

**CITY OF HEADLAND WATER DEPARTMENT
SERVICE RULES AND REGULATIONS**

APPLICATION FOR SERVICE

- (a) The consumer will make an application for service, provide a copy of drivers license and make a \$100.00 deposit before service will be turned on. (Deposit for garbage only service will be \$50.00)
- (b) Any consumer, who wishes to establish water service with the City of Headland Water Department, must pay any previous account balance in full before any other service can be established.
- (c) Each new single-family dwelling must have a meter set specifically for that dwelling. The owner prior to installation shall pay for the meter to be set.
- (d) Each single-family dwelling and residence, including mobile homes, shall have a single water meter and a separate water services for each such single-family dwelling, residence or mobile home.

RESPONSIBILITY AND LIABILITY

- (a) The City of Headland Water Department shall run a service line from its distribution line to the property line where the distribution line exits, or is to be constructed, and runs immediately adjacent and parallel to the property to be served. No service charge, other than the tapping fee will be made for a 5/8" or 3/4" meter. A proportionately greater charge will be made for a meter of larger dimension.
- (b) The City of Headland Water Department may make connections to service other properties not adjacent to its lines upon payment of reasonable costs for the extensions of its distribution lines as may be required to render such services.

CONSUMER'S RESPONSIBILITY

- (a) Where a meter or meter box is placed on the premises of a consumer, the consumer shall provide a suitable place therefore, unobstructed and accessible at all times to the meter reader.
- (b) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter; the City of Headland Water Department will provide a like valve on its side of such meter. The cut-off valve on the Water Dept's side is for the departments use only. If a meter, valve or locking device is tampered with, the consumer whose name is on the account will be prosecuted according to state law.
- (c) The consumer's piping 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 Water Department rules and regulations and in full compliance with the sanitary regulations of the State Health Department.

CHANGE OF OCCUPANCY

- (a) Consumer will be responsible to contact the City of Headland Water Dept. to discontinue service or to change occupancy. When services are discontinued and all bills have been paid, the security deposit will be refunded. If a balance is due, the security deposit will go toward payment of the balance. Any amount of the security deposit remaining will be refunded to the consumer but if the deposit is not sufficient to cover the bill, the Water Dept may proceed to collect the balance in the usual way provided by law for collection of debts.
- (b) Once service has been established in the consumer's name no information will be changed or service discontinued without written permission from the consumer.
- (c) The outgoing consumer shall be responsible for all water consumed up to the time of departure or the time specified for departure, whichever period is longest.
- (d) The new occupant will apply for water service within 48 hours after occupying the premises and failure to do so will make him liable for the water consumed since the last meter reading.

METER READING – BILLING – COLLECTIONS

- (a) Meters will be read monthly, but the City of Headland Water Dept reserves the right to vary the dates or lengths of period covered, temporarily or permanently if necessary or desirable.
- (b) Bills will be mailed the last day of each month, charges for water will be figured in accordance with the Water Dept's rate schedule and will be based on the amount consumed for the period covered by the meter reading.
- (c) Readings from different meters will not be combined for billing
- (d) Bills shall be paid at the place specified by the City of Headland Water Department. A Water Technician will accept no payment.
- (e) Bills are due on the first of each month; delinquent after the 15th day and a \$10.00 late fee shall automatically be added to such bills the next business day.
- (f) Failure to receive bills shall not prevent such bills from becoming delinquent nor relieve the consumer from payment of all charges.
- (g) For all amounts becoming delinquent hereunder applicant agrees to pay all collection charges, including a reasonable attorney's fee, and does hereby waive all rights of exemption under the constitution or Laws of the State of Alabama.

SUSPENSION OF SERVICE

- (a) Cut off day for a past due balance will be on the 15th of the month (if the 15th falls during a weekend or holiday cut offs will resume on the next business day). There will be a \$25.00 service charge added to any past due accounts on this day. Payment must be received prior to the 15th for service charge not to be added to the account.
- (b) Service disconnected for nonpayment of bills will be restored only after bills are paid in full. This will include all of the past due balance, late charges, and the \$25.00 service charge. There will be no exceptions, unless it is a legitimate reason and approved by the Water Department. The consumer must notify the Water Dept before the 15th for any arrangements to be made. If payment is not received by close of business, water service will not be reconnected until the next business day.
- (c) No checks will be accepted for payment to reconnect service.
- (d) Water works employees must abide by the past due list they are given and disconnect any consumers service that appears on this list. Unless the consumer can provide proof of payment.
- (e) The City of Headland Water Dept may prosecute by law any occupant, tenant or other person who violates provisions set by the Department.

RETURN CHECKS

- (a) A fee of \$30.00 shall be charged for a check with insufficient funds. All efforts will be made to contact the consumer. If the check was given to prevent disconnections of services the water will be tuned off. If the attempts to contact the party are unsuccessful, a certified letter will be mailed, as last resort to make contact. If there is no response within 10 working days the return check will be sent for a warrant.

COMPLAINTS – ADJUSTMENTS

- (a) If the consumer believes his/her bill to be in error, he/she shall present their claim to the office of the City of Headland Water Dept before the bill becomes delinquent, such claim, if made after the bill has become 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 prejudice his claim.
- (b) The City of Headland will make special meter readings at the request of the consumer for a fee of \$5.00 provided, however, that if such special reading discloses that the meter was over read, no charge would be made.

Methods of payment: Cash, Check, Money Order, and Credit Card (please call office if paying by Credit Card)

If you have any questions regarding the City of Headland Water Departments Service Rules and Regulations please feel free to contact the department at (334) 693-3365