

B. GENERAL RULES

1. Purpose

The purpose of the Authority is to provide a safe supply of water and conveyance of wastes for its customers. The supplying and taking of water and sewer services shall conform to these Administrative Policies and Construction Rules and Regulations, and applicable rate schedules of the Authority.

2. Water/Sewer Users Agreement

Each customer, landlord or property management firm shall be eligible to receive service from the Authority only after a Water/Sewer User's Agreement (Application) has been signed by the customer, landlord or property management firm and the Authority. If a customer requires service at more than one point of use, a separate Water/Sewer User's Agreement shall be executed, and connection charges paid, for each additional point of delivery. The application shall be made in person at the office of the Authority (150 S. Main St., Lexington, VA 24450). The Authority may reject any application for service when the applicant is delinquent in payment of bills for service previously supplied by the Authority.

The Agreement is a contract; therefore, the application must be signed by the person who will be responsible for bills. If the customer will be a business, only an authorized person may sign the Agreement.

3. Metered Connection

The Authority agrees to provide service to the point of delivery, and to install (up to a 1" meter) and maintain at its expense, one metered service connection for each customer point of use, based on a valid Water/Sewer User's Agreement. Meters larger than 1" must be provided by the customer. All meters shall be owned and maintained by the Authority, except that additional maintenance caused by excessive wear shall be billed to the customer (see Section J.4.). All usage recorded by the meter shall be billable.

4. Service Lines

The customer will install and maintain, at his/her own expense, service lines from the point of delivery to the point of use. The customer will make timely repairs as necessary.

5. Multiple Residential and Point of Use Properties

The standard residential rates of the System shall be applicable to all multiple residential and point of use properties. Multiple residential properties include mobile home parks, apartment buildings, town houses, motels, housing complexes, or similar residential developments. The Board may, at its discretion, choose to serve multiple residential properties through a single master meter. In such cases, the owner must sign a Users Agreement and be responsible for payment of the bi-monthly water bill.

6. Business Complexes

Single owner multi-use business properties will be treated as complexes. Capacity purchased for individual businesses can be allocated and re-allocated by the PSA among the connections as needs change within the complex, provided the total consumption does not exceed the total purchased capacity. No average daily consumption that exceeds the purchased capacity will be allowed. Individually connected businesses within the complex must complete a business application. The PSA will assign minimum EDU capacity per connection based on the higher of the application's stated proposed usage and the consumption history, if available. Capacity will be re-evaluated periodically, and will remain with the property.

7. Non-System Connections

At no time shall any customer or individual connect a non-system water source to any service line or water line that is also connected to the System. Representatives of the Authority shall have the right to enter customers' premises for the purpose of inspection and enforcement of this policy at all reasonable hours. Violations of this policy shall constitute cause for immediate disconnection of service.

8. Changes of Occupancy

- a. Not less than three business days notice must be given at the Authority's office, to discontinue service 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, whichever period is longer. Until service is formally transferred, the original customer shall be responsible for payment of service. The Board may refuse to transfer service until all past-due bills and charges have been paid.

9. Fees

Customers agree to pay the established fees for water service in accordance with applicable rate schedules at the time service is provided by the Authority.

10. Right of Entry

Representative of the Authority shall have the right at all reasonable hours to enter the customer's property to: read water meters, inspect piping and to perform other duties for the proper maintenance and operation of service, or to remove its meters and equipment upon discontinuance of service by either the customer or the Authority.

11. Service Interruptions

The Authority shall make all reasonable efforts to supply continuous uninterrupted service. However, it shall have the right to interrupt service for the purpose of making repairs, connections, extensions, or for other necessary work. Efforts will be made to notify customers who may be affected by such interruptions, as a courtesy, but the Authority will not accept responsibility for losses that might occur due to such necessary interruptions, nor does the Authority accept responsibility for losses due to interruptions of service caused by storms, floods, non-payment or other causes beyond its control. Customers are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be assured, such as for steam boilers, domestic hot water systems, gas engines, etc.