



HWSFPA New Customer Service Information

Name: _____

Owner: ☐ Renter: ☐ Landlord's Name: _____

Social Security # or Tax ID #: _____

Cell\Phone #: _____

Service Address: _____

Billing Address (if different): _____

Email Address: _____



HUGULEY WATER SEWER AND FIRE PROTECTION AUTHORITY
NEW SERVICES AND EXISTING SERVICES
CROSS-CONNECTIONS SURVEY REPORT

Name of Company, Corporation, Business, Residential: _____

Date: _____

Address: _____

ACCOUNT #: _____

Name of Contact: _____

Telephone #: _____

Type of Use: _____

Industrial _____

Commercial _____

Irrigation _____

Residential _____

Multi-Unit Residential: _____ (ie: trailer parks, etc.)

1. Is there another source of water to the property other than the service connection to the public potable supply (that is, a private well, lake, stream, river, pond, etc.)?

Yes _____

No _____

2. Is there an irrigation system on the property?

Yes _____

No _____

3. Are there any facilities (such as booster pump, elevated tank, etc.) to increase water pressure above the supply pressure of the public supply?

Yes _____

No _____

4. Are any toxic or non-toxic chemicals used in the operation?

Yes _____

No _____

5. Are any ejectors, aspirators, or pumps used in the operation?

Yes _____

No _____

6. Are there any water supply lines submerged in tanks, vats, etc?

Yes _____

No _____

7. Is there a fire stand pipe or fire sprinkler system installed in the building?

Yes _____

No _____

COMMENTS _____

SIGNATURE _____

Customer is required to notify HWA of any change in water use at this address within 10 business days of change occurring.

BELOW TO BE FILLED OUT BY HUGULEY WATER, SEWER, AND FIRE PROTECTION AUTHORITY SUPERINTENDENT:

Size of Service: _____ Inch

Metered? _____

Yes _____

No _____

New Connection: _____

Existing Connection: _____

Degree of Hazard: High _____ Low _____

Cut Off on Customer's Side: Yes _____

No _____

Type of Device recommended for containment:

RPBA _____

DCVA _____

RPDA _____

DCDA _____

RDC _____

SIGNATURE _____

DATE _____

Updated: 9/27/2023

CUSTOMER AGREEMENT TO PROVIDE CUSTOMER SIDE CUTOFF VALVE

EFFECTIVE: 1/1/2024

It is the policy of Huguley Water, Sewer, and Fire Protection Authority (from hereafter to be known as HWA) that all water services shall include a cut off valve located on the customers side of the meter box. This policy is stated in the HWA "Rules and Regulations User agreement". This cut off valve is to be maintained by the customer and shall be located within 3 feet of the HWA meter box. This valve is to be used by the customer to cut off the water to the customer's side. Customers are not permitted to use the cut off valve located in the HWA meter box; it is for HWA personnel only. Any customer requesting water service from HWA that does not have a current cutoff valve that meets HWA policy requirements will be given 30 calendar days to install a cutoff valve. The customer shall notify the office when the cutoff valve has been installed so that HWA staff can verify installation of cutoff. This needs to be verified prior to expiration of the 30-day grace period. If the customer fails to install the required valve within the 30-day grace period service will be terminated at HWA's discretion. By signing below, you understand and agree to the terms and conditions listed above.

SIGN: _____ DATE: _____



**HUGULEY WATER SEWER AND FIRE PROTECTION AUTHORITY
WATER USERS' AGREEMENT**

**EFFECTIVE JULY 1, 2008
REVISED FEBRUARY 19, 2024**

NO. _____

THIS AGREEMENT, between the Huguley Water, Sewer and Fire Protection Authority, a non-profit corporation organized and existing by virtue of the laws of the State of Alabama, hereinafter called the "Corporation", and

_____ a customer of the corporation hereinafter call the "Customer" and or "Consumer".

WITNESSETH:

WHEREAS, the Customer desires to purchase water for domestic, commercial, agricultural, industrial or other uses from the Corporation and to enter into a water user agreement as required by the bylaws of the Corporation.

NOW, THEREFORE, in consideration of the mutual covenants, promises and agreements herein contained, it is hereby understood and agreed:

The Corporation shall furnish, subject to the limitation as provided in the By-laws, Service Rules and Regulations as hereinafter provided for, such quantity of water as the member may desire in connection with his occupancy of property located at

_____ in the Huguley Community in Chambers County, Alabama. The Customer shall install and maintain at his own expense a service line which shall begin at a point designated by the Corporation at his property line and extend to the dwelling and other portions of his premises.

The Customer's service line shall connect with the distribution system of the Corporation at the place designated by the Corporation provided the Corporation has determined in advance that the Corporation's Water System is of sufficient capacity to permit deliver of water to that point.

TAP REQUIREMENTS

- A. Each Customer subscribing to use the service of the Corporation shall pay a connection fee for each connection the **current fee schedule at the time of application**.
- B. A cash security deposit will be required of all consumers when water service becomes available at the **current fee schedule at the time of application**.

- C. The Consumer will make application for service, in person, at the business office of the Corporation and at the same time make the necessary deposits required.
- D. Water furnished for a given lot shall be used on that lot only. Each consumer's service must be metered at a single delivery and metering point. The corporation shall not under any condition furnish water free of charge to anyone.
- E. The Corporation may install its meter at or near the property line where the distribution line exists or is to be connected. This meter may be installed at or near the property line within 3 feet of the line. This must be unobstructed and accessible at all times to the meter readers. Failure to maintain an unobstructed and accessible access to the meters can be cause for disconnection.
- F. The Corporation reserves the right to refuse service unless the Consumer's lines or piping are installed in such a manner as to prevent cross-connection or backflow as provided by the Corporation's Cross-Connection and Backflow Policy and ADEM Rules and Regulations. Violation of the Corporation's Cross-Connection and Backflow Policy and State Regulations can result in service disconnection.
- G. The Consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter. The Corporation will provide a like valve on its side of such meter.
- H. The Consumer's piping and apparatus shall be installed and maintained by the Consumer at the Consumer's expense in accordance with Corporation Rules and Regulations and regulations of the County and State Departments with such authority.
- I. The Consumer shall not sell water to any other person or permit any other person to use said water. Trailer parks or any other multiple dwelling buildings are not to be connected to this single service.
- J. In the event, a master meter is requested; Consumer is to pay tap fee plus full expense involved. All taps regardless of size (3/4", 1", 1 1/2" or larger) must have services lines installed using 200 PSI schedule 40 or better rated piping.
- K. The Corporation shall make the final determination in any question of location of any service line connection to its distribution system; shall determine the allocation of water to customers in the event of a water shortage, may shut off the water to a customer who allows a connection or extension to be made to his service line for the purpose of supplying water to another user.

BILLING – COLLECTION

The failure of a customer to pay water charges duly imposed shall result in the automatic imposition of the following penalties:

- A. Payments are due the 1st day of each month and will be considered late after the 10th of the month. Late penalty will be applied to all unpaid accounts at the start of business on

the first business day after the 10th of the month. Current month water charges up to \$100.00 are charged **\$10.00 late penalty**. Current month water charges over \$100.00 are charged **10% of the current charge as late penalty**. **DELINQUENT AND TERMINATION NOTICES ARE NOT SENT TO CUSTOMERS.**

B. Services may be disconnected for non-payment after the 20th of the month. Current month's charges plus late fees not paid by the start of business on the first business day after the 20th of the month will be charged a **\$50.00 reconnection penalty**. **The reconnection penalty will be charged to all accounts even if the account is paid prior to the service being disconnected.** Customers with current months charges plus late fees and reconnect fees not paid prior to scheduled disconnect route being performed will be locked or disconnected.

C. For delinquent accounts over 60 days, the Corporation reserves the right, in addition to all other rights and remedies, to terminate this agreement and the customer shall not be entitled to receive, nor the Corporation obligated to supply water under this agreement.

In the event that it becomes necessary for the Corporation to shut off water from a customer's property for any violation of the rules and regulations, the customer will be charged a reconnection fee of \$50.00.

The foregoing notwithstanding, The Corporation reserves the right to make or amend the By-Laws or the Rules and Regulations of the system from time to time and the customer agrees to abide by such changed upon notice thereof.

Customer understands that a refundable security deposit will be collected **at the current fee schedule** at the time upon connection of services.

IN WITNESS WHEREOF, we have hereunto executed this agreement this _____ day of _____, _____.

HUGULEY WATER SEWER AND FIRE PROECTION AUTHORITY
"A Corporation"

BY: _____
As its Authorized Agent

Owner Name/Address

BY: _____
Customer/Renter

Revised: 01/01/2024

SERVICE RULES AND REGULATIONS
OF THE
HUGULEY WATER, SEWER & FIRE PROTECTION AUTHORITY

The Board of Directors of the Huguley Water, Sewer and Fire Protection has adopted the following basic rules and regulations that will be observed by both the Authority and its members for regular one family dwelling and one farm dwelling.

I. TYPES OF SERVICE

- (a) The rate schedule set forth below contemplates a single user, such as one family dwelling, one-farm dwelling. (Regular household tap).
- (b) Extraordinary circumstances, such as subdivision extensions, multiple dwelling units, industrial users, and fire protection shall be governed by special contract agreements made by the Board of Directors.
- (c) All water mains shall not be less than ¾" to residence. All service lines and connectors/fittings (PVC, CPVC, PEX type A, B, C, Brass, APB, PE, and Copper) shall meet ANSI/NSF61, ANSI/NSF372 and ASTM F2023 requirements All service lines shall be rated for a minimum of 160 psi.
- (d) A private cut off is required approximately 3 feet from meter on owner's side where owner may be able to cut off their line without going into the Authority's meter box. The owner is not allowed to go into the meter box for any reason and cut off water.
- (e) The superintendent of the Authority must approve all installations.

II. STANDARD RATE SCHEDULE

See adopted rate schedules and customer classifications, which are subject to change at any time as the board of directors may deem necessary.

III. APPLICATION FOR SERVICE

- (a) The Consumer will make an application for service, in person, or other acceptable methods approved by Huguley, at the office of the Corporation and make the necessary deposits as required.
- (b) Each member subscribing to use the services of the Authority shall pay a connection fee for each connection desired based on the **current fee schedule at time of application**. A cash security deposit will be required at **the current fee schedule at the time when application is signed**.
- (c) Anyone making an application for water service at an address where water meter is in place and deemed usable after **4:30 PM EST will connected the next business day**.

IV. MINIMUM CHARGE

- (a) Water furnished for a given lot shall be used on that lot only and for one (1) household. No other connections shall be connected to this single service.
- (b) Except for fire protection, the Authority shall not under any condition furnish water free of charge to anyone. **NO ONE IS TO CONNECT TO A FIRE HYDRANT EXCEPT FOR FIRE DEPARTMENTS, WITHOUT THE APPROVAL OF THE AUTHORITY.**

V. CORPORATIONS RESPONSIBILITY AND LIABILITY

- (a) The Corporation will run a service line from its distribution line to the property line where the distribution lines exist, or is to be constructed, and runs immediately adjacent and parallel to the property to be served. No service charge, other than the connection fee referred to in above, will be made for a 5/8 x 3/4" meter. A proportionately greater charge will be made for a meter of larger dimension.
- (b) The Corporation reserves the right to refuse service unless the consumer's lines or piping are installed in such a manner as to prevent cross-connections or backflow.

VI. CONSUMER'S RESPONSIBILITY

- (a) The meter box will be located within 3 ft of the ROW (Right of Way) on private property. It will not be installed behind any obstruction (fence, building, tree etc). HWSFPA personal will always have unobstructed access to the meter box. Customers are not allowed to park, obstruct, or run over meter box and any time. Any damages to meter, meter box or contents of meter box will be billed to the customer.
- (b) The consumer shall furnish and maintain a private cut-off valve on the consumer's side of such meter, the corporation to provide a like valve on its side of such meter. The consumer shall install and maintain an acceptable back flow device. **The consumer shall evaluate the need for a pressure regulator on the consumer's side of the meter and shall install and maintain the pressure regulator as required.**
- (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 corporation's rules and regulations and in full compliance with the sanitary regulations of the State Health Department.
- (d) The consumer, members of his household and employees shall use water furnished by the corporation for consumption only. The consumer shall not sell water to any other person or permit any other person to use said water. Water shall not be used for irrigation, fire protection, or other purposes, except when water is available in sufficient quantity without interfering with the regular domestic consumption in the area served. Disregard for this rule shall be sufficient cause for refusal or discontinuance of service.

VII. ACCESS TO PREMISES

- (a) Duly authorized agents of the corporation shall have access, at all reasonable hours, to the premises of the consumer for the purpose of installing or removing corporation property, inspection piping, reading and test meters, or any purpose in connection with the corporation service and facilities.
- (b) Extensions to the system shall be made only when the consumer shall grant Or convey, or shall cause to be granted or conveyed, to the corporation a permanent easement or right-of-way across any property traversed by the lines.

VIII. CHANGE OF OCCUPANCY

- (a) Not less than three days notice must be given in person or in writing, at the corporation 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 longest.
- (c) 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 water consumed since the last meter reading.

IX. METER READING -BILLING—COLLECTING

- (a) Meters will be read and bills rendered monthly, but the corporation reserves the right to vary the dates or length of period covered, temporarily or permanently if necessary or desirable.
- (b) Bills for water will be figured in accordance with the corporation's rate schedule and will be based on the amount consumed for the period covered by the meter readings, except where consumer orders turn off less than one month after turning on, the minimum bill to such consumer for such period shall be equal to the minimum charge for one full month's service.
- (c) Reading from different meters will not be combined for reading.
- (d) Bills shall be paid at the Authority office. PAYMENTS TO METER READERS OR MAINTENANCE WORKERS ARE PROHIBITED.
- (e) Bills are due on or before the 10th of every month and late fees will apply after the 10th of the month. Current month water charges up to **\$100.00** will be charged **\$10.00** late penalty. Current month water charges over **\$100.00** will be charged **10%** of the current charge.
- (e) If bills are not paid on or before the 20th of the month, service may be discontinued on the 21st. Current month charges PLUS late penalty fee not paid on or before the 20th will incur the following actions: Reconnect fee of **\$50.00** and meter may be locked. If service is disconnected for non-payment, all charges must be paid by 4:30 PM EST in order for service to be restored. Payments made after 4:30 PM EST will not be restored until the next business day (unless extenuating circumstances apply)
- (g) Failure to receive bills shall not prevent bills from becoming delinquent or relieve the customer from payment.

- (f) **Huguley Water Sewer & Fire Protection Authority has a policy in place that may allow the Authority to waive the late fee or reconnect fee being charged to our customers due to delays in the postal service if the following conditions apply:**
- 1. The payment envelope MUST be POSTMARKED on the 10th day of the month or before for the late fee to be waived.**
 - 2. The payment envelope MUST be POSTMARKED on the 20th day of the month or before for the reconnect fee to be waived.**

X. SUSPENSION OF SERVICES

- (a) When services are discontinued and all bills paid, the security deposit will be refunded.
- (b) Upon discontinuance of service for non-payment of bills, the corporation will apply the security deposit toward the settlement of the account. Any balance will be refunded to the consumer. But if the security deposit is not sufficient to cover the bill, the corporation may proceed to collect the balance in the usual way provided by law for collection of debts.
- (c) Service disconnected for non-payment of bills will be restored only after **bills are paid in full**, such security deposit as may be required by the board of Directors is made and a service charge of **\$50.00** paid for each meter reconnected.
- (d) The corporation reserves the right to discontinue its service without notice for the following additional reasons:
1. To prevent fraud or abuse.
 2. Consumers' willful disregard of the corporation rules.
 3. Emergency repairs.
 4. Insufficiency of water supply due to circumstances beyond the corporations' control.
 5. Legal processes.
 6. Direction of public authorities.
 7. Strike, riot, fire, floods, accident, or any unavoidable cause.
- (e) The Corporation may, in addition to prosecution by law, permanently refuse service to any consumer who tampers with a meter or other measuring device.

XI. COMPLAINTS—ADJUSTMENTS

- (a) If the consumer believes his bill to be in error, he shall present his claim, in person, at the office of the corporation before the bill has become delinquent but such shall not be effective in preventing discontinuance of service as heretofore provided. The consumer may pay such bill under protest and said payment shall not prejudice his claim.
- (b) The Corporation will make special meter reading at the request of a consumer.

- (c) Meters will be tested at the request of the consumer upon payment to the corporation of the actual cost of making the test provided, however, that if the meter is found to over-register beyond three percent of the correct volume, no charge will be made.
- (d) If the seal of a meter is broken by anyone other than the corporation's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills and/or from other proper data.

The Huguley Water, Sewer and Fire Protection Authority's service to its customers is considered top priority, therefore, we will strive that; and water service will not be cut-off (main system) unless it is absolutely necessary to do so. The Authority urges its customers to use necessary precautions (i.e. check valves on water heaters) that abrupt emergency cut off will not affect appliances.

HUGULEY WATER, SEWER & FIRE PROTECTION AUTHORITY

WATER SERVICE FEE SCHEDULE

EFFECTIVE January 1, 2024

LATE FEE	<div><div>\$10.00</div><div>10%</div></div>	FOR BALANCES UNDER \$100.00 OF BALANCES OVER \$100.00
RE-CONNECTION FEE	<div>\$50.00</div>	WATER TURNED OFF FOR NON-PAYMENT
SECURITY DEPOSIT	<div>\$150.00</div>	TO HAVE WATER TURNED ON
NSF (BAD CHECK) FEE:	<div>\$30.00</div>	WAIVED IF THE BANK MAKES THE MISTAKE
METER TESTING:	<div>\$100.00</div>	FEE WAIVED IF METER TEST BAD
METER RE-CHECK FEE	<div>\$25.00</div>	AT CUSTOMER REQUEST 1 FREE EVERY 3 MONTHS IF MISREAD THEN 1 FREE RE-CHECK STILL VALID
CONNECTION FEE	<div>\$25.00</div>	NEW CUSTOMER IF METER IS ALREADY IN PLACE
DAMAGED CURB STOP FEE	<div>\$150.00</div>	FEE FOR CUTTING OR DAMAGE RESULTING IN MAKING THE VALVE INOPERABLE OR TO LEAK
DAMAGED METER FEE	<div>\$350.00</div>	FEE FOR DAMAGE RESULTING IN MAKING THE METER OR ANY COMPONENT OF METER INOPERABLE OR TO LEAK
BACKFLOW REMOVAL FEE	<div>\$250.00</div>	FEE FOR DAMAGE OR REMOVAL OF BACKFLOW DEVICE.
DAMAGED LOCK FEE	<div>\$50.00</div>	CUT, DAMAGED OR REMOVED
SERVICE CHARGE	<div>\$50.00</div>	CHARGE APPLIES TO TURN WATER OFF/ON REQUESTED BY CUSTOMER DUE TO CUSTOMER NOT HAVING SHUT OFF VALVE ON CUSTOMER SIDE OF METER AS REQUIRED BY THE AUTHORITY FEE MAY BE WAIVED BY BOARD OF DIRECTORS IF EXTENUATING CIRCUMSTANCES EXIST.
AFTER HR SERVICE CHARGE	<div>75.00</div>	CHARGE APPLIES TO TURN WATER OFF/ON AFTER BUSINESS HOURS, REQUESTED BY CUSTOMER DUE TO CUSTOMER NOT HAVING SHUT OFF VALVE ON CUSTOMER SIDE OF METER AS REQUIRED BY THE AUTHORITY FEE MAY BE WAIVED BY BOARD OF DIRECTORS IF EXTENUATING CIRCUMSTANCES EXIST.

NOTES:

ALL FEES ARE SUBJECT TO CHANGE.

THE BOARD OF DIRECTORS OF THE AUTHORITY RESERVES THE RIGHT TO WAIVE OR MODIFY FEES
ON A CASE BY CASE BASIS IF EXTENUATING CIRCUMSTANCES EXIST.