

Albert Gallatin Municipal Authority Rules and Regulations

METERS, PITS AND VALVES

1. The Customer shall protect the Meter, Meter Pit, Setter, and Lid/ Ring against damage due to negligence, fire, vandalism, etc. AGMA will repair any loss or damage at the Customer's expense. Service will be discontinued until such repair charges are paid. Lids must remain on and secured at all times.
2. Setters are not permitted to be choked down/ half on. This results in damage to the ball valve which in turn will cause the setter to be replaced. Setters are not permitted to be used as primary shut off. Setters may be used as an emergency shut off if needed when leaks appear to be in customer service lines. It is the home owners responsibility to have a main shut off for the resident.
3. No Customer or Person shall operate any curb stop, valve, or hydrant located in any water service line or main unless authorized by the AGMA. Operating any of the above may be considered tampering at the discretion of AGMA. Tampering fees may apply
4. The Customer shall not remove or tamper with any Meter nor permit any other person except an authorized employee of the AGMA To remove a Meter. When a Meter seal has been tampered with or broken, or the meter has been removed by an unauthorized person, the Authority may remove, test, reset, reseal and replace the Meter at the expense of the customer and at its discretion, may terminate Water Service to the customer until a tampering fee (\$75.00) has been paid. Criminal charges may be filed at AGMA's discretion.
5. Any customer that believes their meter should be changed may be changed at the discretion of AGMA. Charges may apply.
6. In instances where water service is interrupted because of freezing, AGMA will, at its own expense, thaw out the water service. The thawing out of the service pipe from the meter pit to the premises shall be done by the customer at their own expense.

BILLS DUE AND PAYMENTS

1. All bills shall be payable immediately upon receipt thereof and in no case shall be paid later than the due date appearing on the bill. Bills remaining unpaid after this date shall be considered delinquent, which delinquency may be grounds for late charges and/ or discontinuance of service. All bills must be paid in full unless a payment plan is established with the AGMA board.
2. Payments mailed by USPS are considered paid as of the date received in our office not post marked.

3. When service is terminated (non payment, etc) there will be a blue plastic tag with a label placed on the setter. If tag is removed or broken there will be an additional \$75.00 tampering fee added to any existing fees. If tag is broken or removed a second time there will be an additional \$150.00 tampering fee added to existing fees. If tag is removed for a third time Criminal charges will be filed at AGMA's discretion for tampering/ theft of utility services. Repeat offenders will have to have approval of the AGMA board before water service will be restored.

4. Accounts with outstanding balances that result in termination must be paid in full including all or any late fees before service will be restored. These accounts are not eligible for payment plans

5. AGMA requires a \$100 deposit for new service. Any customer shall pay bills for water service rendered. The deposit shall not be considered as payment for normal water service. The deposit, subject to the discretion of AGMA, may be applied towards delinquent bills for water service and any costs incurred in collecting delinquent bills (including attorney's fees)

6. When a Customer's check is returned to AGMA by the bank for any reason, AGMA will impose a service charge (\$30.00) for each occurrence.

7. Any customer that has criminal charges filed against them are liable for all cost related, such as but not limited to court cost, magistrate fines, etc.

TAPS, SERVICE LINES AND LEAKS

1. New taps must be paid in full before installation. Installation will be determined by AGMA depending on work flow.

2. New taps costs are \$ 2200.00. These prices do not include road boring. If road boring is required the customer will be charged for the road bore after completion and cost is on a case by case basis. All road board charges must be paid in full before water service will be provided.

3. There will be a one time leak forgiveness to customers that have a leak on their service line. This does not apply to leaks inside the residence. You must appear at a board meeting to obtain leak forgiveness. Leak forgiveness is at the sole discretion of the AGMA board. There will be no more than one for any customer/residence.

7. If the Water Service Line pressure is deemed excessive by either the Authority, Applicant, or Owner, it shall be the Owner 's responsibility to install and maintain a pressure regulator at his/her expense. Regulators cannot be hooked directly to the meter setter.

8. If Water Service Line pressure is low AGMA shall be under no obligation to increase such pressure by any means, including pumping or other means.

9. AGMA reserves the right to refuse water service to any individual, applicant, owner or customer, who has an excessively delinquent bill, who has acted to defraud the authority, who has attempted to tamper with the water system or supply, and/or who has otherwise compromised the safety and integrity of the water system

10. Any customer caught stealing water will be billed for a minimum of 10,000 gallons usage plus a \$250.00 theft charge. Tampering fees may apply and Criminal charges may be filed at AGMA's discretion.

DISCONTINUANCE OF SERVICE

1. Service may be discontinued for any of the following reasons: (a) Violation of any of the Authority Rules and Regulations. (b) Misrepresentation of property or fixtures to be supplied, the use of the water supply, or the Customer/Owner of record. (c) Tampering with any service pipe, meter, curb stop or seal, or any appliance of the AGMA. (d) Failure to maintain, in good order, connections, service lines, backflow preventors, meter housing or other fixtures for which the Customer is responsible. (e) Waste of water through improper or imperfect pipes, fixtures, or other facilities. (f) Vacancy of the premises. (g) Failure to make payments of any Water System charges against the Premises. (h) Refusal of access to inspect, read, replace, maintain or remove meters as directed by the AGMA. (i) Refusal to conserve water during periods of drought or other advertised restricted supply period. (j) Failure to pay AGMA water bills or charges incurred. (k) Placement of obstruction in, around, or over curb box or meter pit.

Any and all threats verbal and or physical to Albert Gallatin Municipal Authority personnel will be taken seriously and appropriate authorities will be notified.