

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 (219) 548-6254. 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 must be on file at our office. Renters must provide landlord information on the Water Agreement. Upon termination of our services, the \$80.00 deposit will be applied to the final bill. 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.
- 3) The meters are read on the 15th 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 20th, 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 10th 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 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 you read your own water meter, the meter reading should be called in the office **on** the 15th 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 \$45.33. If the water is turned off, there is still a \$19.31 base sewer charge. 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. 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 31st and August 31st billings. The sewage for the months will be based on an **AVERAGE** of water usage during the previous 10 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.

- 11) 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.

- 12) 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.