

RURAL WATER DISTRICT NO. 5 WAGONER COUNTY, OKLAHOMA POLICIES AND PROCEDURES

APPLICATION FOR MEMBERSHIP

- 1) Applicants must provide a legal description and an address (if available) of the property to be served.
- 2) Water meter must be installed on the property it is going to serve.
- 3) Property owners must provide an easement to the District for water lines and connections at no expense to the District. The required easement will include a twenty-foot (20') strip of land across the property from one property line to the other property line. The easement must be signed by the property owner(s) and notarized before any work begins.
- 4) Applicants must sign a Water Users Agreement and pay the current Benefit Unit fee.
- 5) If a road crossing is necessary to make water service available to the property to be served, applicant must pay the current road crossing fee.
- 6) Benefit Unit fee and road crossing fee must be paid in full with application. Payment plans will not be accepted. *(Benefit Unit Fee and Road Crossing Fee are shown on the attached Fee Schedule).*
- 7) The Board of Directors must approve all Benefit Unit applications.
- 8) A Benefit Unit request of larger than a one-inch (1") meter will not be approved until it is reviewed by the District Manager and warranted based on the user's demand.
- 9) Applicants will pay a minimum payment each month from approval of the application, regardless of usage or setting of the meter.

MULTI FAMILY UNITS/APARTMENT COMPLEX

Apartment complexes will be required to purchase one (1) Benefit Unit using a two-inch (2") meter for each building in the complex. The cost of the Benefit Unit for each building in the complex will be five thousand dollars (\$5,000) with a monthly minimum charge of one hundred dollars (\$100). *(Amounts are subject to change by a vote of the Board of Directors).*

OWNER-TENANT RESPONSIBILITIES

All Benefit Units are kept in the name of the property owner. The District will accept payments from the tenants, but the owner of the Benefit Unit will be responsible for all charges and obligations against his Unit. The District will not be responsible for collecting any water deposits from the tenant, this will be entirely between the Benefit Unit owner and the tenant.

REFUND OF MEMBERSHIP FEE

The membership fee is NON-REFUNDABLE. However, if the member's account has not been set up and the meter has not been installed, the applicant may approach the Board and request a refund. All membership fee refunds must be approved by the Board of Directors.

PRESSURE REGULATORS

If a Benefit Unit owner feels that the pressure furnished by the District to the meter is excessive, the owner should purchase and install a pressure regulator on their side of the meter. The District is not and cannot be responsible for anything past the user's side of the meter.

WATER LINE SIZE AND SPECIFICATIONS

Water lines installed on a section line road or county road, whether upgrading an existing main line or an extension of the main line, will be a minimum of six inches (6") in diameter.

All water lines installed will be PVC C900 and laid at a depth of no less than thirty inches (30").

MAIN EXTENSIONS

If a main line extension is necessary to serve an applicant, all expenses associated with the extension will be the responsibility of the applicant. The applicant will be responsible for obtaining engineered plans for the extension along with legal easements for all properties involved. The applicant will also be responsible for acquiring a *Permit to Construct* from the Oklahoma Department of Environmental Quality. **All main line extensions on a section line road or county road must be a minimum of six inches (6") in diameter. If the board determines the line should be larger, the District will pay twenty-five percent (25%) of the cost of the extension.** All extensions must be installed according to the following specifications:

- 1) All pipe will be **PVC C900** and laid at a depth of no less than thirty inches (30").
- 2) All valves and fittings will be ductile iron mechanical joint.
- 3) No poly pipe (*polyethylene*) or glue joint pipe will be accepted except for road bores. PVC pipe used for bores will have bell joint restraints or equivalent.
- 4) Main line extensions that are installed by a District approved contractor may be exempt from providing a maintenance bond.
- 5) Contractors with no prior history with the District will submit five references and provide a maintenance bond for 100% of the cost of the job for one year.
- 6) Line extensions less than twenty thousand dollars (\$20,000) may be exempt from providing a maintenance bond if installed by a District approved contractor upon the discretion of the Board of Directors.
- 7) The contractor will be responsible for contacting OKIE811 for all utility locate requests associated with the job.
- 8) The contractor will be responsible for all cleanup associated with the job.
- 9) The contractor will be responsible for the cost of maintenance of the line extension for one (1) year after installation and acceptance by the District.
- 10) Line extension will become the property of the District upon inspection and acceptance of the line by the District.
- 11) The District will be responsible for collecting bacteriological samples for testing. Line extension will not be put into use until the District receives satisfactory results from the testing.

DAMAGE TO WATER LINES

A minimum charge of five hundred dollars (\$500) will be imposed on water line damage that occurs without first obtaining an OKIE811 locate request or damage that occurs within the marked radius of RWD #5 water lines. At the District's discretion, a higher charge amount may be assigned dependent upon the extent of damage plus a ten percent (10%) water loss penalty.

BILLING PROCEDURES

Meters will be read electronically at least once every month by a representative of the District. Water bills will be sent on or before the first (1st) day of each month and will be due on or before the sixteenth (16th) day of the month in which the bill was rendered. Unpaid balances on the first day following the due date will be subject to a ten percent (10%) late penalty.

Failure of the District to submit a service bill shall not excuse a consumer from the obligation to pay within the required time for water used.

RETURN CHECKS

A service charge will be added to the customer's account for all checks returned. Customer will be notified by mail of the returned check, the amount due, including the service charge and the date on which the full amount must be paid to avoid disruption of service. (*Service charge shown on the attached Fee Schedule*).

WATER LEAK ADJUSTMENTS

Members must participate in the District's **Water Loss Protection Program** and pay the monthly program fee to be eligible for a water leak adjustment on their water bill. Members may decline participation by signing a form opting out of the Water Loss Protection Program.

(Program rules and opt out forms are available online at www.ruralwater5.com or by contacting the Rural Water District No. 5 office).

DELINQUENT ACCOUNTS

Accounts will be considered delinquent if there is a balance of more than one (1) month on the first (1st) business day following the due date of the second (2nd) month billed. Delinquent accounts will be notified by mail and/or an automated phone call informing them of the delinquency and the date on which their water service will be disconnected if balance remains unpaid. If a customer is a tenant, the tap holder will receive a notice by mail informing them of the delinquency. Accounts remaining unpaid the day before the scheduled service disconnection date will receive an automated phone call as their final reminder. Failure to pay by 8:00 am on the scheduled date will result in the service being disconnected with a lock being placed on the meter and a disconnection fee charged to the account. (Disconnection fee is shown on the attached Fee Schedule).

A representative of the District will make periodic checks on locked meters with unpaid balances. If the lock has been removed, another lock will be placed on the meter and the account will be charged additional fees. The entire past due balance and the disconnection fee must be paid in full before the lock will be removed from the meter and the water service restored.

FIRE HYDRANT POLICY

Hydrant installation will only be allowed on main lines that are six inches (6") in diameter or larger. Hydrant must be purchased and paid in full by member requesting it before installation. (Member purchased hydrant and installation cost is shown on the attached Fee Schedule).

Hydrant will be installed by the District and will become property of the District after installation. The District will allow no water sales from hydrants without the use of a hydrant meter and approval of the District Manager.

Under no circumstances will Rural Water District No. 5 Wagoner County be held responsible for furnishing water for fire protection or held liable for any consequences or damage caused by such incident.

OPEN RECORDS REQUEST

Pursuant to the Oklahoma Open Records Act, (Title 51 Oklahoma Statutes §§ 24A.1 et seq.) and the District's policies, Rural Water District No. 5 will provide copies of the District's public records upon request. To request a copy of a public record, an Open Records Request Form must be completed. Forms may be obtained by calling the Rural Water No. 5 Wagoner County office.

Fulfilling public records requests will incur fees as permitted under the Oklahoma Law. Such fees will include copying charges per page and may include other fees. (Fees are shown on the attached Fee Schedule).

These updated Policies and Procedures were approved by unanimous vote of the Rural Water District No. 5 Board of Directors at the August 5, 2025, board meeting.