

POLICIES AND 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 left 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 emergency number at (219) 916-4638.
2. A \$80.00 meter deposit is required from all new water customers of LAC Utilities, and a signed Water Agreement must be on file at our office. Renters must provide landlord information on the Water Agreement. Upon termination of our services, the \$80.00 will be returned in the form of a check mailed to your forwarding address. There is a \$30.00 fee for any check returned 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 will be in the form of cash, or money order. In the event of an NSF, full bill payment plus NSF fee must be paid immediately to retain water services.
3. The meters are read on the 15th day of the month and billed on the 21st day of the month. Payment is due on the 20th of the following month. After the 20th, a late charge will be assessed on any unpaid balance. Failure to receive your bill DOES NOT excuse any penalty charges. Water service on delinquent accounts will be terminated **ON** the 10th day of the month following the due date. The service department is not required to knock on doors prior to shut off. There is a \$75.00 Turn-On Fee. Readings are received from Valparaiso City Utilities for sewer-only customers. Sewer only customers are billed on the 16th of the month and payment is due on the 15th of the following month. If our charges are allowed to become delinquent, we have the authority to put a lien on the property and eventually sell the property at a tax sale.
4. All accounts have a monthly Fire Protection Charge assessed to them. In case of a fire, you would not be charged for the water used to extinguish the fire.
5. All water meters must be readily accessible to our meter readers. If our office finds an issue with your meter and alerts you that we need to check the meter you must make arrangements with us or the bill will be estimated for 1,000 cubic feet. If you have dogs hindering the reading, or your touch pad is inaccessible, you must make alternate arrangements with the office, or your bill will be estimated for 1,000 cubic feet of water. Most meters are radio read style.
6. If there is no water consumption from one meter read to the next, there will be no sewer charge. If water is off at the curb from one meter read to the next you will also qualify for no minimum water charge. Sprinklers accounts are required to have a current backflow on file to qualify for seasonal off.
7. 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.

8. If you water your lawn during the summer months, you may qualify for the summer sprinkling credit. The summer sprinkling credit will be automatically reflected on the July 21st and August 21st billings, permitting a current backflow test is on file at VLACD. Failure to provide a backflow test will result in loss of sprinkling credit. The sewage for the months will be based on an *AVERAGE* of water usage during the previous 10 months. The summer sprinkling credit shall not be available to users who became new residents after April 1st. Sewer only customers do not qualify for this credit.
9. If you install a new pool, the *FIRST FILL ONLY* will have the sewer adjusted off if you contact the office to **take the reading at the beginning of the fill and the end of the fill**. Unfortunately, no adjustments can be made unless these procedures are followed.
10. 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 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.