POLICIES AND PROCEDURES

BOGUE BANKS WATER CORPORATION
NON-PROFIT WATER SYSTEM
Office Hours: Monday – Friday 8:30 AM – 5:00 PM

1. The water account holder or his/her agent must be present when the water meter is turned on or unlocked. The account holder is responsible for the plumbing from the water meter to the house, including the customer valve. The customer valve is for customer use only to turn water off and on at the street. BBWC Techs may not turn on/off, repair, or replace customer valves. BBWC requires every property to have a working customer valve at the street. We reserve the right to refuse water service if no customer valve is in place at the street.

2. It shall be unlawful for any person other than a Bogue Banks Water Corporation employee to remove, turn water on/off at, or otherwise tamper with, any installed water meter or part thereof. Persons desiring service to be turned on/off at a meter shall call our office. There will be an after-hours fee of $75 for after-hours calls. Use of the BBWC angle valve is considered meter tampering. If the meter is tampered with, the account will be charged $200 for the first offense, and $500 for the second offense. The third occurrence at the same address by the same account holder will result in the meter being removed and the service being disconnected from Bogue Banks Water Corporation's system.

3. A $20.00 transfer fee will be charged to customers applying for membership and service at an existing water location. A deposit of $100.00 will be charged to members applying for service. This deposit will be applied to the customer's water account on the final bill. All new accounts require the member's signature. If the member is mailing in the service application, a clean copy of a government issued photo ID must accompany the request, along with a check or money order for the full $120.00.

4. Renters who are applying for water service must provide a copy of the lease agreement. Contact information and a government issued photo ID is required for everyone whose name appears on the lease agreement.

5. Water bills are mailed on the last business day of the month. The entire balance on a member's account is due upon receipt of the bill and is past due after the 25th of the month. In addition, accounts will incur a 1% monthly finance charge on any past due balance, with a minimum late fee of $5.00.

6. If a member requests disconnection or is cut off for good cause (e.g. non-payment of the bill) and then is reconnected at the same address within one year of disconnection, the reconnection charge shall be the appropriate base charge times the number of months disconnected plus a $40.00 reconnect fee.

7. If the member fails to pay for a month's service, and then receives a bill for a second month of service, the overdue amount from the previous billing month will be marked in a past due block. If the member fails to pay at least the prior month balance by the 25th of the second billing month, the member will receive a past due letter, and the past due amount must be paid within ten (10) days to avoid an interruption of service. In order to reinstate service once it has been interrupted for non-payment, the member will be required to pay the full account balance in addition to a $40.00 reconnect fee. A second offense within 12 months will incur a $60.00 fee. After 90 days from the lock date, if the balance remains unpaid, the account will be closed and the balance sent to collection. If the customer wishes to reopen the account after the 90 days, the base fee, times the number of months it was locked, will be due, in addition to the amount past due, plus the 35% collections fee.

8. If a member has a closed account with us that has an outstanding balance – unpaid bills, fees, penalties – that balance will be transferred to any current accounts that the member has with us and will be expected to be paid in full.

9. There will be a $25.00 worthless check fee on all returned checks.

10. Bogue Banks Water Corporation does not store any credit or debit card information anywhere on site, in our computers, or in our cloud based billing system. We will not accept credit or debit card information by text, chat, email, or any form of social media. We will not accept credit or debit card information over the telephone. If a customer wants to pay by card, he or she must either come in to the office or pay on our website.

11. In the event of an under billing on an account the member may repay the amount under billed in equal monthly installments. The number of months in which the debt may be repaid will be determined by the number of months in which the under billing occurred.

12. Residents in a multi-family dwelling serviced by a single meter will receive one bill for the water usage of the entire complex including a minimum charge based on the size of the meter. An individual meter may be installed at the member's expense, for dwelling of three or fewer units.

13. There will be a facility fee of $25.00 plus water usage charges of $2.00 per thousand gallons used charged to member requesting a temporary hydrant meter. The member is responsible for the costs of any hose needed and all related work.

14. The member shall furnish and lay the necessary pipe to make the connection from the BBWC meter to the home, and shall keep the service line from the meter to the place of consumption in good repair. In the installation of a service line, the member must not install any tee's or branch connection between the meter and any required backflow devices, and must leave the trench open and the pipe uncovered until it is examined by the building inspector and shown to be free from any irregularity or defect.

15. Bogue Banks Water Corporation reserves the right to refuse service unless the customer's lines or piping are installed in such a manner as to prevent cross-connections or backflow. The State of NC and EPA have identified certain severe and moderate hazards that will require the installation of additional backflow prevention in the form of a Reduced Pressure Principal Assembly (RPZ), Double Check Valve Assembly (DCVA), or an Air Gap. Common hazards include irrigation systems, swimming pools, and waterfront facilities. Full lists of both moderate and severe hazards are in the Bogue Banks Water Corporation Cross-Connection and Backflow Prevention Policy. All customers shall comply with this policy and the fee's associated with the policy (specified on full copy). A full copy is available in the office upon request and on our website at Boguebankswater.com.

16. Bogue Banks Water Corporation shall at all reasonable times have access to meters, service connections, and all property owned by the corporation on a member's property for purposes of maintenance and operation, including a three (3) foot setback from the road to and around BBWC equipment. BBWC reserves the right to remove obstacles within the setback including but not limited to vegetation, structures, and vehicles. This includes cutting off the supply of water for any of the causes provided for in the rules and regulations of the North Carolina Public Utilities Commission and BBWC's policies and procedures. BBWC requires three (3) feet of cleared working space around all property owned by the corporation.

17. In the event a customer wants to have a meter tested to verify its accuracy, BBWC will send the meter to a certified tester once the customer agrees to pay the current fee for shipping and labor. That charge will be reversed if, after testing, a defect is found that favors BBWC.

18. Bogue Banks Water Corporation allows one courtesy leak adjustment per year. Please send a letter to us stating you had a leak along with a copy of the repair bill. The adjustment is figured on a yearly average of your water bills and is applied directly to your account. The minimum allowable adjustment is $10.00. **Adjustments DO NOT apply to irrigation leaks, or the plumbing, including lines and fixtures, leading to irrigation systems.**

19. Irrigation meters are required for all new irrigation systems on both new and existing homes. An irrigation meter must also have an RPZ and a rain sensor installed with proof of installation submitted to BBWC. After installation, it is the customer's responsibility to call BBWC and schedule an initial test on the device. This process is outlined in the Backflow and Cross-Connection Policy. These systems may NOT be connected to the house meter. Irrigation meters may be cut off or restricted in times of severe drought, or by orders from the State of North Carolina. For this reason we advise a shallow well over the purchase of this meter.

20. To discontinue service, the member must contact Bogue Banks Water Corporation to establish the cut-off date, as well as provide the forwarding address for the final bill.

21. Meter maintenance and repair responsibility: Bogue Banks Water Corporation will periodically inspect the meters in use for functionality and accessibility. When a meter is found to be in an irreparable state due to normal aging and wear and tear, we will replace that meter at no charge to the customer. However, the customer is liable for any damages to the meter, meter box, or any components, including damage by 3rd parties. BBWC will replace any broken equipment when notified of or when found through visual inspections and the cost of replacement will be automatically added to the customer's bill.

    Breakdown of charges:

Replace regular sized meter box:	$20.00
Replace oversized meter box:	$125.00
Replace vaults:	call for estimate
Replace Angle Valve:	$200.00
Replace ¾ meter:	$250.00
Replace 1" meter:	$325.00
Replace Smart Endpoint:	$150.00
Replace Dual Check:	$30.00
Turn off/on water to house:	$30.00 (per trip, no fee if for a repair of the customer valve)
Other damaged equipment not listed	Pricing to be determined based on cost of replacement

I agree to abide by the policies and procedures of Bogue Banks Water Corporation.

Signature Printed name Date

Bogue Banks Water Corporation
Cross Connection and Backflow Prevention Policy

As set forth by the Federal Safe Drinking Water Act, NC Drinking Water Act, and Section .406 (b) of the NC Rules Governing Public Water Systems

The purpose of this policy is to advise Bogue Banks Water Corporation customers of safety requirements pertaining to certain identified hazards and to explain how Bogue Banks Water Corporation keeps the water supply safe from backflow of hazards into the distribution system.

As water meters are installed, repaired or upgraded at residences, Bogue Banks Water Corporation insures that a residential dual check backflow preventer is set with the new meter to protect against backflow from residential plumbing systems back into the Bogue Banks water supply system. Under no circumstances may the dual check valve be removed unless the residence falls into the category of a severe or moderate hazard, as described in this policy, and is required to install additional protection in the form of a Reduced Pressure zone (RPZ) or Double Check Valve Assembly (DCVA). * *NOTE: Commercial and Industrial accounts are subject to inspection at any time.*

Bogue Banks Water Corporation and NC Public Water Supply Guidelines (supplemental to Section .0406(b)) identify the following as **Moderate Hazards**. All moderate hazards must be protected by an AWWA approved and testable **Double Check Valve Assembly (DCVA)**.

- Fire sprinkler systems without booster pump facilities or chemical additives
- Connection to tanks, lines and vessels that handle non-toxic substances
- Most commercial establishments
- Automatic service stations, bakeries and beauty shops with no health hazard and bottling plants with no back pressure
- Any other items/facilities deemed a moderate hazard by the Board of Bogue Banks Water Corporation

Bogue Banks Water Corporation and NC Public Water Supply Guidelines (supplemental to Section .0406(b)) identify the following as **Severe Hazards**. All severe hazards must be protected by an AWWA approved and testable **Reduced Pressure Zone (RPZ) or by an approved Air Gap**. An air gap is defined as, an unobstructed vertical distance through the atmosphere between the lowest opening from any pipe or faucet supplying water to a tank, plumbing fixture, or other device and the flood level rim of the receptacle. An approved air-gap must be a permanent fixture with a vertical separation that shall be at least double the diameter of the supply pipe. In no case shall the air-gap be less than one (1) inch.

- Lawn sprinkler systems
- Wastewater treatment plants
- Connection to an unapproved water system or unapproved auxiliary water supply (including wells)
- Connection to tanks, pumps, lines, steam boilers or vessels that handle sewage, lethal substances, toxic or radioactive substances
- Fire sprinkler systems with booster pump facilities (such as fire department connections [FDCs]) or chemical additives
- Buildings with five of more stories above ground level
- Hospitals and other medical facilities
- Morgues, mortuaries and autopsy facilities
- Metal plating facilities
- Bottling plants (subject to backpressure)

- Canneries
- Battery manufacturers
- Exterminators and lawn care companies
- Chemical processing plants
(continued)

- Dairies
- Film laboratories
- Car wash facilities
- Dye works
- Laundries
- Swimming pools and hot tubs
- Waterfront facilities as defined below
- Any other items/facilities deemed a severe hazard by the Board of Bogue Banks Water Corporation

There is no grandfather clause for properties with any of the existing conditions mentioned in this policy. All properties are required to install and maintain the appropriate backflow device as outlined in this policy, including properties that did not have one prior.

Beginning July 1st, 2016, all property owners will be required to abide by this policy. BBWC Inspectors will assess all properties for existing hazards in phases. The timelines for having the correct device installed per notification will be:

- All current homeowners will be given 1 year (365 days) from notification
- New owners to existing residences will have 90 days from date of application for service
- New construction homes will have 90 days from the application for service

BBWC reserves the right to re-inspect any property at any time to ensure compliance and/or re-evaluate the level of hazard protection needed. If there is a change from none to moderate, or moderate to severe, the property owner will have 90 days to have the correct device installed.

The following measures will be taken for failure to have the correct device installed within the given timeframe:

- Initial warning and 10 days to comply with installation
- Second warning, $100 fine, and 10 days to comply with installation
- Final warning, $500 fine, and 10 days to comply with installation
- Termination of service until the correct device is installed, tested, and fines are paid in full

BBWC will provide customers with the required lead-free backflow device and insulated cover at a reduced price. These are provided at our cost to purchase and subject to change based on current pricing from our supplier. **All new installations must use the below devices from Watts or Wilkins.** No other brands or model will be allowed. If you have a different brand/model device from a previous installation that was removed, please contact BBWC prior to installation for device approval. Any unapproved devices not matching the brand/model listed below will not be considered a valid installation, will not pass the initial inspection, and will not meet BBWC's requirement for an installed backflow device.

(RPZ) Reduced Pressure Zone Device – Watts Model LF009M2QT
Wilkins Model 975XL2
(DCVA) Double Check Valve Assembly – Watts Model LF007M1QT
Wilkins Model 950XL2

Bogue Banks Water Corporation highly recommends the installation of a shallow well for use with irrigation systems to help preserve the Castle Hayne Aquifer, our drinking water source, from overuse. All irrigation systems that are connected to the Bogue Banks Water Corporation metered service are required to have a RPZ (Reduced Pressure Zone device) installed. If no other hazards exist on the property then the RPZ may be installed on the Irrigation line after it branches off from the main house supply line. If the property has additional hazards in addition to the irrigation system, then the RPZ will have to be installed directly after the meter on the main house supply line.

All properties with a pool and/or hot tub will be required to have a RPZ installed directly after the meter with the exception of those filled by a permanent fixture airgap. However, if an automated chemical, salt, backwash, or filtration system is used, then a RPZ will be required even with a permanent fixture airgap. Any permanent fixture airgap must be inspected and approved by a Bogue Banks Water Corporation Inspector yearly.

Waterfront facilities are defined as any property or parcel that borders a permanent source of water (ocean, sound, canal, ponds, etc.) or has water on or contained in property, and has a secondary hazard. Secondary hazards include:

- A water source (spigot, etc.) within fifty (50) feet of the property line bordering the ocean
- A water source (spigot, etc.) within fifty (50) feet of the high tide mark and/or water's edge

Any property with a secondary source of water (well) will need to be inspected by BBWC personnel. There can be no connection between BBWC's water supply and a private well, this includes swing connections and other types of temporary connections, no matter how many valves are installed. Any property with a private well, deep or shallow, and a permanent, temporary or swing connection to plumbing normally supplied by BBWC water, must have an RPZ installed on BBWC's main supply line directly after the meter.

All installations of cross-connection/backflow prevention devices shall be performed by a licensed plumber or person with an appropriate license. With the exception of irrigation only installations, the device shall be installed directly after the meter, BEFORE any other connections or branches, and within 5 feet of the meter box. If additional room is needed due to driveways, trees, or other obstacles, please contact BBWC **prior** to installation for an exception. Bypasses are not permitted on backflow installations. Irrigation only installations must be out in the open and at least three (3) feet from any shrubbery, vegetation, or natural forest growth. The installation may not be indoors or under porches/decks, and must be on the same side of the dwelling as the meter. Please contact BBWC **prior** to installation for site approval. BBWC will provide an installation diagram with required materials list that must be followed for all installations, no exceptions. After installation, it is the customer's responsibility to call BBWC and schedule an initial test on the device. The backflow installation requirements will not be fully complete until after a BBWC tester has both approved the installation and completed an initial passing test on the device.

All Reduced Pressure Zone (RPZ) and Double Check Valve (DCV) assemblies will be tested on a yearly basis by a certified tester from BBWC. **The BBWC tester is the only authorized person to perform the annual test. Any other tests completed by any other entity will be rejected**. A $30 fee will be charged to the customer's account for the test. If the device is in an un-repairable state, missing, removed, or bypassed, water service will be immediately discontinued until replaced with a working device. If multiple trips are required due to obstruction of the backflow device or the device is missing, of removed, the customer will be charged $30 each visit. If the device is in an un-repairable state, there will be no additional charge for a second visit after installation of the new device.

Fines for unapproved tampering or altering the install of a backflow prevention device including bypass installations will follow the escalating schedule below:

- Initial warning and 10 days to have properly re-installed
- Second offense – $100 fine
- Third offense – $500 fine
- Fourth offense – Disconnection of service and removal of meter

Bogue Banks Water Corporation maintains test records from all backflow prevention assembly tests on properties that contain these severe and moderate hazards.

Per North Carolina Public Water Supply, all water supply systems are also governed by the North Carolina Plumbing Code, which is enforced by city and county inspectors.

It is the responsibility of Bogue Banks Water Corporation customers to prevent pollutants and contaminants from entering their own potable water system. For the Bogue Banks Water Corporation customer, that responsibility starts at the water meter and runs through their entire plumbing system.

Our primary concern is to protect our potable water supply, allowing Bogue Banks Water Corporation to continue to deliver safe drinking water to residents of Salter Path, Indian Beach and Emerald Isle.

Effective July 1, 2016

I, _____, have read and agree to abide by and follow the above Backflow Policy in its entirety.

Customer Signature: _____ Date: _____

7412 EMERALD DRIVE, PO BOX 4009
EMERALD ISLE NC 28594-4009
Phone 252/354-3307 Fax 252/354-2563
Website: www.boguebankswater.com

MAIL IN APPLICATION (page 2) – OWNERS ONLY

CROSS CONNECTION & BACKFLOW PREVENTION POLICY

Does the property to be served have an in-ground irrigation system? ☐ **YES** ☐ **NO** ☐ **Unsure**

Does the property border on water (ocean, sound, lake, pond, marsh)? ☐ **YES** ☐ **NO** ☐ **Unsure**

Does the property have a swimming pool or hot tub? ☐ **YES** ☐ **NO** ☐ **Unsure**

Is this a new construction home: ☐ **YES** ☐ **NO**

Do you plan on installing an irrigation system: ☐ **YES** ☐ **NO**

***If UNSURE, our ORC will inspect the property, determine if a backflow valve is required, and will notify you by mail.**

If the property borders on water, and has a water spigot within 50 feet of the water, the applicant must ensure that an approved backflow preventer (RPZ) is installed and has passed inspection within the last year. The meter will be locked if Bogue Banks Water Corporation does not receive proof of installation and/or a copy of the current test form within the required time.
Properties needing to have the backflow device installed will have 90 days from the date of this application.

IRRIGATION: New systems require a separate meter & backflow device (RPZ)
Bogue Banks Water Corporation requires all new irrigation systems to be installed on a separate irrigation meter and protected by an approved RPZ device (reduced pressure zone). They can NOT be connected to the residential meter water line. This includes both new construction and existing homes. Existing irrigation systems on existing homes will need to have an approved RPZ device installed on the main line of the residential meter water line within 5 feet of the meter box (see backflow and cross connection policy). Within 30 days of installing the irrigation meter, an approved RPZ device and rain sensor must be installed. BBWC will then test the device initially and then annually. Proof of rain sensor installation must also be shown. After 30 days the irrigation meter will be shut off and locked until both requirements are met.

If your property does not currently have an irrigation system, but you plan on, or choose to install a new irrigation system at any point in the future, the above still applies. An Irrigation meter can be applied for separate from the residential meter at any time. Current rates for an irrigation meter are $900 for the meter and $300 installation fee. The water rate is $10/1000 gallons.

Any new irrigation system found connected to a residential water meter line will be charged a $200 fine and given a 10-day grace period to apply and pay for an irrigation meter at the Bogue Banks Water Corporation office. After the 10-day grace period the residential meter will be turned off and locked until the irrigation meter is installed.

Please complete and sign.

Physical address of property: _____

_____
(*Print full name*)

_____ _____
(*Sign full name*) (*Date*)

Bogue Banks WATER CORPORATION

The BBWC Board on September 26, 2017, approved the following water rates:

Residential/Commercial Rates:

Meter size:	Base Charge, zero usage:	Usage Charge (all meter sizes):
¾”	$ 15.00	$2.00/1,000 gallons
1”	$ 21.00	
1 ½”	$ 38.00	Usage Charge (irrigation meter):
2”	$ 75.00	$10.00/1,000 gallons
3”	$ 150.00	
4”	$ 300.00	
6”	$ 564.00	

Transfer Fee: $20.00

Deposit: $100.00, refunded to final bill

Reconnection Charge: $40.00

If a customer reconnects within 12 months, the base charge times the number of months the customer was disconnected is also due.

Illegal Connection or Turn-On/Tampering Fee:
1st offense: $200
2nd offense: $500
3rd offense: Meter is removed

Tap-on Fee: $300.00

Installation Fees:

¾” Meter	Current cost of parts
1” Meter	Current cost of parts
1 ½” & larger	$475.00 & additional cost of parts
¾” Irrig Meter	$900.00

Meter Upgrade:

¾” to 1”	$350.00

Meter Moving

¾”- 1”	$50.00 plus parts
1 ½” & larger	Price to be quoted

Fire Hydrant Installation $1,500 plus labor & additional parts

Meter Testing Fee call for amount