

RAINBOW VALLEY WATER DISTRICT RULES

DEFINITIONS

1. A water delivery load consists of not more than five hundred (500) gallons for a single load and not more than (1000) gallons for a double load or until the home tank is full. It is the user's responsibility to determine the need for water. When water is ordered (including pre-scheduled deliveries) the user will be billed for the total amount of water ordered even if the user's tank will not hold the entire ordered load.
2. All requests for delivery on that delivery day must be made *before* 9:00 am. All calls after 9:00 am will be filled on the next scheduled delivery day; NO EXCEPTIONS.
3. Water delivery shall be used only for domestic, in-house usage. No outside watering is permitted. The water delivery truck will not directly fill any hot tubs, swimming pools, etc. These rules are enforced by our water rights.
4. Delivery will not be made to homes where the private drive to the fill pipe is blocked or considered dangerous to delivery personnel or equipment. Deliveries will not be made to homes where either personal vehicles, dogs or debris are blocking the access to the fill pipe. The water truck driver will determine the safety and security of people and property on an individual case and will make the final decision during the scheduled delivery attempt. Snow and debris removal from private driveways is the user's responsibility along with a cleared walkway to the fill pipe. The truck driver will not deliver when excessive snow or other objects are impeding his access and egress.
5. New homes must have the fill pipe accessible for delivery from the county maintained road. This pipe must be no greater than 30 feet from the maintained road for the delivery truck to access the fill pipe.
6. Prior to providing service to new customers, the District must be provided with a completed Service Application form and payment of any applicable fees. All new service has a one-time, non-refundable administrative startup fee of \$100.00.

DELIVERY RATES

1. A monthly service charge of \$10.00 per month will be charged to all accounts. **NORMAL DELIVERY DAYS ARE MONDAY, WEDNESDAY AND FRIDAY, WITH THE EXCEPTION OF MAJOR HOLIDAYS, WHEN THE NEXT SCHEDULED DELIVERY WILL BE THE DAY FOLLOWING THE HOLIDAY.**

EFFECTIVE MAY 1, 2011:

Normal day deliveries will be billed at the rate of \$30.00 for single load deliveries.

(500 gallons)

Normal day deliveries will be billed at the rate of \$48.00 for double load deliveries.

(1000 gallons)

2. Deliveries requested outside of routine delivery days will be billed an additional \$40.00 per delivery PLUS the cost of the water delivered, as stated above. The additional \$40.00 is paid directly to the driver for working on an off day. Off-day deliveries cannot be guaranteed. If the District is unable to locate a driver, water will not be delivered until the following Monday.

COLLECTION OF CHARGES

Billing statements will be mailed to users by the 20th of each month, for the previous month's usage.

A late charge of \$10.00 per month will be assessed on balances outstanding at the time of billing, until the past-due balance is paid in full.

A service charge of \$50.00 will be assessed on each check returned for any reason. After a user has two returned checks occurring within a six-month period, business will be conducted on an advanced payment basis only. The user will also be responsible for any and all bank, collection and attorney fees related to collection of the returned checks.

Water will be sold **only** to property owners within the water district boundaries. If the owner rents his/her property, the owner will receive the bill and will be responsible for collecting all water charges from the renter. Bills will not be sent to renters, new accounts will not be established for renters, and therefore, no setup fee will be charged to new renters. No refunds of previously collected setup fees will be made. All other provisions of the established Rules will remain intact and unchanged.

The Water District may avail itself of the statutory provisions of CRS 32-1-1101(1)(e) to certify delinquent water charges and penalties to the Teller County Treasurer for collection as a tax lien against the property.

The Water District will inform property owners in writing of delinquent accounts when they reach \$250.00 in unpaid bills for two consecutive months. If an account is delinquent by \$250.00 or more, or if no payment has been received for 30 days, the Water District will give written past due notice stating payment is due within 30 days of the notice date. Failure to pay the account balance in full by the 30-day request will result in termination of service. The Water District will vote on all termination of services at the general water board meeting. The Water District will inform the property owner in writing of any decisions of termination. Termination is immediate and future service will require payment of all past due bills, a non-refundable deposit of \$100.00, a \$250.00 advance deposit towards future water purchases and a six-month pre-payment period, to reinstate the account.

Approved and adopted by the Rainbow Valley Water District Board of Directors on April 13, 2011