



*Southeast Water Users District
Member's Handbook*

INTRODUCTION

The Southeast Water Users District is a legal entity under the laws of the state of North Dakota. It has its primary function to bring domestic water service to the District's service area in southeastern North Dakota.

The District's Articles and By-laws govern the actions of the District's management to a Board of Directors that are elected from among them. The Board of Directors, in turn, have delegated the responsibility for the operations of the District to management personnel where various adopted policies will serve as a guideline for management decisions that are in compliance with the aforementioned Articles and By-laws. Those policies will provide for uniformity in actions and result in the operations of the system to the best interest of the District and its members and without discrimination.

This handbook addresses the Southeast Water Users District. The District was consolidated in January of 2006 by a vote of the members of the Southeast Water Users District, Dickey Rural Water Users District, and Ransom/Sargent Water Users District. In this handbook Southeast Water Users District is referred to as SEWUD - East; the former Dickey Rural Water Users District as SEWUD - West; and the former Ransom/Sargent Water Users District as SEWUD - Central.

RULES AND REGULATIONS

OBJECTIVES

- A. To establish rules and regulations setting forth the District's intentions for the conduct of the business affairs of the District in a manner that will result in a successful operation.
- B. To treat all consumers alike with respect to recurring situations requiring the establishment of a set of rules and regulations.
- C. To provide the high-quality service to the consumers of the District at the lowest possible cost, consistent with sound business practices.
- D. To make known to the consumers, the rules and regulations of the District.
- E. To create a favorable image among the consumers and general public.
- F. To promote maximum beneficial utilization of water among the consumers by providing additional services desired by the consumers.
- G. To represent at all times, the interests of the consumers in the most fair and equitable manner.

The Board of Directors of the Southeast Water Users District resolves that the following rules and regulations shall be recognized and maintained as representing their intentions in governing the affairs of the corporation. It is intended that these

rules and regulations reflect long-range intentions and authority on actions to be taken by the management. The Board of Directors shall review all rules and regulations at appropriate intervals and make whatever changes necessary.

CONDITIONS OF SERVICE

I. District's Responsibility

- A. The District shall run a service line from its main distribution line to the agreed upon point of connection of the consumer. In the absence of an agreement, the District reserves the right to determine the point of connection. The District shall furnish and install a curb-stop valve at that location.
- B. In regard to range or stand-by classifications, the District may install its meter at the property line, or at the option of the District on consumer's property, or in a location mutually agreed upon.
- C. When two or more meters are installed on the same premises for different consumers, they shall be closely grouped and each clearly designated to which consumer it applies.
- D. The District does not assume the responsibility of inspecting the consumer's piping or apparatus and will not be responsible therefore. However, all meters will be inspected periodically by the District.
- E. The District reserves the right to refuse service unless the consumer's line or piping is installed in such manner as to prevent cross-connection or backflow.
- F. The District shall not be liable for damage of any kind whatsoever resulting from water or the use of water on the consumer's premises unless such damage results directly from negligence on the part of the District. The District shall not be responsible for any damage done by or resulting from any damage done by or resulting from any defects in the piping, fixtures, or appliances on the consumer's premises. The District shall not be responsible for negligence of third persons or forces beyond the control of the District resulting in any interruption of service.
- G. The District shall not be responsible for damage to property resulting from maintenance or repair activities.

CONDITIONS OF SERVICE

II. Consumer's Responsibility

A. Piping of the consumer's premises must be so arranged that the connections are conveniently located with respect to the District's lines or mains. The consumer shall furnish, install and maintain a service line from the curb stop to the consumer's metering point. The District will furnish for the water service to each member the curb stop with box, meter, check valve (backflow) and pressure regulator, also referred to as the water meter package. Installation of each of these items shall be a responsibility of the consumer and installed according to specifications furnished by the District.

B. If the consumer's piping on consumer's premises is so arranged that the District is called upon to provide additional meters, each place of metering will be considered as a separate and individual account.

C. The consumer shall provide a suitable frost-proof place for a meter placed on the consumer's premises; it shall be unobstructed and accessible at all times for reading.

D. The consumer shall furnish and maintain a private cut-off valve on the consumer's side of the meter and on the District's side of the pressure reducing valve.

E. The consumer's piping and apparatus shall be installed and maintained by the consumer and at the consumer's expense in a safe and efficient manner and in accordance with the District's rules and regulations and in full compliance with the sanitary regulations of the North Dakota Department of Health or any other governmental agency having jurisdiction.

F. The consumer shall guarantee proper protection for the District's property placed on the consumer's premises and shall permit access to it only by authorized representatives of the District.

G. In the event that any loss or damage to the property of the District or any accident or injury to persons or property is caused by or results from the negligence or wrongful act of the consumer, his agents, or employees the cost of the necessary repairs or replacements shall be paid by the consumer to the District and any liability otherwise resulting shall be assumed by the consumer.

H. The amount of such loss or damage or the cost of repairs shall be added to the consumer's bill, and if not paid, service may be discontinued by the District.

I. Water furnished by the District shall be used according to the classification of the consumer. The consumer shall not sell water to any other person. Water shall not be used for irrigation, nor other purposes, except that when water is available in sufficient quantity, without interfering with the regular classified use, in the area served, the water may be used for any other purpose. Disregard for this rule shall be sufficient cause for refusal or discontinued service.

J. In regard to watering livestock, the consumer may be required to provide a constant flow valve or other device acceptable to the District so that water will be more uniformly delivered to the livestock water trough throughout the twenty-four hour period. Such device shall be installed at all principal livestock water places in accordance with sanitary regulations of the North Dakota State Department of Health or any other governmental agency having jurisdiction.

III. Extension of Service

A. The District will supply service for temporary purposes, provided the District has water available in excess of regular needs, and provide the District has available material and equipment necessary to supply and service. Each applicant for such service must pay in advance to the District an estimate of the cost of labor and materials less salvage value on removal, for installing and cost of removing such service, at the rates established by the District for the classification of use.

B. Upon application for service the Southeast Water Users District, the Board of Directors, along with management shall determine the feasibility and economics of serving the applicant, and shall determine the cost to be paid by the applicant for the extension of service.

CONDITIONS OF SERVICE

IV. Connection and Initial Billing Date

A. The Member shall connect his service lines to the District's distribution system and shall commence to use water from the system on the date that the water is made available to the Member by the District. Water charges to the Member shall commence on the date that the service is made available regardless if Member makes use of the service.

B. Water available to the property between the first and fifteenth, inclusive, shall be charged no less than monthly minimum for that period to the end of the month. Water available to the property between the fifteenth and the end of the month shall be charged no less than monthly minimum rate starting on the first of the following month.

V. Access to Premises

Duly authorized agents of the District shall have access, at all reasonable hours, to the premises of the consumer for the purpose of installing or removing the District's property, inspecting piping, reading or testing meters or for any other purpose in connection with the District service and facilities.

Each consumer shall grant or convey, or shall cause to be granted or conveyed, to the District a permanent easement and right of way across any property owned or controlled by the consumer wherever said permanent easement and right of way is necessary for the District's water facilities and lines so as to be able to furnish service to the consumer.

VI. Change of Occupancy

Not less than seven days (7) notice shall be given by the consumer to the District office in writing, to discontinue service or change of occupancy.

The outgoing party shall be responsible for all water consumed up to the time of departure, or the time specified for departure, whichever period is longest.

CONDITIONS OF SERVICE

VII. Bulk Rates

The rate to cities, requesting bulk water service, shall be determined on an individual basis and such rate shall be based upon the costs involved.

VIII. Service to Platted Development Areas

Where water service is requested by a developer of a platted area, the board shall determine the conditions of providing such service and those conditions shall be based upon the specific costs to the District.

The developer shall be required to furnish the Board of Directors all pertinent information on the development area.

IX. Meter Reading - Billing - Collecting

Customer billing will be done monthly based on the meter reading for the prior month. On or before the 10th of each month, each customer shall enter his or her reading in the place provided on the billing stub and return it to the District together with payment as billed. We must receive a new meter reading each month before the next billing cycle or there will be a \$5.00 penalty assessed to your account.

The actual reading on the main meter shall be used as the reading of record for Southeast Water Users District. The main meter is the meter that has water flowing through it. The remote meter is for your convenience and is the meter attached to the main meter. Any difference of greater than 500 gallons between the main meter and the remote meter should be reported to the office. The member is responsible for what the main meter reads. Do not submit false readings in an attempt to bank gallons of water.

The charge for service commences when the curb stop is installed and connection made, whether used or not. (See Conditions of Service, Policy # 26, Section LV, for minimum billing date.) Reading from different meters will not be combined for billing, irrespective of the fact that said meters may be for the same or different premises, or for the same or different consumers, or for the same or different services. Estimated bills will be rendered for consumers who fail to submit a meter reading each monthly.

Bills shall be declared delinquent after the 10th of the month. Thereafter, service may be discontinued by the District without notice to the consumer. All bills not paid on meter readings by the 10th of the month are subject to a late charge of 10% of their gross bill. In addition, a Five Dollar (\$5.00) fee will be assessed for not sending in or calling in a meter reading.

The District shall cause all meters to be read periodically. The District may obtain readings as often as it feels necessary.

The District may use whatever means available to them to effectuate recovery of bad checks received for payment of water bills, materials and supplies, or any other services performed by the District. A bank charge of \$20.00 shall be charged on all checks returned from the bank. Such accounts will be treated as delinquent accounts and charges applicable to such accounts will be charged. Additional expenses incurred by the District to make payment good will be borne by the consumer.

The District may refuse personal checks for payment of amounts due from consumers who have established an unreliable payment record; or the District may require a security deposit in an amount of \$75.00.

Whenever a delinquent account is 60 days old a certified letter will be sent to the consumer stating that they must pay the bill in full within the next two weeks or the service will be removed. If payment is not made in that time, a backhoe is to be hired and the service removed.

X. Disconnection of Service Without Notice

The District reserves the right to discontinue its service without notice for the following reasons:

1. To prevent fraud or abuse.
2. Consumers willful disregard of the District's rules.
3. Emergency repairs
4. Insufficiency of supply due to circumstances beyond the District's control.
5. Legal processes.
6. Direction of public authorities
7. Strike, riot, fire, accident or any unavoidable causes.
8. Consumer tampering with meter or other devices of the District.

XI. Application for Water Service - Memberships

The consumer will make application for service, in person, by signing the proper form and making the payment of a \$700.00 membership fee.

In case an application is made for a site where a curb stop still exists, a membership fee of \$700.00 will be assessed also.

The District may reject any application for service not available under the standard rate, or which involves excessive service cost, or which may affect the supply of service to other consumers, or for other good and sufficient reasons.

Re-Application

The District may reject any application for service when the applicant is delinquent in payment of bills incurred for service previously supplied at any location.

If water service has been provided at a location and that service not paid for by either the consumer or the owner of the premises, the District shall not be required to render service to anyone at that location until said delinquent water bill has been paid, or until satisfactory arrangements have been made.

If it is found that there are any violations of the requirements relating to application of service, the District may at the expiration of fifteen (15) days after mailing a written notice to the last known address of the consumer, remove the meter and discontinue service. Where the meter is thereafter reconnected or reinstalled, the consumer shall first pay to the District: Re-connect charge - \$25.00

Rental Memberships

Any new consumer that is a renter will pay a \$150.00 rental membership fee that is refundable if the renter moves from said premises or purchases said premises. The rental membership is payable immediately upon application for service by the renter. The water billing will not be put into the renter's name until all Rental Membership fees have been paid or a letter has been received from the owner stating that they would be responsible for any water bill left unpaid.

XII. Classification of Services and Rates

Following on the next pages are the rates and classifications for various types of service. The District reserves the right to make the determination of such classifications.

CONDITIONS OF SERVICE

RATE SCHEDULE - SEWUD - EAST

FARM

Availability

Includes the domestic water uses of the residence and limited seasonal uses of water for any laborer's or migratory worker's quarter all of which are located on the same farmstead.

Monthly Rate

First	8,000 gallons	4.50 / 1,000 gallons
Next	7,000 gallons	3.50 / 1,000 gallons
Over	15,000 gallons	3.00 / 1,000 gallons

Minimum Monthly Charge for Phases I & II

The minimum monthly charge shall be \$26.00

Terms of Payment

The above rates are net; all bills are due within ten (10) days of receipt of bill. In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% late charge. In addition, a \$5.00 fee will be assessed for not sending in a meter reading, and service is subject to disconnect without further notice to the consumer.

CONDITIONS OF SERVICE

RATE SCHEDULE - SEWUD - EAST

LARGE COMMERCIAL / INDUSTRIAL

Availability

Available to any service when the primary use is for business or industrial use and service requirements demand more than a five/eighth inch meter. Applies to any single metered service to multiple rental units where owner furnished distribution system beyond the metering point. (Typical examples are: apartment houses, duplexes, trailer parks, etc.)

Monthly Rate

First	8,000 gallons	5.50 / 1,000 gallons
Next	7,000 gallons	4.50 / 1,000 gallons
Over	15,000 gallons	3.50 / 1,000 gallons

Monthly Minimum and Demand Charges

The minimum monthly charge shall be \$29.00 except for apartment houses, duplexes, or trailer parks where the monthly demand charge shall be \$10.00 per unit. The sum of the demand charges shall become the monthly minimum and entitles the member to gallons of water available for such charge under the rate schedule.

CONDITIONS OF SERVICE

RATE SCHEDULE - SEWUD EAST

SHOP TAPS AND PASTURE TAPS

Availability

Pasture Tap is defined as a water hookup that is used for livestock and not for domestic use. To be eligible for a Pasture Tap, you must have a regular active membership in your name. An annual fixed fee of \$120.00, or a monthly fee of \$10 per month if a partial year is incurred, will be billed plus the cost of water per 1,000 gallons used at the rate for this East division. The billing for monthly fees and water usage will occur at the end of each calendar year. SEWUD will be responsible for reading these meters by December 1st of each year.

Shop Tap is defined as a water hookup that may be used year round that is part of a structure. This is a separate tap that is NOT fed off existing household meter and is not used as living quarters. A tap used for a commercial business does not qualify as a Shop Tap and is billed as a regular or a commercial membership. To be eligible for a Shop Tap, you must have a regular active membership in your name. For a Shop Tap, a fixed fee of \$20 per month plus the cost of water per 1,000 gallons used will be billed out on a monthly basis. The owner is responsible to read the meter each month.

Terms of Payment

The above rates are net; all bills are due by the 10th of the month. In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% charge as a late payment penalty, an additional \$5.00 charge for the absence of a meter reading, and service subject to disconnect without further notice to the consumer.

CONDITIONS OF SERVICE

SEWUD - CENTRAL RATE SCHEDULE

CITY OF LISBON PLANT & SEWUD - EAST WATER SUPPLY

FARM & RESIDENTIAL - These users shall pay a monthly minimum of \$45.00 plus \$5.75 for each thousand (1,000) gallons of water used beginning with the first gallon. Usage over 25,000 gallons of water per month shall be billed out at \$4.75 for each 1,000 gallons.

BULK USERS - Shall be billed according to individual contracts as to minimum charge and charge per thousand (1,000) gallons will be set by the Board of Directors on an individual basis with assistance from their engineering firm.

COMMERCIAL USERS - This type of service is when the primary use is for business or industrial use and service requirements demand more than a five/eighth inch meter. It also applies to any single metered service to multiple rental units where owner furnishes distribution system beyond the metering point. Typical examples are apartment houses, duplexes, trailer parks, etc. These users shall pay a monthly minimum of \$70.00 plus \$5.75 for each thousand (1,000) gallons of water used beginning with the first gallon.

Pasture Tap is defined as a water hookup that is used for livestock and not for domestic use. To be eligible for a Pasture Tap, you must have a regular active membership in your name. An annual fixed fee of \$120.00, or a monthly fee of \$10 per month if a partial year is incurred, will be billed plus the cost of water per 1,000 gallons used at the rate for this Central division. The billing for monthly fees and water usage will occur at the end of each calendar year. SEWUD will be responsible for reading these meters by December 1st of each year.

Shop Tap is defined as a water hookup that may be used year round that is part of a structure. This is a separate tap that is NOT fed off existing household meter and is not used as living quarters. A tap used for a commercial business does not qualify as a Shop Tap and is billed as a regular or a commercial membership. To be eligible for a Shop Tap, you must have a regular active membership in your name. For a Shop Tap, a fixed fee of \$20 per month plus the cost of water per 1,000 gallons used will be billed out on a monthly basis. The owner is responsible to read the meter each month.

TERMS OF PAYMENT – The above rates are due by the 10th of the month. In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% charge as a late payment penalty, an additional \$5.00 charge for the absence of a meter reading, and service subject to disconnect without further notice to the consumer.

CONDITIONS OF SERVICE

SEWUD – WEST RATE SCHEDULE

RESIDENTIAL, FARM & RANCH – These users shall pay a monthly minimum of \$45.00 plus \$3.50 for each thousand (1,000) gallons of water used beginning with the first gallon.

BULK USERS – Shall be billed according to individual contracts as to minimum usage required. Water cost is \$3.50 per thousand (1,000) gallons of water used.

COMMERCIAL – This type of service is when the primary use is for business or industrial use, and service requirements demand more than a five/eighth inch meter. It also applies to any single metered service to multiple rental units where owner furnishes distribution system beyond the metering point. Typical examples are apartment houses, duplexes, trailer parks etc. These users shall pay a minimum charge that will be established by the Board of Directors on an individual basis. Water cost is \$3.50 per thousand (1,000) gallons of water used.

Pasture Tap is defined as a water hookup that is used for livestock and not for domestic use. To be eligible for a Pasture Tap, you must have a regular active membership in your name. An annual fixed fee of \$120.00, or a monthly fee of \$10 per month if a partial year is incurred, will be billed plus the cost of water per 1,000 gallons used at the rate for this West division. The billing for monthly fees and water usage will occur at the end of each calendar year. SEWUD will be responsible for reading these meters by December 1st of each year.

Shop Tap is defined as a water hookup that may be used year round that is part of a structure. This is a separate tap that is NOT fed off existing household meter and is not used as living quarters. A tap used for a commercial business does not qualify as a Shop Tap and is billed as a regular or a commercial membership. To be eligible for a Shop Tap, you must have a regular active membership in your name. For a Shop Tap, a fixed fee of \$20 per month plus the cost of water per 1,000 gallons used will be billed out on a monthly basis. The owner is responsible to read the meter each month.

TERMS OF PAYMENT – The above rates are net; all bills are due by the 10th of the month. In the event the current month's bill is not paid by the 10th of the month, it is subject to an additional 10% charge as a late payment penalty, an additional \$5.00 charge for absence of a meter reading, and service subject to disconnect without further notice to the consumer.

SPECIFICATIONS FOR INSTALLATION OF PRIVATE SERVICE LEADS

GENERAL

It is the intent of these specifications to insure that the private service leads from the curb stops shall be installed in an acceptable manner and that quality materials are used.

It is the responsibility of the individual user for all costs of material and labor to install the service lead from the curb stoop to the desired location of the service. Responsibility for repairs and maintenance of all service leads (except the water meter and pressure reducing valve) and the home plumbing system shall remain with the user.

The user shall install service leads to building or locations in accordance with the policy established by the Board of Directors. In no case shall there be any taps of any kind between the curb stop and water meter.

The water meter package will be furnished by the District at no charge. These items shall be installed in a location such that they will not be permitted to freeze. Normally the location of the water meter and pressure reducing valve will be located in a heated building, such as the home or pump house, but they may be located in a frost-proof manhole. The manhole shall be approved by the District. The water meter package remains the property of Southeast Water Users District.

INSTALLATION OF SERVICE LEADS

The users may install the service lead, water meter, and pressure reducing valve himself if he so desires. All work shall meet the application requirements of the North Dakota Plumbing Code and these specifications stated herein. Prior to obtaining water, the District shall check and certify all work. Corrections to the work must be made prior to obtaining water from the rural water system.

All service leads or other piping installed by the user shall be $\frac{3}{4}$ inch nominal size unless approved by the Engineer. All service leads shall be either copper (type K or L) or plastic (NSF approved, minimum continuous working pressure of at least 200 lbs at 73.4 F.) with appropriate approved fittings. All service leads shall be installed to a minimum depth of 7.0 feet below ground level. This depth shall be maintained even when crossing ditches or other dips in the ground surface.

THERMAL EXPANSION CONDITIONS

The backflow preventer will not normally allow water to flow backward; therefore, you will need to install an expansion chamber on your side of the backflow preventer to eliminate the build up of pressure resulting from the expansion of the water as it heats in your water heater. (thermal expansion). Please contact your plumber.

STATE PLUMBING CODE

All plumbing shall meet the applicable requirements of the North Dakota State Plumbing Code. In no case shall the rural water system be directly cross-connected to the present source of water, such as a well or cistern without an approved backflow preventer.