

The following Yadkin County Water and Sewer Policy provides guidance to water customers purchasing water from Yadkin County. Customers should refer to the Yadkin County Water and Sewer Fee Schedule for specific rates, fees, and charges that may be applicable. This policy applies only to water and sewer lines owned and operated by Yadkin County. Water and sewer lines leased and operated by other entities are subject to the policies and fees of the lessee.

For questions, please contact the Yadkin County Finance Department.

**I. NEW SERVICE:**

- a) The Yadkin County Water Application must be completed along with a photo ID, lease/rent agreement signed and dated by the tenant and landlord, or the closing information on the purchased residence.
- b) All Residential and Commercial Fees are located in the Yadkin County Water and Sewer Fee Schedule.
- c) A plumbing permit shall be completed from Yadkin County Central Permitting for any new meter installations.
- d) A non-refundable connection fee is required for each tap. There shall be one tap and one meter per residential structure. In the case of a multifamily structure, multiple meters will be allowed. Commercial structures shall have appropriate size tap and meter as determined and approved by the Yadkin County Water Department.
- e) All customers must have a water meter. If a new meter is required, fees are based on pipe size required for service.
- f) Deposits are required for all new applicants, residential and commercial. Both residential owner customers and residential rental customers require a deposit. Residential owner's deposit is refundable after the account is in good standing for one year. Rental customer's deposit will be refunded when the services are disconnected and the account is at a zero balance. The account must have been in service for more than thirty days to be eligible for a refund. The County shall retain the deposits for any account in default.
- g) Account holders are responsible for payment of any utility charges.
- h) Upon termination of agreement, all payments are due within 10 business days.
- i) In accordance with NC Plumbing Code Chapter Six, Section 602; all residences must have drinkable water and it may be from a well. If the well should become contaminated or inoperable, the property owner must connect to a public water line, if it is available.

**II. BILLING AND PAYMENTS:**

- a) There shall be a monthly base charge which is applied to all accounts. Additionally, volume charges for water usage are based per 1,000 gallons metered service consumption will be billed based on the rates in the Water and Sewer fee schedule.
- b) Minimum monthly utility charges will begin the first full billing month after the County makes the service available to the customer paying the connection fee.
- c) Customers who have not received their bills will continue to be responsible for making payments on-time. Customers may call the Finance Office to receive a current balance on their count. Not receiving a bill is not a valid justification for failure to pay. If customers have an address change, they should contact the County Finance Office immediately.
- d) The water bill is due within 10 days from the date of the bill. It is considered past due 11 days after the date of the bill. A late fee shall be applied to the account on day 11 from the billing date.
- e) Payments are accepted online, by mail, or in person at the County Finance Office. Cash, debit/credit card and checks are an acceptable form of payment.
- f) Partial payments will be allocated to outstanding charges in the following order: penalties, usage fees.

**III. RETURNED CHECKS:**

When a check is returned from the bank for payment of a water bill, the bill shall be deemed unpaid. The customer will be notified and is responsible for the amount of the check plus a returned check fee. If the check is not paid within one (1) week, the matter may be turned over to the Yadkin County Sheriff's Office.

**IV. CUT-OFF AND RECONNECTION FOR WATER ONLY:**

- a) The County may disconnect water service for any of the following reasons:
  1. Failure to make payment in full resulting in account being 60 days past due.
  2. Repairs
  3. Failure to permit county employees access to their meter at all reasonable hours.
- b) Bills that are 60 days late will result in water service being disconnected. Customers will receive no prior warning or cut-off notice.
  1. Services can only be restored after all delinquent balances, late fees, plus the reconnect fee listed in the Water and Sewer fee schedule have been paid.

**V. METERED WATER; BROKEN WATER LINES I SEWER LINES; PROCEDURE RATE ADJUSTMENTS; INOPERATIVE METER:**

- a) Customers will be charged for all water that passes through the meter, whether used or unused.
- b) It is the customer's responsibility to check water and sewer lines on the property for broken or burst pipes. Each customer or user shall contact the County Managers Office, Finance Office, or 911 to report any such instance of broken or burst lines immediately.
- c) If a customer disputes a bill he/she may request a data log meter test be conducted. The test shall be performed by the County to determine if the meter is functioning properly.
- d) Under no circumstances is the customer to tamper with the meter or meter box. If the meter is tampered with, any damages will be repaired at the customer's expense.
- e) If the seal of the meter is broken by anyone other than the County's representatives, or in the event that the meter fails to register the use of water, the customer shall be charged with the amount computed using the appropriate following formula. Computation will be used for the period in which the meter failed to register.
  - 1. If the customer has been an occupant at the same location for three (3) years or more, he shall be charged the current rate, based upon the average water consumption for the same month during the previous years of occupancy.
  - 2. If the customer has been an occupant at the same location for less than three (3) years, he shall be charged the current rate based upon the average amount of water consumed monthly.

**VI. LEAK ADJUSTMENTS:**

- a) Upon reporting of broken/burst water or sewer lines, the customer may be allowed a rate adjustment.
- b) All of the following criteria must be met before the account can be adjusted:
  - 1. Leak must be 5,000 gallons over your high range of usage.
  - 2. Documentation from licensed plumber.
  - 3. If repaired by owner – provide receipt(s) of materials used, location, date, and a signed statement that describes the leak.
  - 4. Only one (1) adjustment per account per calendar year.

- c) If the customer is entitled to a rate adjustment, the contested monthly water bill shall be determined by averaging the previous six (6) months water bills to reflect an average bill for the contested amount of water usage.
- d) Water bills issued within 45 days of a repaired leak are subject to adjustment up to two billing cycles. Adjustments are based upon the previous 6 months average. Documentation shall include the replacement parts receipt or plumber invoice with the purchase date or repair date provided to the County to be considered for possible adjustment.

**VII. DAMAGING WATER/ SEWER LINES OR TAMPERING WITH WATER METERS:**

- a) Anyone digging or grading in the vicinity of County water and/or sewer lines must request the Water Department to send representatives to locate such lines before beginning any digging and/or grading. Failure to do so will result in full payment of all damages.
- b) Tampering with a meter is prohibited. If a meter is tampered with, the account shall be assessed fees for any damage incurred.
- c) After the third meter tampering offense, the County shall remove a meter from a residence. The customer will be responsible for all charges and meter tampering fees that may accrue.
- d) After a meter has been removed by the County, the account balance must be paid off in order for service to be reconnected.

**VIII. IRRIGATION SERVICE:**

- a) An irrigation service may be installed as a separate tap or by a split line off the non-irrigation service line at a point between the main and the non-irrigation service line (split tap). Either method of connection shall be performed by the Yadkin County Water Department.
- b) An irrigation service line, the irrigation meter and all related appurtenances shall be installed in accordance with the same regulations, policies and procedures that apply to non-irrigation meters.
- c) All new in-ground irrigation systems shall have installed and must maintain and operate programmable controllers that adjust irrigation frequency and intensity. Also, any new in ground irrigation system shall have installed, and must maintain and operate, a rain sensor or soil moisture sensor that will override the irrigation cycle of the sprinkler system when adequate soil moisture is achieved, or rainfall has occurred. Both of these requirements will conserve water, save the customer money, reduce wear on the system, and reduce damage to the health of the landscaping by avoiding unnecessary irrigation cycles. The requirements shall be responsibility

of the customer.

- d) During times of drought, excessive water usage, state mandates, and any other consideration, Yadkin County Water Department will have the right to interrupt services to such meters and/or alter watering times, such as specific days of the week or after midnight
- e) Customers are required to pay the current monthly minimum and rate for any water used or are subject to have both irrigation and domestic water supplies disconnected for nonpayment.

**IX. YADKIN COUNTY WATER SHORTAGE RESPONSE PLAN:**

In the event that existing water supply sources are inadequate to meet current demands for potable water, Yadkin County will implement the current approved Water Shortage Response Plan as presented in the Yadkin County East Bend Water Shortage Plan and the Yadkin County Hwy 21 Water Shortage Plan.