



Utility Policy & Procedure Manual

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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 _____.

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 25% 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 Applicant must present their driver's license or State/Federal issue ID. A copy is made and placed with the utility application. If the account is a joint account, a copy of both applicants' Driver's License or State/Federal issue photo IDs will be required.
- iii. If it is a Tax Exempt Customer, we must have a copy of their Sales Tax Exempt Permit on file to apply the tax exempt status.
- iv. A signature is required on all applications. If requesting a joint account, both applicants must sign the application. Any signature not signed in front of a GMSA employee must be notarized.
- v. The required deposits must be paid per GMSA Resolution/City Ordinance..
- vi. Applications and copies are filed in the utility Office.

b. New Customers/ No Social Security Number (NSSN) Adopted 2-18-2020

- i. Fill Out and sign a utility application (Residential Only).
- ii. The Applicant must present their driver's license and/or State/Federal Issue photo ID. A copy is made and placed with the utility application. If the account is a joint account, a copy of both applicants' Driver's License and/or State/Federal issue photo IDs will be required.
- iii. A signature is required on all applications. If requesting a joint account, both applicants must sign the application. Any signature not signed in front of a GMSA employee must be notarized.
- iv. A "No Social Security Number Waiver Form" must be signed by the applicants and attached to the utility application.

- v. The required deposits (NSSN) must be paid per GMSA resolution/City Ordinance.

c. Existing Customer Moving to a New Address

- i. Applicant will follow the same procedure as a new customer per Sections 1a and 1b above.
- 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.

d. 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

1. Water Meters

GMSA will install service to meter. Customer is responsible for lines from meter location to final location. Appropriate charges will be paid by the customer as outlined in the meter installation procedure section C1, V. of this manual. *See City ordinance 17-104*

GMSA reserves the right to designate the location of the water meter.

Meters will be located approximately 5' inside the property line or a location approved by GMSA. The Public Works Director or the Public Works Superintendent will meet customer on site to determine location.

2. **Gas Meters**

Meters will be located approximately 5' inside the property line or a location approved by GMSA. The Public Works Director or Public Works Superintendent will meet customer on site to determine meter location. Appropriate charges will be paid by the customer as outlined in the Meter Installation section of this manual. C1.

GMSA reserves the right to determine the size and designate the location of the gas 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 service 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, Sewer and/or Gas 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 bill in full. Balances not paid will be transferred to the new utility account of the new location.

A6. **Notification of Deceased Customer**

If the deceased was the Primary Account holder:

Once GMSA is notified of the death of the account holder, utility contract of deceased customer is null and void. After notification of death, the power of attorney becomes null and void. The personal representative of the estate has the obligation to take care of the account. GMSA will require a copy of the death certificate, and court documents showing a court appointed representative, if it applies. GMSA will require the personal representative to complete a utility application. Deposits on record will be required to be brought current based on the GMSA deposit rate structure. Deposits on record of the deceased will be utilized, requiring only the difference to be paid at the time of the name change. If the 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, unless the property has been sold or transferred to a new customer.

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 complete an application to update the account. This will be a name change only, deposits on record will be utilized.

If other person(s) are not signatories on the account, but show proof of award of the property to them by official Court Documents, it can be handled as a name change only with a completed application. Deposits on record will be required to be brought current based on the GMSA deposit rate structure. Deposits on record of the deceased will be utilized, requiring only the difference to be paid at the time of the name change.

If the other person(s) are not signatories on the account and have no official court documentation, then said person(s) are required to fill out an application and required to pay deposits to establish an account. If said person(s) is not willing to do this, the department will disconnect the service and close the account of the deceased. The existing deposit will be applied to the account of the deceased, and a refund check, if any, will be issued 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. (See Ordinance 10-206)

A8. Removal of Water & Gas Meters

All Water & Gas 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. Abandoned Utility Services

Abandoned service shall include any water, sewer or natural gas service that has not been used for a period of five (5) years or longer except for services installed as part of a main extension and not put into service, which will not be considered abandoned. Services deemed abandoned shall not be eligible for reconnection after construction or repair to main infrastructure. (Ordinance 611 1-18-2011)

A new water, sewer or natural gas service for a premises where an abandoned service exists may use the existing abandoned water, sewer or natural gas service if it is determined to be in satisfactory condition by the Director of Public Works or his designee. If the abandoned service is reactivated without modification, the applicant shall be refunded the portion of the fees and charges expressly stated for service installation. All other fees and charges shall be the same as for new service. (Ordinance 615, 5-3-2011)

Abandonment under this section shall not relieve the property owner or other responsible party of any financial responsibility for charges incurred at the premises for water or services. (GMSA Resolution #22-004 Ordinance (Ord. 611, 1-18-2011; Ord. 615, 5-3-2011; Ord. 811, 5-17-2022)

A10. 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.

A11. Customer Responsibility for Meter

The customer shall be held responsible for any damage done to water & gas meters installed on their premises whether such damage is caused by fire, water, malicious intent, or any other cause, except ordinary wear and tear. This includes the customer turning the meter on/off themselves.

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.

A12. 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.

A13. 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.

A14. 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.

A15. 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 that has been discontinued or disconnected, before being connected with such public utility, such person shall pay all charges in arrears and a service

charge 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 of service two (2) or more times due to failure to pay and had deposits applied and the account finaled 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.

A16. 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's bill. The payment will be considered received once the payment is in the hands of the utility office. A postmark does not constitute a payment as received. GMSA is not responsible or liable for any delay of delivery by the postal service. 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.

A17. Short Term or Temporary Services

Short term service shall be considered turning the service on and off in a 24 hour period for testing. (i.e. a realtor needing to test services in a house for sale) The customer will be charged a \$50 service charge payable at the time the request for service is made. 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 finaled out and the deposit applied. Any credit balance after deposit application will be refunded.

A18. 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.

A19. 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. (Section 17-104)

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 to be in the tenants name, the tenant must put up the deposit.

- c. A landlord is required to have a deposit for each active property in their name. This deposit can be retained for that specific account when a tenant puts the account in their name, and then placed back in the landlord's name when the tenant moves out, if the landlord chooses.
- d. If the tenant moves out and leaves a balance being owed, even after the deposit has been applied, it will follow the same collection policy as all other utility billings, as set out in section A23.

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 A.
- 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 parties 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 up-to-date information.
- 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.

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

Payments of any type (i.e. checks, ACH, web, credit card, etc.) that are returned for any reason 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 (payment amount plus the applicable service charge) in cash or with credit card 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 payment has been returned by the bank and that the payment amount plus the applicable service charge must be paid in cash or with credit card 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) payments 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. Credit or Debit card
- 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.
- III. Web Portal at www.cityofgroveok.gov – online payment

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, will be mailed 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 disconnected if the past due bill is not paid before the date stipulated on the notice.
- b. Notice will be sent prior to the actual cut-off date so that the customer can come in to 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 prior to the disconnect date, utilities will be automatically scheduled for shut off with a service charge being added to the amount due. Service cannot be restored or maintained until the account is paid in full plus the service charge.
- e. After the customer has had three (3) disconnects for non-pay, the service charge will increase by \$25 each additional time the service is shut off for non-pay, up to a maximum of \$100.
- f. If the high temperature is actually, or predicted to be 32 degrees Fahrenheit or below on the day of disconnection, or the night time low is predicted to be 20 degrees Fahrenheit or less, GMSA shall suspend its disconnection of natural gas, only water will be disconnected for non-pay. GMSA reserves the right to disconnect gas when the temperature is above 32 degrees Fahrenheit.

II. **Payment Arrangement**

- a. Customer may request to be placed on a payment arrangement plan, which must be in writing with approval by GMSA office staff. See exhibit – B.
- b. Summer payment Arrangement (May – November Billings)
 - a. Customer has 60 days to pay out past due amount, plus any current bill received in that month.
- c. Winter Payment Arrangement (December – April 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.
- g. Payment arrangements do not exclude the account from accruing late charges.

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 prior to the disconnect 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 service 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 the service charge.
 - 2. Cash or check collected by the serviceman will be deposited at the GMSA office.

3. No partial payments will be accepted unless approved by the utility office manager.

A23. Collection Policy for Department of Utilities Billing Office

Meters for disconnected accounts are read on the customer specified date in order to obtain readings for the final bill. Final 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. Once a finalized account shows up on our aging report as 2 months past due, GMSA reserves the right to send the account to our Collection processor. GMSA reserves the right to deny service to customers with past due balances. Customers are responsible for all collection agency or court 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 meter test to check the meter for accuracy. GMSA will send the meter to a company specializing in such testing. If testing shows the meter is working accurately, the customer shall pay for the cost of the testing, and the bill in question. If the meter is not working accurately, GMSA will pay the cost of testing and adjust the bill in question accordingly.
 - 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

GMSA will set meter can to grade given by customer. In the event that final grade is changed, GMSA will adjust grade at the customer's expense, using the external work rate chart.

III. 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. (C2)
- 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.

IV. Water Meter Installation Procedure

- a. Secure an approved sanitary sewer tap permit or provide an approved Septic Plan (DEQ Form No. 581) with the proper signatures.
- b. Water meter size will be determined by customer's plumber. GMSA will not be held responsible in the event a meter is sized incorrectly. Meters larger than 1" will be priced at the time of request and may result in an extended time of installation notice.

- c. 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.
- d. Arrange for your contractor to contact the GMSA Utility Office @ 918-786-5171 to make arrangements for a date for new service to be installed
- e. There is a minimum of five (5) business days notice required for new service installs. Special situations may require additional notification time.
- f. Water meter setting is to be no more than 5' inside the property line or a location approved by GMSA. The Public Works Director or Public Works superintendent will meet customer onsite to determine meter location.
- g. Customer is responsible for providing and installing a mandatory shutoff valve outside of meter can on the schedule 80 nipple provided by GMSA.
- h. Any service used for irrigation must be equipped with a backflow prevention device to be inspected by a City Official or GMSA.
- i. If installing a meter at an existing location, you must have an existing private sewage system report from DEQ and/or a walk through inspection report on file with GMSA before the meter can be installed
- j. Installation of a water meter at an existing location with a well will be required to allow GMSA to witness the well disconnect prior to making the water connection.
- k. GMSA will begin billing the day the water meter is set, regardless if being used or not. The first bill should be expected approximately 30 days after the meter is set.

V. **Bulk Water Sales**

Bulk water is sold at the current rate per 1,000 gallons in two ways:

- a. The customer can check out a fire hydrant meter, with the proper application and deposits. Upon return of the meter, the meter is inspected and a final reading recorded. Final account bill is processed and mailed during the corresponding billing cycle.
- b. The customer can come up to the Utility Office and pay for the number of gallons needed. A receipt will be filled out for the customer to take to the fire department who will dispense the gallons paid for.

VI. 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 attempt 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, GMSA 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.

VII. 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. 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. All fire protection taps must be inspected by GMSA and City officials after installation.

VIII. 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 not entering 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 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. GMSA does not do any digging. 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. Sewer Rates and Charges

The City Council shall adopt from time to time applicable rates and charges for use of the sewer system, including a user charge system of treating wastewater. A copy of these rates and charges shall be kept on file with the City Clerk.

- a. GMSA Water Service Customers
 - i. The method of calculating the cost of sewer service for GMSA water customers is based on the amount of water delivered through the meter and the rates set by the City of Grove.
- b. GMSA Sewer Customers Without Water Service – Normal Volume Usage:
 - i. The method of calculating the cost for GMSA sewer customers who do not have water service will be determined on a case by case basis. The cost will be calculated by using the normal monthly volume use table. The normal monthly volume usage is an estimate and is based on the normal amount of water that would flow through the meter for a similar type of residence, commercial or industrial facility and the rates set by the City of Grove.

ii. Normal Monthly Volume Use Table

Type of Customer	Normal Monthly Water Usage
Childcare	8,000 gallons
Church	14,000 gallons
Hotel\Motel	83,000 gallons
Industrial	24,000 gallons
Office\Professional	1,000 gallons
Residential	5,000 gallons
Restaurant\Catering	48,000 gallons
Retail Sales\Service	2,200 gallons

GMSA shall have the authority to adjust the normal monthly usage if it is determined a customer is using more water per month than what is estimated on the normal monthly volume use table.

- c. GMSA Sewer Customers without Water Service – High Volume usage (150,000+ gallons per month):
 - i. High volume usage customer: A commercial or industrial facility that staff determines is using one hundred fifty thousand (150,000) gallons or more of water per month; and has a constant sewage flow sufficient to operate a sewer flow meter.
 - 1. Staff shall determine if a customer is a high volume user based on comparison of the usage of a similar type of commercial or industrial customer.
 - ii. High volume usage customers are required to install a sewer flow meter at their cost. The cost of sewer service shall be calculated based on the amount of sewage that flows through the flow meter and the rates set by the City of Grove.
 - 1. The owner of the sewer flow meter shall calibrate the meter on an annual basis, and provide documentation to GMSA proving the meter is reading accurately. (Ord. 741,11-21-2017)

IV. Grinder Pump Guidelines

- a. Sanitary sewer tap guidelines listed in II above apply to grinder pumps as well.
- b. Must comply with manufacturers specifications.
- c. 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.
- d. Control panel must be visible from grinder pump and no further than fifty (50) feet from pump housing.
- e. 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.
- f. Base of grinder pump must have sufficient concrete poured on Exterior pump housing to secure pump assembly below grade.
- g. Sewer main extension policy amounts listed in V below apply to grinder pumps as well.

V. Sewer Main Extension Policy

a. Sanitary Sewer Connections inside City limits

- i. Gravity 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.
- ii. Force main sewer extension are required to be engineered.

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.

C3. Natural Gas policies

I. Gas Meter installation Procedure

- a. Customer is to provide GMSA maximum BTU load of all natural gas appliances for proper sizing of meter.
- b. Customer is responsible for sizing piping from meter to appliances. GMSA will not be held responsible for lines being undersized.
- c. 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.
- d. Arrange for your contractor to contact the GMSA office at 918-786-5171 to make arrangements for a date for new service to be installed.
- e. There is a minimum of five (5) business days notice required for new service installs. Special situations may require additional notification time.
- f. Gas meter setting plumbing requires a pressure test witnessed by GMSA or the City Official prior to the gas meter turned on for use.

- g. GMSA will install service from mainline to meter.
- h. GMSA will only install the gas riser until customer's side has been completed and passed a pressure test. At this point GMSA will install the gas meter.
- i. Customer is responsible for providing and installing a mandatory shut off valve above ground on the outgoing side of the meter set.
- j. GMSA will install meter to a grade given by the customer. If grade changes, GMSA will adjust at the customer's expense using prices from the external work rate chart.

II. Natural gas leak/pipeline rupture emergency response (Resolution #22-011)

- a. Upon notification or discovery of a Natural Gas Leak or Pipeline Rupture, the following information shall be received from the reporting party:
 - 1. Name of the caller;
 - 2. Phone number of the caller;
 - 3. Address of incident;
 - 4. Type of incident
 - a. Inside structure
 - b. Gas line rupture or strike
 - c. Leak at meter
 - 5. Cause of leak or rupture (if known by caller);
 - 6. Are there any injuries? (describe);
 - 7. Is there a fire?;
 - 8. Instruct caller to evacuate the building and stay a minimum of 330 feet away from the building;
 - 9. Instruct the caller to NOT operate any electrical devices on or off (light switches, appliances, etc) while evacuating the area.
- b. Guidelines
 - 1. Staff shall call 911—when Incidents 4.a or 4.b are reported (noted above in Section 3. Checklist);
 - 2. 911 Communications Officer shall dispatch Grove Fire Department;
 - 3. Grove Fire Department shall respond to the location of the reported Natural Gas Leak or Pipeline Rupture, unless otherwise informed by GMSA personnel.



EXHIBIT - A

TRANSFER OF DEPOSIT

NAME ON ACCOUNT: _____

ACCOUNT #: _____

SERVICE ADDRESS: _____

I (print) _____, AUTHORIZE GMSA TO TRANSFER MY DEPOSITS

TO: (print) _____

SIGNATURE: _____ DATE: _____

I, (print) _____, ACCEPT FULL RESPONSIBILITY OF THIS GMSA ACCOUNT.

SIGNATURE: _____ DATE: _____

WATER DEPOSIT: \$ _____ GAS DEPOSIT: \$ _____

SEWER DEPOSIT: \$ _____ TRASH DEPOSIT: \$ _____

If this form is not signed in front of a GMSA Representative, the signatures must be notarized.

Subscribed and sworn before me this _____ day of _____, _____.

Commission Number: _____ My commission expires _____

Notary Public



EXHIBIT - B

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 payments of:

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.

Per Policy, after three (3) failed payment arrangements, the customer no longer qualifies for payment arrangements.

It is further understood that this payment arrangement does not exclude the account from any late fees.

Approved by:

Utility Representative

Date

Customer

Date

Approval required if deviate from payment arrangement schedule:

Approved by: _____ Date: _____