



Utility Policy & Procedure Manual

TABLE OF CONTENTS

A1.	Definitions	3
A2.	Application for service	4
A3.	Meters	5
A4.	Connect and Disconnect Services	5
A5.	Denial of Service to a Customer	6
A6.	Notification of Deceased Customer	6
A7.	Meter Tampering	6
A8.	Removal of Meters	7
A9.	Notification of Inaccessible meter	7
A10.	Customer Responsibility for Meter	7
A11.	Estimated Bills	7
A12.	Inspection of Department’s Property	8
A13.	Statement for Service Rendered	8
A14.	Discontinuance of Service for Failure to pay	8
A15.	Delinquent Payment Charge	8
A16.	Short Term or Temporary Services	9
A17.	Charge for Moving Facilities	9
A18.	Meter Deposits – Security Deposits	9
	I. Rental Deposits	9
	II. Transfer of Deposits	9
	III. Divorce	10
A19.	Average payment Plan	10
A20.	Returned Checks	11
A21.	Payment Options	11

Table of Contents Continued

A22.	Shut Off for Non Pay	12
I.	Notice	12
II.	Payment Arrangement	12
III.	Shut Off for Non Pay Procedure Timing	13
IV.	Hanger Notice of Shut Off for Non Pay	13
V.	Collection by Serviceman	13
A23.	Collections Policy for Department of Utilities Billing Office	14
B1.	Utility Dispute Procedures	14
C1.	Water Policies	15
I.	Water main Extensions	15
II.	Water meter Taps	15
III.	Water Line Extension Charge	15
IV.	Water Leak Policy	16
V.	Water meter Installation Procedures	16
VI.	Bulk Water Sales	16
VII.	Construction Tap for Water Service, but no Sewer Service Requested – Septic Tank	17
VIII.	Fire protection Water Tap Fees	17
IX.	GMSA Line Extension Exemption Policy	17
C2.	Wastewater policies	18
I.	Sewer Charge Adjustments – leaks	18
II.	Sanitary Sewer Tap Guidelines	18
III.	Grinder Pump Guidelines	19
IV.	Sewer Main Extension Policy	19
	Agreement for Payment Arrangements	20



Utility Policy & Procedure Manual

These policies and procedures for the utilities department provide for the control and operations of the department and have been approved by the Grove Municipal Services Authority Board on November 15th, 2011.

A1. Definitions:

Bill – Shall refer to the monthly statement of account, payable as rendered on a regularly designated date to each customer.

Billing Period – The billing period may be referred to as “month” or “billing month”. The intent is to represent a period of approximately thirty (30) days between regular meter readings irrespective of calendar months.

Customer – An individual, firm, or corporation at the single address or location receiving one class of service and one kind of commodity.

Department – Grove Municipal Services Authority Utilities

Disconnect – Permanent stoppage of all utilities.

General Manager – Shall pertain to the person responsible for the administration of the Grove Municipal Services Authority utilities.

GMSA Cost – The amount GMSA will bill out, which will include materials, labor, and equipment costs plus a 20% administration fee.

Material Cost – The amount GMSA will bill out, which will include material costs plus a 20% administration fee.

Meter Deposit – The meter deposit shall be the amount of money or security required by the department to be deposited by the customer to guarantee payment of bills for service rendered.

Rate/Rate Schedule – This shall mean the rates published by GMSA ordinance which applies to the commodity being considered.

Shut Off for Non-Pay – A temporary interruption of service until current bill is paid in full.

Utility Department – The utility department shall mean the Grove Municipal Services Authority which comprises the administration, water, waste water and natural gas division, wherever in these regulations the word department is used, it shall mean the utility department.

A2. **Application for Service**

Every customer, before obtaining service, will be required to execute a written application or contract upon the department standard form providing for service at the rates they enforce and shall be governed by the current policies and procedures of the department.

The proper application for service when made by the customer and accepted by the department shall constitute a contract.

All applications for service shall be in the true name(s) of the party(ies) who will be using the service. In case of any violation of this provision, the department may discontinue service to such customer immediately.

1. **GMSA Utility Application Procedure**

a. New Customer

- i. Fill out and sign a utility application. (Residential or commercial Accordingly)
- ii. The primary Applicant must present their driver's license or State/Federal issue ID. A copy is made and placed with the utility application.
- iii. The required deposits must be paid.
- iv. Applications and copies are filed in the utility Office.

b. Existing Customer Moving to a New Address

- i. Information on the application on file is verified. If not up to date, they are requested to fill out an updated application.
- ii. As long as they are turning off the service of the old property within 10 working days, the deposit is transferred to the new account.
- iii. If they wish to keep the old service on longer, they are required to put up a new deposit on the new account. The deposit on the old account will be applied to the final bill and any credit refunded once the service is finalized out.

c. Change of Address or Other Contact Information

If a customer wishes to change the information on their account, such as phone number or mailing address:

- i. If the customer calls in:
 1. The customer is asked for the account number.
 2. If they don't know or have the account number, they are asked for the name the account is under.
 3. They are asked questions regarding the account that would not be found in a lost or stolen wallet, such as last payment amount on the account or the last

billed amount, any co-applicant listed on the account, as well as identifying information such as a social security number.

4. Once confident with the identification of the caller, the changes will be made to the account.

ii. If the request is received in the mail:

1. The signature on the letter is verified against the signature on the application.

2. Or the customer is contacted utilizing the contact information on record.

3. Once verified, the changes will be made to the account.

A3. Meters

The water department will run its service and set a meter box five (5) feet inside the property of the owner, unless other special arrangements have been made and approved by administration. Location of meter box will be determined by the utility department depending on the size meter to be installed and the department supply lines. Appropriate charges will be paid by the customer as outlined in the service charge section of this manual. *See City ordinance*

The water department reserves the right to determine the size and designate the location of the water meter.

A4. Connect and Disconnect Service

Whenever an application for service has been accepted by the billing office, the service will be turned on with payment of deposits and a connect fee.

This service is performed only upon the instruction of and for the convenience of the customer, or authorized agent. It shall be the consumers' responsibility to see that all water piping, plumbing fixtures, and apparatus are in good condition.

Employees of the department shall have the right to enter upon all premises served by said department for the purpose of reading meters, connections, or plumbing in order to ascertain whether or not all utilities are being properly metered, and for any purpose that may be necessary to maintain proper service. This only includes the portion up to and including the meter. Any and all lines after the meter is the responsibility of the customer.

Water service shall be discontinued for any customer wanting to discontinue the service upon request made to the office by the customer on the account at the appropriate charge. The department does not assume any liability or responsibility for loss of water or damage to property caused by open or defective piping or freezing, etc for discontinuance of water or natural gas.

A5. Denial of Service to a Customer

Service may be refused to a customer when there remains an unpaid account for services previously provided. The department shall not be required to provide service to an applicant who uses an alias, trade name, business name, or the name of a relative or other person as a device to escape payment of an unpaid obligation. Utility service shall be denied or discontinued for any person, persons, groups, or businesses who have any delinquent account(s) and are a recipient, beneficiary, or consumer of a commodity, whether or not such account is under another name.

A new tenant of a rental property will be denied service, if a service location has a known leak, until the landlord presents proof of repairs.

No person, persons, groups, or businesses can move from one location, with an unpaid bill, and have service connected in a new location. If any person has a delinquent account, they shall be required to pay the entire bill in full.

A6. **Notification of Deceased Customer**

If the deceased was the only one living at the premise:

Contract of deceased customer is null and void. After notification of death, a relative's power of attorney becomes null and void. The court appointed personal representative of the estate has the obligation to take care of the account. In either situation, the GMSA Utility Department will need a new executed contract to place the existing account under the new name for all charges billed and future billing (this is handled as a name change only). If the court appointed personal representative of the estate is not willing to do this, the department will disconnect the service until all charges are paid in full. No service will be set at this address until previous owner's (deceased) account is paid in full.

If there is a surviving spouse or other surviving occupant listed on the account:

If other person(s) are signatories on the account, then said person(s) are required to update the account by providing proof of death by death certificate or obituary, and updating all contact information. If other person(s) are not signatories on the account, then said person(s) are required to fill out a new application and required to put up new deposits. The existing deposit will be applied to the account, and a refund check, if any, will be cut in the name of the deceased occupant and can be handled by the estate. If a remaining bill is owed after the deposit is applied, it will be mailed, and can be handled by the estate as well.

A7. **Meter Tampering**

In case of bypassing, or a meter that has been shut off for non pay or any other reason by GMSA and is found to have been turned on by someone other than a GMSA authorized personnel, a police report/complaint shall be signed by GMSA manager or his authorized agent against the party responsible, and GMSA attorney will receive a written report.

The complaint will then be handled by City's police department or County's sheriff department accordingly, City attorney and the municipal court system.

“TAMPER” shall include, but not be limited to, attaching any pipe, wire or other conduit or thing onto any utility or to turn on or off any such service, or break or deface.

A8. Removal of Meters

All meters shall remain the property of the department and may be removed from the customer’s premises at any time without notice for the purpose of testing or repairing the same or upon discontinuance of the service.

GMSA reserves the right to suspend delivery of water or natural gas at any time without notice for the purpose of making repairs or extensions and GMSA shall not be liable for damages because of such interruption of service.

Upon discovery of any unlawful act by any customer, his agency or employee herein prohibited, or upon failure to comply with any of the policies and procedures of GMSA, such service will be discontinued.

A9. Notification of Inaccessible Meter

A notice will be hung on the door, informing the customer of the reason the meter was not read, and if the problem is not corrected within 30 days, service will be disconnected. A service fee will be charged to reconnect the meter. If a meter reader does not have access to obtain a reading, the reading may be estimated, based on past consumption.

A10. Customer Responsibility for Meter

The customer shall be held responsible for any damage done to meters installed on their premises whether such damage is caused by fire, water, malicious intent, or any other cause, except ordinary wear and tear.

No customer or other persons shall repair or remove any meter, or break any seal without authority from the utility department, nor tamper with or interfere with the operation of any meter.

A11. Estimated Bills

If any meter shall stop, or for any reason fail to register properly, or upon failure to read the meter, the utility billing office manager shall estimate the monthly bill. The estimate will be based on the previous month’s consumption. This is subject to change, depending on the Utility software capabilities.

A12. Inspection of Department’s Property

GMSA shall have the right to enter upon the premises of the consumer at all reasonable and ordinary hours for the purpose of inspecting, testing, repairing, removing, or exchanging all equipment or appliances belonging to GMSA and used in connection with its water, sewer, and natural gas service, and removing its property on the termination of the contract and agreement, or the discontinuance of service for any cause whatsoever.

A13. Statement for Service Rendered

A statement shall be mailed to each consumer, or to such person as they shall direct, once a month for service rendered the preceding month. The statement shall show meter readings, consumption, and net charges. No statement will be rendered for less than the minimum charge for fractional parts of a month. The failure of any customer to receive a statement for any utility charges provided for in this article shall not excuse the customer from their obligation to pay such charges within the time specified in this article.

A14. Discontinuance of Service for Failure to Pay

It shall be the duty of the utility billing office manager or his/her designee to cause any utility furnished to any person to be disconnected and discontinued without further notice, if such person shall fail, refuse, or neglect to pay therefore on or before thirty (30) days following the due date in which such utility is furnished by GMSA. The utility billing office manager or his/her designee shall, at the time of making such disconnection and discontinuance, compute the amount due GMSA, with the penalty thereon, and shall credit the account with any moneys, credit, or deposit in the hands of GMSA deposited by any such persons as a meter deposit. If, therefore, any such person shall request GMSA to furnish him the public utility discontinued or disconnected, before being connected with such public utility, such person shall pay all charges in arrears and a reconnection fee to GMSA for making such connection and shall deposit such additional sum as a meter deposit as is required by GMSA. After a customer has had a discontinuance due to failure to pay and had deposits applied and the account finalized out, the customer will be required to put up two (2) times the amount of the regular stipulated deposit amount. If no attempt is made to bring the account current and restart service, the collection procedures in A23 will apply.

A15. Delinquent Payment Charge

All accounts for water, sewer, and/or natural gas furnished by GMSA shall be due and payable monthly on or before the due date printed on the customer bill. A delinquent payment charge of a minimum of ten percent (10%) shall be added to the statement, to reflect the amount due after the due date.

The department reserves the right to refuse service to a customer at any address until all delinquent bills of such customer for natural gas, water, and sewer services are paid.

A16. **Short Term or Temporary Services**

Short term service shall be considered turning the service on and off in the same day for testing. (i.e. a realtor needing to test services in a house for sale) The customer will be billed a \$50 service charge (\$25 per trip). Minimal usage will be billed to the new occupant, once the service is turned on. If there is more than minimal usage, the customer requesting the short term service will be required to pay for the usage.

Temporary services will be handled in the same way as a regular service. A deposit will be required, with any service or connection charges necessary being assessed. When the service is disconnected or discontinued, the account will be finalized out and the deposit applied. Any credit balance after deposit application will be refunded.

A17. **Charge for Moving Facilities**

When a consumer requests the department move any of its facilities for the benefit of the customer, all the charges for the work shall be assumed by the customer requesting the move.

A18. **Meter Deposits – Security Deposits**

All new customer applications for natural gas, sewer, sanitation, and water service have the following security deposit requirements according to City ordinance.

I. **Rental Deposits**

- a. If the utilities are to be kept in the landlords name, the landlord must put up the deposit.
- b. If the utilities are in the tenants name, the tenant must put up the deposit.
- c. A Landlord is required to at least have one floating deposit that can be held and used for a rental property between tenants, if they wish to keep utilities on during these times.
- d. If the landlord has more than one rental property that is between tenants, and he/she wants the utilities to remain on for more than one property, he /she will be required to put up additional deposits for each rental in their name that is to be kept on. (i.e. one deposit for each active account)
- e. If the tenant moves out and leaves a balance being owed, even after the deposit has been applied, it will be the responsibility of the landlord to bring the account current before a new tenant is allowed to turn the service on.

II. **Transfer of Deposits**

If a customer wishes to give their utility deposit to another person for whatever reason, the following steps are taken:

- a. The customer who currently holds the deposit must sign a deposit transfer form. See Exhibit C.

- b. The person receiving the transferred deposit must come in and sign the transfer form as well as filling out a utility application and following the steps of a new customer.
- c. It is noted on the application the deposit was a transfer from whomever.

III. Divorce

In case of Divorce, there are two options that can take place. If both are agreeable, they can utilize the transfer of deposit procedures. If not, then the following is required:

- a. The party who is awarded the property must bring in the divorce decree to have the property either placed in their name, or to remove the co-applicant, whichever the case may be.
- b. If the award is to the co-applicant, they must fill out a utility application and follow the new account procedures. A copy of the divorce decree is filed with the application.
- c. If the award is to the primary applicant, the co-applicant information is removed from the account. The primary applicant is asked to fill out another application with all update information. A copy of the divorce decree is attached to the application.
- d. It is noted on the application it was a transfer due to divorce.

Security deposits will be refunded to the customer by the utility billing office manager whenever the service is discontinued. Any amount due, including unpaid services or damaged meters, except by ordinary wear, will be deducted from the deposit before any refund.

A19. Average Payment Plan

- I. The average payment plan will run from July to June with June being the make –up month of billing. Meaning that the customer will pay an average bill, as calculated by the utility software, each month from July to May, and in June, the customer will be billed for their actual usage for that 12 month period.
- II. To be eligible to participate in the average payment plan, the following criteria must be met:
 - a. Must have active service at that location for more than one (1) year.
 - b. Customer must be current on all accounts in the customer’s name.
- III. If the average payment amount is not fully paid each month by the due date, the service will be disconnected with the next regular disconnects.
- IV. The customer can not get back on the average payment plan until the account is brought current.

- V. After three (3) returned payments of any kind, or three (3) disconnects due to non payment, will result in the customer no longer be eligible to participate in the average payment plan.
- VI. Customers on the average payment plan are not eligible for payment arrangements.

A20. **Returned Checks: Service Charge and Collection**

Checks or Automated payments that are returned by the bank as insufficient shall be assessed a service charge. This charge is made for all checks/automated payments that are returned for whatever the reason might be. The procedure that will be followed is:

- I. A telephone call is made to the customer stating the amount that must be paid (check amount plus the service charge) in cash within 24 hours or the utility meters will be disconnected.
- II. If a customer is not reached by telephone, a door hanger is put on the customer's residence stating that the check has been returned by the bank and that the check amount plus the service charge must be paid in cash within 24 hours or the utility service will be shut off for non-payment.
- III. If no response is made by the customer within three (3) days, all utilities will be disconnected and final billed in the same manner as customary for non-payment of utility bill.
- IV. Once a customer has three (3) checks returned, for any reason, their account is operated on a cash only basis.

A21. **Payment Options**

A customer may pay their utility bill in the following ways:

- I. Payment center window or drive through located at 104 W 3rd St., Grove, OK 74344.
 - a. Cash
 - b. Personal Check – unless otherwise noted on the account
 - c. Money Order
 - d. Visa, Master-card or Discover
- II. Automated Clearing House (ACH) - By automatic debit from one's checking account.
Process:
 - a. Fill out form distributed at the payment office.
 - b. If debiting from checking account, a cancelled or voided check will be needed.

- c. To cancel ACH, the customer must come to the payment office and sign a cancellation form.

A22. Shut Off For Non Pay

GMSA mails out bills on the 1st, 10th and 20th, with the due dates being the 15th, 25th and 5th respectively. Bills not paid by the due date that are \$50 or greater, and do not have payment arrangements in place, will be sent disconnect notices.

I. Notice

- a. The notice is mailed under separate cover from the bill the next working day after the due date, stating that service will be terminated if the past due bill is not paid by the date stipulated on the notice. This is 10 working days after the date of the notice.
- b. Notice will be sent prior to the actual cut-off date so that the customer can contact the office to make payment arrangements.
- c. No other contact will be made except the mailing of the disconnect notice. Failure of any customer to receive the disconnect notice for any utility charges provided for in this article shall not excuse the customer from their obligation to pay such charges within the time specified in this article.
- d. If no payment or payment arrangement is made, utilities will be shut off with a service charge being added to the amount due.
- e. After the customer has had three (3) disconnects for non pay, the service/trip charge will increase by \$25 each additional time the service is shut off for non pay, up to a maximum of \$100 per trip charge.
- f. If the temperature is below 32 degrees – only water will be shut off. Natural gas will not until the temperature is above 32 degrees.

II. Payment Arrangement

- a. Customer may request to be placed on a payment arrangement plan.
- b. Summer payment Arrangement (April – October Billing)
 - a. Customer has 60 days to pay out past due amount, plus any current bill received in that month.
- c. Winter Payment Arrangement (November – March billings)
 - a. Customer has 90 days to pay out the past due amount, plus the monthly current bill amount.
- d. Failed Payment Arrangements will be worked with the regular non-pays.

- a. No Notice will be given before shut-off.
- e. Water Leak Payment Arrangements
 - a. Follow the same arrangements as Winter Payment Arrangements
- f. After three (3) failed payment arrangements, the customer no longer qualifies for payment arrangements.

III. Shut Off For Non Pay Procedure Timing:

- a. Shut off for non pay will be made only during regular business hours.
- b. Shut off for non pay will be made Monday through Thursday only, but not on the day before a holiday.
- c. Allow sufficient time prior to shut off for non pay to credit any payments received on termination date.

IV. Hanger Notice Of Shut Off For Non Pay

- a. To be left at each address where services are shut off for non pay.
- b. Contents:
 - 1. Notice that service has been shut off for non pay.
 - 2. Balance due including all additional charges.
 - 3. Procedure for reconnection.

V. Collection by Serviceman

- a. A work order will be issued to shut off for non pay.
- b. If cash or check is offered by the customer for full payment to the serviceman, no shut off for non pay will occur, but instead the following will occur:
 - 1. Customer will still be required to pay reconnection fee due to technician making the trip to the premises to collect payment.
 - 2. Numbered receipt provided to customer by serviceman.
 - 3. Cash or check collected and deposited at the office along with a copy of the numbered receipt issued to customer.
 - 4. No partial payments will be accepted unless approved by the utility office.

A23. **Collection Policy for Department of Utilities Billing Office**

Meters for terminated accounts are read on the customer specified date in order to obtain readings for the final bill. Final terminated account bills are processed and mailed along with the standard billings for the customers corresponding cycle. If the final bill is not settled by the due date, late fees will be assessed. Another bill will be sent on the next corresponding billing cycle. If payment has not been received by the due date of the second billing notification, any applicable late fees will be assessed and the first collection letter will be sent to the customer informing them of their outstanding balance. GMSA allows three (3) weeks from the submission of the first collection letter for the customer to settle the account. If after that three (3) weeks the account still maintains an outstanding balance, a 2nd collection letter advising of a collection agency and all collection agency fees of said bill will be added to the outstanding balance giving an additional three (3) more weeks to pay the account. If the account still maintains an outstanding balance after this three (3) weeks, the account is sent to the collection agency, at which time all collection agency fees of said bill are added to the outstanding balance. Customers are responsible for all collection agency fees.

This collection policy also applies to any accounts that have been shut-off for non-pay and have not been brought current.

B1. **Utility Dispute Procedures**

- I. If a customer comes in with a dispute regarding their utility bill, the following process will be taken:
 - a. Customer shall notify the GMSA Office Manager if there is a problem with their utility bill within ten (10) working days of the due date printed on the disputed bill.
 - b. The office Manager will review and research the disputed bill, if a billing calculation error is found, it will be corrected immediately.
 - c. If a re-read is necessary, it will be done within 24 hours of the notice. The meter reader will check the working condition of the meter at the time of the re-read.
 - d. If the re-read shows an error was made, or the meter was not working properly, the reading and/or meter will be changed and the bill will be adjusted accordingly.
 - e. If the re-read shows the original reading was correct and the meter was working properly, no adjustment will be made.
 - f. The customer may request a company specializing in such testing, check the meter for accuracy. If testing shows the meter is working accurately, the customer shall pay for the cost of the testing. If the meter is not working accurately, GMSA will [pay the cost of testing.
 - g. After researching the disputed bill, the Office Manager shall make a decision within five (5) working days after receipt of the complaint. If the customer is not satisfied with

the Office Manager's decision, the customer has the right to request a meeting with the General Manager within five (5) working days to dispute said bill.

- h. After reviewing information provided concerning the disputed bill, the General manager will make a decision on the disputed bill within five (5) working days.
- i. If the customer is not satisfied with the General manager's decision, a written request may be submitted to have the disputed bill presented to the GMSA board of Trustees. Upon receipt of a written request, the General Manager will place the matter on the agenda for the next regular scheduled GMSA meeting. The written request must be received within ten (10) days of the General Manager's decision, or the General manager's decision is final.
- j. Upon review of information provided by the customer and staff, the GMSA board will make a decision regarding the disputed bill. The GMSA board's decision is final.

C1. Water Policies

I. Water Main Extensions

Main water line extensions will be a minimum of eight (8") inch diameter pipe. Water main lines will be installed by the developer or property owners and must be installed per DEQ requirements and any applicable permit fees. After inspection for proper installation, GMSA accepts ownership and maintenance. GMSA will not accept lines outside GMSA limits, but will sell the water at a meter located at GMSA limits. Any exceptions will require Administration and/or Board approval.

II. Water Meter Taps

Developer, contractor or property owner will provide information as to grade and location of water meter tile before GMSA will make a tap. If the developer or contractor gives the wrong elevation of final grade information, they will be charged at City's cost for raising or lowering the meter can.

III. Water Line Extension Charge

When department funds are used to extend water lines (mains), a connect charge will be assessed for each connection to that specific section of line. The charge will be the total department cost multiplied by 0.2. This charge shall be assessed per connection up to five (5) years after completion of construction. This charge is in addition to the normal tap charge.

IV. Water Leak Policy

- a. Adjustments to water due to a water leak is not allowed, only the sewer can be adjusted back due to a water leak. See Sewer Charge Adjustments – Leak.

- b. If a rental property, and a leak is known to be at that location, GMSA will not allow another tenant to set up service until the landlord presents proof of repairs.

V. Water Meter Installation Procedure

- a. Secure an approved Septic Plan (ODH Form No. 581) with the Delaware County Health Department's stamp on it.
- b. Pay Tap Fees and Deposits as per City Ordinances. If not paid by the arranged installation date, the meter will not be set. All fees must be paid prior to the installation.
- c. Arrange for your contractor to contact GMSA Warehouse @ 786-7294 (best time is between 7:30 am and 8:00 am) to make arrangements for a date for new service to be installed
- d. There is a minimum of two (2) days notice required for new service installs. \every effort will be made to do the installation within these two (2) days. However, occasionally emergency situations arise which would make this impossible.
- e. Water meter setting is to be no more than 5' inside the property line.
- f. Customers, getting new service after 2/20/2007, are required to install a shut off valve in their service line, after the meter and outside the meter can. This will allow the customer to turn on and off their water, without having to use the meter yoke valve.
- g. If installing a meter at an existing location, you must have an existing private sewage system report from the Delaware County Health Department before the meter can be installed.

VI. Bulk Water Sales

Bulk water is sold for five dollars (\$5) per 1,000 gallons in two ways:

- a. The customer can check out a fire hydrant meter, which is documented as to whom checked it out and beginning reading. When the customer returns the meter, the ending reading is documented and the customer is charged accordingly.
- b. The customer can come up to the Utility Office and pay for the number of gallons needed. A slip will be filled out for the customer to take to the fire department who will dispense the gallons paid for.

VII. Construction Tap for Water Service, but no Sewer Service requested – Septic Tank

- a. Any and all applicable fees for service must be paid and a construction water tap form completed before a construction tap may be set.
- b. Construction tap can be used for 90 days from the day the tap is made.

- c. At the end of the 90 days, a work order is generated to verify if the final inspection of the septic tank has been received in the Utility Office.
- d. If final inspection has not been received, the service can be disconnected. GMSA will try to contact the customer regarding the matter.
- e. One thirty (30) day extension can be granted, if requested by the customer.
- f. At the end of the thirty (30) day extension, a work order will be generated to verify if the final inspection has been received in the utility office.
- g. If the final inspection has not been received, the meter will be pulled immediately.
- h. No service line can be connected to the house or structure until GMSA has been furnished a copy of the final inspection of the septic system.
- i. If a service is found connected to the house or structure, at any time during or after construction, without a valid septic final inspection, we will be required by the Oklahoma Department of Environmental Quality to disconnect the service immediately.
- j. For customers inside the city limits, a certificate of occupancy will not be issued without a final inspection on file in the utility office.

VIII. Fire Protection Water Tap Fee

Water taps required to serve fire protection equipment shall have a tap charge equal to the total cost of the installation including labor, materials, and equipment. The contractor or responsible party requesting the fire protection tap shall pay a fee City's cost. This fee shall be paid prior to the job being started. Any excess fee over costs will be promptly refunded by the department no later than the first of the month following completion of the job. Proper back flow prevention equipment as required by Oklahoma State Department of Health shall be installed at owners cost.

IX. GMSA Line Extension Exemption Policy

All line extension exemptions shall be required to have GMSA Board approval and all applicable DEQ permits and fees. When permit is approved by DEQ and all easements needed are in place, customer may install said line extension per DEQ and GMSA specifications and regulations. All labor, materials and other appurtenances required to install the line extension shall be at the customer's expense. After line is installed and inspected by GMSA, tested and required sufficiency certifications will be filed, then GMSA will accept ownership and responsibility for operation and maintenance of said line extension. At that time, customer taps may be installed per GMSA meter tap policies. All fees shall be paid prior to installation of meters.

C2. Wastewater Policies

I. Sewer Charge Adjustments – Leaks

Sewer charge adjustments for leaks for going into the sanitary sewer: A customer experiencing a water leak may be granted an adjustment on their sewer charge provided:

- a. Customer requests an adjustment.
- b. The water, as a result of the leak, did not enter the sanitary sewer system.

The sewer charge adjustment is to be made on the basis of those amounts of water in the billing period in excess of normal average water consumption over a one (1) month period, the highest bill. The sewer adjustment will be the average of the last three months sewer charges prior to the leak. Any request for adjustment that falls outside these parameters must be made through the Utility Dispute Procedures. A Sewer Adjustment can only be given once per 12 month period. (i.e. If an adjustment was made in September 2009, the next time an adjustment would be allowed is October 2010.)

II. Sanitary Sewer Tap Guidelines

No unmetered water, nor any surface drainage will be allowed to enter the sanitary sewer system. The approval of an application and the issuance of a permit does not legalize nor authorize any work which is not in compliance with the Code of the City of Grove or Grove Municipal Services Authority Sanitary regulations.

- a. The sewer tap must be made by a licensed plumber and inspected by GMSA.
- b. The homeowner is responsible for digging and uncovering the main line and covering up.
- c. The padding on the pipe shall be of class I material on all lines.
- d. The tap shall be no closer than 3 ft. from a manhole.
- e. Tap must be at a 45 degree angle on the main.
- f. If the tap is made over the weekend, the ditch will be left open or will be dug up at the expense of the homeowner to be inspected.
- g. Trench excavation must meet FEDERAL SAFETY REQUIREMENTS.
- h. Any sanitary sewer connection into the Grove Municipal Services Authority collection system made outside GMSA limits shall require the approval of the GMSA Board.

III. Grinder Pump Guidelines

- a. Must comply with manufacturers specifications.
- b. Grinder pump must be installed ten (10) feet from structure or installed to prevent rain water drainage from entering the pump or diverting water into building structure.
- c. Control panel must be visible from grinder pump and no further than fifty (50) feet from pump housing.
- d. Electrical supply cable must be installed at a minimum depth of 24” or 18” if protected by schedule 40 conduit as per city electrical code.
- e. Base of grinder pump must have two (2) yards of concrete poured on Exterior pump housing to secure pump assembly below grade.
- f. Sewer main extension policy amounts listed in IV. Below apply to grinder pumps as well.

IV. Sewer Main Extension Policy

- a. Sanitary Sewer Connections inside City limits

Main sewer extensions will be a minimum of eight (8) inch diameter pipe. Sewer main lines will be installed by the developer or property owners per DEQ requirements and any applicable permit fees. After inspection for proper installation, City accepts ownership and maintenance.

- b. Sanitary Sewer connections outside City limits
 - i. If that connection will impact the system by an estimated amount of 6,000 gallons per month or less and is a single family residential customer, the staff can approve the connection.
 - ii. If the connection is for non-residential or has an estimated impact of more than 6,000 gallons per month, the GMSA Board will have to approve on a case by case basis, with staff recommendations to assist in making a decision on the request.



Agreement for Payment Arrangement

I hereby acknowledge that my account for utility services with the Grove Municipal Services Authority, Department of Public Utilities (department) has an outstanding delinquent balance in the amount of \$_____. In order to continue to receive utility service, I hereby pay \$_____ and agree to make a payment of \$_____ each (check one):

- ___ Week
- ___ Twice each month on ___ and ___
- ___ Month beginning _____

for as long as an outstanding balance remains.

I understand that, if I fail to make payments as agreed, herein, department may, at its option, declare this agreement null and void and begin proceedings to terminate my utility service within a reasonable time.

It is further understood that any payment made under this agreement is in addition to my regular utility bill and nothing herein relieves me from my obligation to pay in full any such bill as it comes due.

Approved by:

Utility Representative

Date

Customer

Date

Address

Account Number

The Grove Municipal Services Authority Utility Policy and Procedure Manual was approved at the regularly scheduled GMSA meeting held on November 15th, 2011.

GMSA Chairman – Jim Ford

Date

GMSA Secretary/City Clerk – Ivonne Buzzard

Date

GMSA Seal