lines. The master meter would be installed at

cost (materials & labor) plus a 10% surcharge on the total amount. However, there are two notable exceptions:

- (1) Park owner will pay for the actual reading of the master meter, plus a 10% surcharge of same reading.
- (2) There would be no \$200.00 deposit on any of the units in the Mobile Home Park.

4 or more trailers classified a mobile home park

AMENDMENT
SECTION XIV -MOBILE HOME PARK OWNERS

The Board of Commissioners Meeting May 21, 2001, amended the Rules for Mobile Home Parks as follows: Anyone that taps on to the County Water System for a Mobile Home Park now will have to pay a Tap On Fee along with a "DEPOSIT" of \$500.00 dollars. Any Mobile Home Park that is already on the system and gets cut off for non-payment will have to pay their bill along with a \$500.00 deposit and a \$40.00 reconnection fee.

**ROBESON COUNTY WATER DEPARTMENT
NEW RATE SCHEDULE
EFFECTIVE JULY 1, 2017**

RESIDENTIAL RATES

FIRST 2,000 gallons	\$18.00 flat rate	\$18.00
Next 2,000 gallons	\$5.50 per 1,000 gallons	\$11.00
Next 2,000 gallons	\$5.00 per 1,000 gallons	\$10.00
Next 2,000 gallons	\$4.75 per 1,000 gallons	\$ 9.50
Next 2,000 gallons	\$4.65 per 1,000 gallons	\$ 9.30
Total for 10,000 gallons		\$57.80
All Over 10,000 gallons	\$4.50 per 1,000 gallons	

****For All Multi-User Residential Customers, Add an Additional \$18.00****
****For all Out of County Users, Add an Additional \$10.00 for the Out of County Fee****

COMMERCIAL RATES

User Fee	\$46.50	\$ 46.50
First 50,000 gallons	\$3.35 per 1,000 gallons	\$ 167.50
Next 50,000 gallons	\$2.50 per 1,000 gallons	\$ 125.00
Next 900,000 gallons	\$2.35 per 1,000 gallons	\$2,115.00
Total 1,000,000 gallons		\$2,454.00
All Over 1,000,000 gallons	\$2.20 per 1,000 gallons	

MOBILE HOME PARKS (4 OR MORE TRAILERS)

****For all customers requesting 2 to 3 users per meter will be charged a Multi-User Fee****

User Fee	\$65.00	\$ 65.00
First 50,000 Gallons	\$3.20 per 1,000 gallons	\$160.00
Next 50,000 Gallons	\$3.00 per 1,000 gallons	\$150.00
Total 100,000 Gallons		\$375.00
All over 100,000 gallons	\$2.98 per 1,000 gallons	

****Add 10% to total for All Mobile Home Parks****

ROBESON COUNTY WATER DEPARTMENT

FEE INCREASE EFFECTIVE JULY 1, 2017

LATE FEE

All bills not paid on or before due date by 5:00 p.m.	\$10.00
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RETURNED CHECK FEES

All Users	\$40.00
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CONNECT/RECONNECT FEE

All Users Service Fee	\$40.00
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DEPOSITS

Residential	\$200.00
Commercial	\$200.00
Mobile Home Park Owners	\$500.00

TAP ON FEES

TAP	IN COUNTY FEE	OUT OF COUNTY FEE
¾" SERVICE	\$ 600.00	\$ 800.00
1" SERVICE	\$ 700.00	\$1,000.00
2" SERVICE	\$1,500.00	\$2,500.00
TAP FEE UPGRADE TO 1"	\$ 100.00	\$ 200.00
REINSTALL SERVICE (once removed)	\$ 660.00	

BROKE SEAL, THEFT & TAMPERING FINES

1 ST BROKE SEAL	\$ 100.00
2 ND BROKE SEAL	\$ 150.00
THEFT & TAMPERING	\$1,000.00

XV. WATER USER AGREEMENT: (See attached form)

Employees of Robeson County Water Department are hereby authorized to sign standard Water User Agreement contract forms with effective date of January 4, 1988 printed on form on behalf of Robeson County.

XVI. ADOPTION OF RULES:

Until further order of the Board of County Commissioners of Robeson County, North Carolina, the rules and regulations as stated are adopted as of the date hereof to become effective on and after the 1st day of July, 1989. Any request for deviation from procedures must be approved by the Board of Commissioners.

Bobby Dean Locklear

Chairman, Robeson County Board of Commissioners

ATTEST: Linda Hedgpeth - Clerk

ADDITIONS OF BOARD APPROVED ACTION AS OF APRIL 9, 1996.

TAP-ON FEES: (Increase Effective July 1, 2017)

In County Tap Fees		Out of County Tap Fees	
Size	Rates	Size	Rates
¾"	\$600.00	¾"	\$800.00
1"	\$700.00	1"	\$1,000.00
2"	\$1,500.00	2"	\$2,500.00

TAP-ON TIMES: M-F: 8:00 - 5:00

FIRE SPRINKLE SERVICE:

Connection to the county's water system for service to a sprinkler system to provide fire protection is permitted and may be obtained upon application by the customer and upon payment of all charges involved in making the connection. In addition, the customer requesting sprinkler connection to the system shall pay an annual charge based on the following schedule:

SIZE OF CONNECTION ANNUAL FEE

- Less than 6" -not allowed 0
- 6" sprinkler connection \$200.00
- 8" sprinkler connection \$400.00
- 10" sprinkler connection \$650.00
- 12" sprinkler connection \$800.00

MULTIPLE UNIT CONNECTIONS

Allow the customer, by special application, to be permitted to make multiple use of a single Meter and be charged the current flat rate each month for each consumer or unit attached to the single meter. This charge, in addition to water charges, will be billed to the account of the individual charged with the single meter.

RELOCATION OF EXISTING WATER SERVICE GUIDELINES to provide an additional service to water customers, the Robeson County Water Department will, under certain conditions and upon request, relocate an existing water service to a new location which will better serve the customer.

The conditions are:

The customer must be the owner of the water service and owner of the property on which the water service will be relocated. No bores under a road or retapping the main water distribution line will be made.

Relocations which will require work of this type shall be handled as a new service. The new location of a service on the same side of a road shall be within 100 feet' or the original location and the same distance from the center of the road as the original service was placed. In the event a water service was originally installed as a bored service and the customer desires to relocate the service on the opposite side of a road on property

owned by the customer, thereby eliminating and abandoning the bored line, (changing a long service to a short service), the new location shall be within 100 feet of the tap into the main distribution line and the same distance from the center of the road as the original service was installed. The request shall be in application form as required by the Customer Service' office of the Robeson County Water Department. The application shall completely identify the water service which is to be relocated and its new location. A yellow top stake will be furnished to further identify the new location of the water service. After the request has been made, the Customer Service office will request Water Distribution to furnish a cost estimate to complete the relocation.

Water Distribution shall base its cost estimate on an hourly rate of \$60.00 per hour for the cost of labor and equipment and inventory cost of materials necessary to complete the work. After receiving the cost estimate from Water Distribution, the Customer Service office shall notify the customer of the estimated cost. The customer may elect to proceed with the relocation by paying the estimated cost of the relocation at the Customer Service office of the Robeson County Water Department. After receipt of the payment for this service, Water Distribution shall be notified and the work is to be completed as soon as practical. After completion of the work by Water Distribution, it shall be the customer's responsibility to provide necessary plumbing work. Water distribution shall submit to Customer Service statement of actual cost. In the event the actual cost is more or less than the estimated cost, the increase or decrease adjustment shall be indicated on the customer's next water bill.

ROBESON COUNTY WATER DEPARTMENT
WATER USER AGREEMENT

This agreement entered in by Robeson County, a body politic and corporate, hereinafter called the "County" and _____ and hereafter called the "Consumer".

WITNESSETH

WHEREAS, the Consumer desires to purchase water from the County and to enter into a Water User Agreement as required by the Rules and Regulations of the Robeson County Water System and which Water User Agreement was made effective January 4, 1999.

NOW THEREFORE, in consideration of mutual covenants, promises, and agreement herein contained, it is hereby understood and agreed by the parties hereto as follows:

The County shall furnish, subject to the limitations set out in its Rules and Regulations now in force or as hereafter amended, such quantity of water as Consumer may desire in connection with Consumer's occupancy of the following property as described in Deed Book _____ Page _____ or Tax Parcel No _____ or Lot No. _____ in Subdivision named _____ as shown in Map Book _____ at Page _____ and being located on Road No. _____ which Name is _____ and the E-911 Address is _____.

The property is further referenced on Robeson County Water System Map at Phase _____, Contract _____, Page _____ at Station.

The Consumer agrees to grant to the County, its successors and assigns a perpetual easement in, over, under and upon the above described land, with the right to erect, construct, install and lay and therefore use, operate, inspect, repair, maintain, replace and remove water pipeline and apparent facilities, together for the purpose of ingress, egress and regress over and across referenced property.

The Consumer shall install and maintain at the Consumer's expense a service line which shall begin at the water meter and extend to the dwelling or place of use. The service line shall connect with the distribution system of the County at the nearest place of desired use by the Consumer, provided the County has determined in advance that the system has sufficient capacity to permit delivery of water at that point.

The Consumer agrees to comply with and be bound by Rules and Regulations of the County, now in force, or as thereafter duly and legally supplemented, amended, or changed.

The Consumer acknowledges receipt of a copy of the current Rules and Regulations of the Robeson County Water System approved by the Robeson County Board of Commissioners, which Rules and Regulations are incorporated herein by reference and made part of this agreement as fully as if set out herein.

IN WITNESS WHEREOF, WE HAVE EXECUTED THIS AGREEMENT THIS _____ DAY OF _____ ROBESON COUNTY WATER DEPARTMENT

By: _____

CONSUMER: _____ **Phone No:** _____

THIRD PARTY STATEMENT

I _____ owner of the above referenced property give to the County and to the Consumer permission to place and maintain a water meter and the water line connecting the water meter to the County's distribution system on my property. Subject to the following conditions:

1. **COUNTY WATER METER:** That the County **water meter** shall be located and installed in accordance with applicable County Rules and Regulations.
2. **CUSTOMER WATER LINE:** That the Owner shall designate the location of the Consumer's **water line** as it runs over the Owner's land from the point the **water line** leaves the **water meter**.
3. **RELOCATION OF CUSTOMER WATER LINE:** The permission herein granted subject to the further conditions that, in the future, if it becomes necessary to **relocate** the Customer's **water line** to meet the requirements of the land usage of the owner, its successors or assigns, said **relocation** shall be at the owners expense; any interruption of water supply required by such **relocation** shall not give rise to any claim against the owner, its successors or assigns, on the part of the Consumer.

OWNER: _____ **DATE** _____

OWNER: _____ **DATE** _____

(Spouse)

**Robeson County Water Department
Water User Agreement
Third Party Contract
Notary Form**

STATE OF _____ COUNTY OF _____, ss.:

On this day, personally appeared before me

_____, to me known to be the person(s) described in and who executed the within and foregoing instrument, and acknowledged that he/she signed the same as his/her voluntary act and deed, for the uses and purposes therein mentioned.

Witness my hand and official seal hereto affixed this _____ day of _____, _____.

Notary Public in and for the State of _____

My commission expires _____.



Robeson County Water Department

Draft Authorization Form

Contact Information:

1. _____
2. _____

I hereby authorize Robeson County Water Department, hereinafter called COMPANY, to initiate Debit entries and to initiate, if necessary, credit entries and adjustments for any Debit Entry in error to my (our) account indicated below and the Financial Institution named below, hereinafter called DEPOSITORY to credit and/or debit the same to such account.

This authority is to remain in full force and effect until Robeson County Water Department has received written notification from me (or either of us) of its termination in such time and in such manner as to afford COMPANY and DEPOSITORY a reasonable opportunity to act on it. A RETURNED CHECK FEE of \$30.00 will be added to your bill if funds are not available or bank account is closed or terminated.

Date	Name	Financial Institution Name
Customer ID #	Account Number	Financial Institution Address

***Due to the time required for company and bank processing, allow one or two billing periods for processing.**

CUSTOMER SIGN HERE: _____

TAPE YOUR VOIDED CHECK HERE (CHECKINGS ACCOUNT ONLY!!)

Counter Checks Only: Bank needs to sign this form confirming this is the correct account #

Bank Sign Here: _____

**Robeson County Water Department
PO BOX 1769
Lumberton NC 28358
Phone (910) 671-3478
Fax (910) 608-3944**

Tenant/Renter Permission Form

I, _____ / _____, being the owner of property located at
Owners Name Telephone Number

_____ & recorded in _____ / _____ or _____
911 Address Meter Number Deed Book # Page # Tax Parcel ID #

in the Register of Deeds office, hereby authorize _____ to pay all
Renters/Non-Property Owner Name

necessary fees required by Robeson County Water Department to connect service in his/her name.

Owners Signature Date

New Owner Acceptance Form

I, _____ / _____, being the owner of property located at
Owners Name Telephone Number

_____ & recorded in _____ / _____ or _____
911 Address Meter Number Deed Book# Page # Tax Parcel ID #

in the Register of Deeds office, hereby accept responsibility for all necessary fees required by Robeson
County Water Department to maintain meter and water usage as of date recorded on deed for property.

New Property Owners Signature Date



ROBESON COUNTY PUBLIC UTILITIES

176 Legend Road, Lumberton, North Carolina 28358

Myron Neville, Interim Director
(910) 671-3485

Service Fees and Charges UPDATE

{Effective January 25, 2016}

WATER METERS are the property of Robeson County; these meters are not to be tampered with *unless* authorized personnel. If such occurrence is found, the following fees will be applied to your water bill. *Non-payment of these service fees can result in water disconnection.*

Water Cut off

\$35 (leak on customer side with no customer cut-off valve installed beyond the meter)

****A CUT-OFF VALVE MUST BE INSTALLED PER INSPECTION GUIDELINES****

Replace Broken Curb Stop

\$85 (if curb stop is broken and water cannot be turned off at the meter)

Meter Test Fees

****refunded if meter fails test****

\$50 {3/4" meter}

\$100 {1" meter}

\$200 {2" meter}