

## ***POLICIES & PROCEDURES***

The Board of Directors of the Valparaiso Lakes Area Conservancy District has adopted the following policies and procedures:

- 1) Office hours are Monday through Friday, 8:30 a.m. to 4:30 p.m. For your convenience, we have a drop box to the right of the front door for payments dropped off after hours. Our phone number is (219) 464-3770. For all billing or service questions, call the office during working hours. For **extreme** emergencies **only**, call our pager number at 921-2767. After you hear the tone, punch in your number and press the # key. Someone will return your call.
- 2) A \$40.00 deposit is required from all new customers of LAC Utilities, and a signed Water Agreement Card must be on file at our office. For renters, both owner and tenant must sign the Agreement Card. Upon termination of our services, the \$40.00 deposit will be applied to the final bill. There is a \$30.00 fee for any check returned marked as NSF (non-sufficient funds) from the bank. LAC Utilities holds the right to refuse checks after one NSF check has been received in our office. The only payment accepted after an NSF check will be in the form of cash or money order.
- 3) The meters are read on the 15<sup>th</sup> day of the month and billed on the last day of the month. Payment is due twenty (20) days after the billing date. After the 20<sup>th</sup>, a late charge will be assessed on the unpaid balance. Failure to receive your bill does not excuse any penalty charges. Water service on delinquent accounts will be terminated **ON** the 10<sup>th</sup> day of the month following the due date. There is a \$40.00 Turn-On Fee. After normal working hours, the turn-on fee is \$80.00.
- 4) All accounts have a monthly Fire Protection Charge of \$0.97 assessed to them. In case of a fire, you would not be charged for the water used to extinguish the fire. Meters larger than 5/8" get charged accordingly.
- 5) All water meters must be readily accessible to our meter readers. If you have animals hindering the reading, or your Read-O-Matic is inaccessible, you must make alternate arrangements with the office, or your bill will be estimated for 1,000 cubic feet of water.
- 6) If you read your own water meter, the meter reading should be called in the office **on** the 15<sup>th</sup> of the month. Please have your account number and meter number ready.
- 7) If the water service is active and there is no consumption, the monthly minimum charge is \$41.83. If the water is turned off, there is still a \$15.81 base sewer charge and \$0.97 fire protection charge. If our charges are allowed to be delinquent, we have the authority to put a lien on the property and eventually sell the property at a tax sale. Landlords are held responsible for all delinquent bills incurred by their tenants.
- 8) Sump pumps that pump unmetered water into the sewer system are in violation of the sewer ordinance and are subject to a fine of up to \$1,000 per day.
- 9) If you water your lawn during the summer months, the sprinkling rate adjustment will be automatically reflected on the July 31<sup>st</sup> and August 31<sup>st</sup> billings. The sewage for the months will be based on an **AVERAGE** of water usage during the previous 9 months. The sprinkling rate adjustment shall not be available to users who have lived in the billed premises for less than three months (or April 1) and have not received bills prior to July.
- 10) If you have a pool, the **FIRST FILL ONLY** will have the sewer adjusted off if you **take the reading at the beginning of the fill and the end of the fill** and report them to the office. Unfortunately, no adjustments can be made unless these procedures are followed.
- 11) In case of accidents, break-downs, shortage of water supply, or any cause beyond its control; or in case of the making of repairs, renewals or replacements, the Water Utility reserves the right to shut off the water supply without notice. In case of emergency, the Water Utility shall not be held responsible for any damages. When shut-off for the water supply is made in accordance with this paragraph, such shutting off of the water shall not entitle the consumer to any abatement or deduction of the water service charges. The Water Utility will give notice in the manner deemed at its discretion to be most effective of shut-off of the water supply whenever and wherever practicable. However, nothing in these rules shall be construed to require the giving of such notice for all circumstances. Every effort to give continuous and uninterrupted service shall be made by the Water Utility, but nothing in these rules contained shall be construed as a guarantee or covenant or agreement of the Water Utility to give such continuous and uninterrupted service.