

POLICY AND PROCEDURES
CRAIG COUNTY RURAL WATER DISTRICT #3
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1) NEW MEMBERSHIP APPLICATION PROCESS

- a) APPLICATION SUBMITTED TO OFFICE, TO INCLUDE LEGAL DESCRIPTION AND/OR 911 ADDRESS.
- b) OFFICE TO CONTACT OPERATOR WITH ADDRESS FOR LOCATION OF PROPERTY.
- c) OPERATOR TO DETERMINE IF LINE EXTENSION OR ROAD CROSSING IS NECESSARY, ALONG WITH THE AVAILABILITY OF WATER TO THAT LOCATION.
- d) APPLICATION TO BOARD OF DIRECTORS AT THE NEXT MONTHLY MEETING FOR APPROVAL AND/OR REJECTION.
- e) UPON APPROVAL, PAYMENT OF ALL REQUIRED FEES TO BE PAID IN FULL, UNLESS OTHERWISE STATED BY THE BOARD OF DIRECTORS.
- f) UTILITY LOCATES PLACED BY OPERATOR (MINIMUM OF 48 HOURS PERIOD TO LOCATE.)
- g) INSTALLATION OF METER AFTER ALL LOCATES RECEIVED.
- h) BILLING TO BE PROCESSED AT THE NEXT MONTHLY BILLING PERIOD FOLLOWING METER INSTALLATION.
- i) MEMBERSHIP, METER AND ANY OTHER REQUIRED FEES ARE NON-REFUNDABLE AFTER INSTALLATION OF METER IS COMPLETED.

2) WATERLINE EXTENSION/ROAD CROSSING

- a) ALL CONSTRUCTION COSTS ARE TO BE DETERMINED BY THE OPERATOR FOR THE DISTRICT.
- b) ALL FEES AND COSTS ARE PAYABLE BY THE APPLICANT.
- c) PAYMENT OF ALL FEES IS REQUIRED PRIOR TO INSTALLATION.
- d) ALL APPLICABLE PERMITS, EASEMENTS, LOCATES, ETC. MUST BE COMPLETED PRIOR TO INSTALLATION.
- e) LINE SIZE TO BE DETERMINED BY THE BOARD OF DIRECTORS TO PROVIDE AMPLE WATER SUPPLY.

3) DELINQUENT ACCOUNT

- a) ALL ACCOUNTS ARE CONSIDERED DELINQUENT 45 DAYS AFTER THE DUE DATE.
- b) DELINQUENT NOTICES ARE SENT EACH MONTH FOLLOWING THE MAILING OF CURRENT STATEMENT.
- c) DELINQUENT NOTICES ARE SENT TO THE MONTHLY BILLING INFORMATION ADDRESS.
- d) ANY BILLING NOT PAID BY THE DUE DATE STATED IS SUBJECT TO A LATE FEE ASSESSED TO ACCOUNT.
- e) FAILURE OF PAYMENT BY THE DUE DATE IS SUBJECT TO METER DISCONNECT.
- f) AT TIME OF DISCONNECT A LOCK WILL BE PLACED ON METER FOR DISRUPTION OF SERVICE.
- g) AT ANY TIME A LOCK IS FOUND, BY THE OPERATOR OR CCRWD#3 AGENT, TO BE TAMPERED WITH, CUT-OFF, ETC. AN ADDITIONAL FEE WILL BE ADDED TO ACCOUNT TO RECOVER ALL COSTS TO THE DISTRICT AND/OR LEGAL DISCIPLINARY ACTION.
- h) A RECONNECT FEE WILL BE CHARGED TO ALL DISCONNECTED METERS.
- i) A RECONNECT FEE MUST BE PAID IN FULL, UNLESS OTHERWISE STATED BY THE BOARD OF DIRECTORS, PRIOR TO RECONNECTION OF SERVICE.
- j) ANY ACCOUNT 90 DAYS PAST DUE IS SUBJECT TO FORFEITURE OF MEMBERSHIP.

4) FORFEITURE OF MEMBERSHIP

- a) AN INTENT OF FORFEITURE LETTER WILL BE SENT TO THE BILLING INFORMATION ADDRESS FOLLOWING THE MONTHLY BOARD MEETING.
- b) FORFEITURE LETTERS WILL BE MAILED BY REGISTERED MAIL.
- c) FORFEITURES WILL BE GIVEN 30 DAYS FOLLOWING THE DATE OF NOTICE TO COMPLY FOR PAYMENT OF AMOUNT OWED.
- d) IF WITHIN THE 30 DAYS THE AMOUNT IS NOT PAID OR THERE HAS BEEN NO NOTIFICATION TO THE OFFICE OR THE BOARD, THE MEMBERSHIP IS SUBJECT TO FORFEITURE BY THE BOARD OF DIRECTORS AT THE NEXT MONTHLY MEETING.
- e) UPON FORFEITURE, THE METER SHALL BE PULLED FROM LOCATION.
- f) REINSTATEMENT OF MEMBERSHIP AFTER FORFEITURE WOULD REQUIRE A NEW MEMBERSHIP FEE, UNLESS OTHERWISE STATED BY THE BOARD OF DIRECTORS.

5) INSUFFICIENT CHECK

- a) ANY INSUFFICIENT CHECK RECEIVED BY THE OFFICE IS SUBJECT TO A FEE ADDED TO THE ACCOUNT.
- b) IF NO RESPONSE FROM THE INDIVIDUAL IS DETERMINED, A SECOND NOTICE IS SENT TO THE MEMBER.
- c) ANY LETTER OF NOTIFICATION WILL BE SENT BY REGISTERED MAIL.
- d) PAYMENT OF ANY INSUFFICIENT CHECKS REQUIRES CASH, MONEY ORDER OR CASHIER'S CHECK WITHIN 30 DAYS OF DATE OF THE NOTIFICATION.
- e) NON-PAYMENT WITHIN 30 DAYS IS SUBJECT TO GUIDELINES SET FORTH UNDER THE DELINQUENTS AND FORFEITURE OF MEMBERSHIP ACCOUNTS.
- f) FREQUENT INSUFFICIENT FUND CHECKS RECEIVED IS SUBJECT FOR REQUIRED PAYMENTS TO BE MADE BY CASH, MONEY ORDER OR CASHIER'S CHECK.
- g) ANY CHECK NOT PAID IN FULL FOLLOWING FORFEITURE IS SUBJECT TO LEGAL DISCIPLINARY ACTION.

6) TRANSFER OF MEMBERSHIP

- a) AT ANY TIME A PROPERTY IS TRANSFERRED FROM ONE OWNER TO THE OTHER A TRANSFER OF MEMBERSHIP FORM MUST BE COMPLETED.
- b) BOTH THE PREVIOUS AND POTENTIALLY NEW MEMBER MUST SIGN FORM.
- c) EACH COMPLETED FORM IS SUBJECT TO A REQUIRED FEE, IF ANY, PLUS ANY BILL OWED ON THE ACCOUNT BEFORE TRANSFERRING THE INFORMATION.
- d) COMPLETED FORM PRESENTED TO THE BOARD OF DIRECTORS AT THE NEXT MONTHLY MEETING FOR APPROVAL AND/OR REJECTION.
- e) INFORMATION CHANGED ON MEMBERSHIP RECORDS FOLLOWING MEETING AND PRIOR TO THE NEXT REGULAR BILLING CYCLE.
- f) A NON-TRANSFERRED MEMBERSHIP REQUIRES PURCHASE OF NEW MEMBERSHIP AS STATED IN THE NEW MEMBERSHIP APPLICATION PROCESS.

7) DEPOSITS

- a) THERE ARE NO DEPOSITS REQUIRED BY THE DISTRICT, FOR RENTER PURPOSES.
- b) MEMBER IS RESPONSIBLE FOR ALL BILLS INCURRED ON THE ACCOUNT, WHETHER THE SERVICE IS FOR HIMSELF/HERSELF OR A RENTER.
- c) IT IS SUGGESTED BY THIS DISTRICT THAT BILLING IS SENT TO THE MEMBER TO INSURE THAT ALL BILLS ARE PAID IN A TIMELY MANNER. HOWEVER, IT IS TO THE DISCRETION OF THE MEMBER TO HANDLE THIS MATTER ACCORDING TO HIS/HER OWN WISHES.

8) CUSTOMER COMPLAINTS/ACTIVITIES

- a) COMPLAINTS TO THE OFFICE MANAGER
- b) OFFICE PROCEDURE, BILLING, ACCOUNTS RECEIVABLE, ACCOUNTS PAYABLE, ETC. TO OFFICE MANAGER
- c) MAINTENANCE AND REPAIRS TO OPERATOR.
- d) ANY AND ALL OTHER COMPLAINTS TO THE BOARD OF DIRECTORS.
- e) OFFICE MANAGER AND OPERATOR TO REPORT TO THE BOARD OF DIRECTORS.

9) STAFF CHAIN OF COMMAND

- a) OFFICE MANAGER
- b) OPERATOR
- c) BOARD OF DIRECTORS

10) WATERLINE LEAK ON CUSTOMER LINE

- a) MEMBER IS RESPONSIBLE FOR THE LINE COMING OFF OF THE METER ONTO THE PROPERTY.
- b) DISTRICT IS RESPONSIBLE FOR THE MAIN WATERLINE AND THE METER.
- c) MEMBER IS RESPONSIBLE TO PAY FOR ANY AMOUNT OF WATER PASSED THROUGH THE METER, UNLESS STATED BY THE BOARD OF DIRECTORS

11) RELOCATION OF METER

- a) MUST BE APPROVED BY THE BOARD OF DIRECTORS
- b) ALL COSTS TO BE PAID BY THE MEMBER.

12) METER ACCURACY TESTING

- a) REQUEST MADE TO BOARD OF DIRECTORS AT THE MONTHLY MEETING.

13) METER TAMPERING/ILLEGAL CONNECTION/DOUBLE HOOKUP

- a) EACH RESIDENCE IS PERMITTED ONE MEMBERSHIP PER ONE METER.
- b) ANY OTHER RESIDENCE CONNECTED TO THE SAME METER IS SUBJECT TO DISCONNECT AND/OR LEGAL DISCIPLINARY ACTION.
- c) NOTIFICATION TO BOTH (ANY) PARTIES IS SENT BY REGISTERED MAIL EXPLAINING THAT NEW MEMBERSHIP MUST BE ACQUIRED.
- d) FAILURE TO COMPLY WITHIN TIME STATED IN NOTIFICATION, ALL PARTIES ARE SUBJECT TO DISCONNECT AND/OR FORFEITURE.
- e) ANY CONNECTION TO MAIN LINE WITHOUT THE PROPER EQUIPMENT IS SUBJECT FOR IMMEDIATE DISCONNECT AND/OR LEGAL DISCIPLINARY ACTION.

14) PURCHASING POLICY

- a) A \$1,000.00 LIMIT WITHOUT THE BOARD OF DIRECTORS APPROVAL FOR OPERATIONS AND MAINTENANCE PURPOSES.

15) WATERLINE REPAIRS

- a) ANY CALL OF REPAIR IS GIVEN TO OPERATOR.
- b) OPERATOR INVESTIGATES AND SCHEDULES REPAIR.
- c) OPERATOR CONTACTS BOARD OF DIRECTORS FOR LARGE OR UNFORESEEN REPAIRS.
- d) OPERATOR CALLS FOR UTILITY LOCATES.
- e) OPERATOR OR OPERATOR EMPLOYEE PERFORMS REPAIR.

16) MATERIALS INVENTORY

- a) OPERATOR SHALL BE IN CHARGE OF RECORDING MATERIALS USED.
- b) OPERATOR SHALL BE APPROVED IN ORDERING MATERIALS

17) OPERATIONS REPORT

- a) A REPORT OF OPERATIONS AND MAINTENANCE PROVIDED WITHIN THE DISTRICT SHALL BE GIVEN AT THE MONTHLY MEETING.
- b) THE OPERATOR SHALL BE RESPONSIBLE FOR SUCH REPORT.

18) SECRETARY/TREASURER REPORT

- a) A REPORT OF THE ACCOUNTS PAYABLE AND THE ACCOUNT RECEIVABLE SHALL BE GIVEN AT THE MONTHLY MEETING.
- b) THE OFFICE SECRETARY SHALL BE RESPONSIBLE FOR SUCH REPORT.

19) BOARD MEMBERS

- a) BOARD MEMBERS SERVE A THREE (3) YEAR TERM AND ELECTIONS ARE HELD AT THE ANNUAL MEETING YEARLY FOR MEMBERS WHOSE TERM IS UP

	TERM ENDING
CHAIRMAN	STAN CORN 2025
VICE CHAIRMAN	STEVE DAVIS 2024
DIRECTOR	BRANDON JOHNSON 2024
SECRETARY	TONY SMALL 2026
TREASURER	JARROD CHANEY 2026