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CREEK COUNTY RURAL WATER DISTRICT NO. 1
KELLYVILLE, OK

POLICY BOOK

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OFFICE POLICIES

1. Effective 5-13-1976, customer records and payment stubs will be kept on file for 4 years plus the current year (5 years).
2. Bills will be calculated and mailed out before the 1st of the month, with a due date of the 20th of the month.
3. Effective 6-12-1980, a delinquent charge of 10% of the unpaid balance will be added to customer's account on the 21st, or next business day after the 20th, if payment is not received by the due date.
4. When a customer's account shows to be delinquent, water service will be discontinued after the 25th of the month, and a \$100.00 (effective 9-9-2022) turn off fee will be charged. In order for water service to be reinstated, the account must be paid in full. Water service will be reinstated during business hours only.
5. Accounts are held in the benefit unit owner/property owner's name only. That customer is responsible for the bill for that account regardless of who is living at the property at time of usage.
6. Effective 8-10-2023, water rates are:
 - i. \$26.00 Minimum, which includes 1,999 gallons of water.
 - ii. All usage over 1,999 gallons will be \$6.50 per thousand.
7. Effective 12-31-1993, the fiscal year for the Water District will be from January 1st through December 31st.
8. Effective 11-13-1986, water service to properties in the city limits of Kellyville will not be initiated until a deposit for sewer and trash service has been paid at the Kellyville City Office.
9. Effective 11-11-2021, customers purchasing existing benefit units will pay a transfer fee of \$50.00.
10. In accordance with The Department of Environmental Quality's law, it is illegal for any Water District to service a property or structure with water without a DEQ approved sewer treatment system (also referenced in POLICY CONCERNING BENEFIT UNITS).

POLICY CONCERNING BENEFIT UNITS

Before a Rural Water District may institute water service for a residence or business, the State of Oklahoma's regulations require that provisions be made for approved sewage disposal. Approval has to come from the local Department of Environmental Quality and includes obtaining a percolation test and obtaining a design and Septic System Approval Report on the completed sewage treatment system. If, however, the DEQ should give approval to the property owner to have a "Pasture Tap" installed, the Water District will do so. A "Pasture Tap" means that water can be connected to an outside hydrant only and may not be connected to a residence. Customers requesting a "Pasture Tap" will be required to sign a "Pasture Tap Agreement" with the Water District.

After approval from the DEQ, the cost of the Benefit Unit must be paid in full before the tap is set. Effective 11-11-2021, the cost of a Benefit Unit is \$2,000.00. Each Benefit Unit shall carry with it the obligation of paying a monthly meter charge any time a meter is in service.

Effective 11-11-2021, there will be a minimal charge of \$700.00 for any normal road crossing. If the road crossing requires a road bore, the customer will pay the actual cost of the road bore plus the cost of a Benefit Unit.

The cost of the Benefit Unit will not be refunded to the customer unless the tap has never been set. The refunded amount will not exceed the amount paid for the original tap. Effective 9/1/2000, the Water District will not refund any water tap that has been set. Effective 8/1/2002, if someone wants to transfer their tap to another location, the cost to relocate the existing tap will be \$500.00.

PRICING SCHEDULE FOR WATER TAPS, FIRE HYDRANTS, ETC

Effective 11/12/2021

5/8" METER SETTING/BENEFIT UNIT	\$2,000.00
1" METER SETTING/BENEFIT UNIT	\$2,500.00
2" METER SETTING/BENEFIT UNIT (REGULAR METER, NOT COMPOUND)	\$3,000.00
2" METER SETTING/BENEFIT UNIT (COMPOUND)	\$4,500.00
ROAD BORE (NORMAL)*	\$700.00
*IF AN OUTSIDE ROAD BORE CONTRACTOR IS NECESSARY, AN ESTIMATE WILL BE REQUIRED AND THE CUSTOMER WILL BE REQUIRED TO PAY THAT AMOUNT.	
4" 2-WAY HYDRANT W/4" GATE VALVE INSTALLED	\$3,000.00
2" FLUSH HYDRANT	\$2,300.00
RELOCATION OF AN EXISTING TAP	\$500.00-\$1,000.00

Effective 5/14/2020

PORTABLE WATER METER	DEPOSIT	\$1,500.00
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Deposit amount subject to change to adjust for change in cost to District.
Borrower must also sign a contract; deposit
is refundable upon return of meter.

POLICY CONCERNING CREDIT FOR LEAKS

The Water District, at its discretion, may give credit for excessive water leaks. The credit is a one time credit, and is to be approved by the Manager or Office Manager. No credit will be given until we know the leak has been repaired.

Credit cannot be given below the cost per thousand gallons that the Water District pays to treat the water. Credit is figured on water used above the normal average usage for that particular water customer. The District may apply the credit and then stop all penalty charges against the account until the debt is paid. The customer can make monthly payments toward the debt. As of August 10, 2023, the cost of a thousand gallons to be produced was \$4.00.

POLICY PROCEDURES FOR LINE EXTENSIONS

1. Potential customer must fill out line extension request form. This request is good for six (6) months. The information from this form is submitted to our Engineer to determine if we can service this area, the size of line needed and a cost estimate.
2. Submit information before Board for approval of line extension.
3. After approval is obtained from Board, contact person to let them know of approval and the cost of the project. Also the amount to be paid to the Department of Environmental Quality and any Engineering charges to be paid.
4. Payment in full must be received before project begins.
5. All line extensions over 900 feet must be submitted to the Department of Environmental Quality for approval. Any fees due to the DEQ will be paid by the customer.
6. Easements must be obtained for the District by the person requesting line extension.
7. The area where the line extension is to be located must be staked out by the person requesting the line extension.
8. All work performed shall be in accordance with the District specifications as outlined and detailed by the District Engineer and the DEQ.

No extensions of water lines will be made by the District unless full cost is paid by the users of the extensions. The cost must be paid before any of the work is started. Water District will pay for main line valves and fittings and the customer must buy a Benefit Unit.

It is a policy not to install lines on State or County property unless it is found to be impossible to obtain easements from property owners. It is also a policy not to install water lines on private property without first obtaining an easement for said line, and that no work be done without first informing the property owner of the proposed work.

POLICY CONCERNING ILLEGAL CONNECTIONS

A member or non-member, within the boundaries of this Water District may not, at any time or for any reason, make an illegal connection for the purpose of testing or obtaining water. Any device used for this purpose will be confiscated and all necessary steps will be taken to avoid reoccurrence.

A reimbursement fee of not less than \$100.00 will be assessed against the responsible party. Additional charges may be imposed as applicable. Billing for water and repair costs, both labor and material, will be an option if the situation warrants.

Each occurrence will be handled on an individual basis, with all circumstances considered.

POLICY FOR DAMAGE TO WATER LINES

Creek County Rural Water District No 1 strictly follows the Oklahoma Underground Damage Prevention Act. A copy of this can be found online at OKIE811.org.

When damage occurs to a water line as a result of no OKIE811 dig request or an incorrect OKIE811 dig request, the person, company or party responsible for the damage shall be held responsible to pay for the repairs including but not limited to labor, parts, fittings and water loss. After the damage is repaired by the District, the District Manager will create and send a detailed invoice to the responsible party for payment. The amount owed can be paid out over a period of time if approved by the District Manager.

POLICY PROCEDURE FOR PORTABLE WATER METER

Effective November 11, 2021, a potential customer must fill out and sign a contract for use of the District's portable water meters on construction or other type of temporary job. This customer must also pay a deposit of \$1,500.00, refundable upon return of the meter and its locking device. The beginning reading shall be noted and the meter read by a District employee on a monthly basis for billing purposes.

TRAILER PARK AND APARTMENT HOUSE POLICIES

1. Trailer Park Policy: Effective 8/10/2023, a \$26.00 minimum will be charged for each trailer that is in the park at the time the meter is read. This minimum includes 1,999 gallons of water. The additional water used, after the minimum has been deducted, will be charged at \$6.50 per thousand gallons.

It is the policy of the Board of Directors of Creek County Rural Water District No. 1 that it takes 4 trailers to constitute a trailer park and be legally served with one meter. Therefore, all trailer parks will be charged a minimum for no less than 4 trailers.

2. Apartment House Policy: Effective 8-1-2016, the apartment owner must pay cost of 1 Benefit Unit at current price plus \$100.00 per unit, plus cost of installing a larger meter. Water will be billed as follows: A \$26.00 minimum will be charged for each apartment unit each month, whether occupied or not. This minimum includes 1,999 gallons of water. The additional water used, after the minimum has been deducted, will be charged at \$6.50 per thousand gallons. What constitutes an apartment complex: Anything over a one-family dwelling unit, housed under one roof.

RECORD REQUEST POLICY

The District is a public entity and required to follow the Oklahoma Open Records Act.

A Member of the District may request inspection and / or copy of their personal account record during regular office hours. Any District employee in charge of account files may assist the Member with this request without charge to the Member.

All request for inspection and / or copy of District records other than that of the Member's personal account(s), are required to:

1. Complete a REQUEST FOR RECORD COPY form
2. Submit Request to the District's Record Custodian
3. Pay copying and search fees as posted publicly in the District Office

In the event the Record Custodian is unable to determine if the requested record is exempt from the Oklahoma Open Records Act, or unable to provide the Requester the record requested, the Custodian will complete a RECORD INSPECTION AND / OR COPY DELAY NOTICE and submit to the Requester.

In the event the Record Custodian determined the requested record is exempt from the Oklahoma Open Records Act, or unable to provide the Requester the record requested, the Custodian will complete the RECORD COPY REQUEST DENIAL form and submit to the Requester.

RECORD REQUEST POLICY (other than personal account inquiries)

FEES

Search Fee - \$0

Copying Fee - \$0.25 per page printed