Blue Ridge Rural Water Company

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Adopted by BRRWC Board: February 10, 2004, Revised: April 14, 2020

Section 1.0 Water Availability Assessment

1. The mission of the Blue Ridge Rural Water Company (The Water Company or the Company) is to provide an adequate and reliable supply of potable drinking water and fire flow to all customers at the lowest price consistent with this objective.

2. Whenever a request is made to add a customer or customers to The Water Company's system, whether via a service line for a prospective customer or via a main line for a group of customers or a Developer, The Water Company shall verify that it can satisfactorily fulfill its mission for the prospective customer or customers with its existing infrastructure. The Water Company shall also verify that the addition of the customer or group of customers shall have no adverse effect upon the water system's capacity to fulfill its mission with regards to existing customers.

3. This verification shall consider all aspects of service including availability of water source, storage, distribution, pumping and system reliability. The availability evaluation shall consider peak use of existing customers in relationship to source, storage, distribution, pumping capability of The Company's existing infrastructure. The evaluation shall also include a measurement against the Water Company's standards including domestic flow, fire flow, hydrant spacing and irrigation flow. The evaluation shall also consider any unusual design attributes of the proposed system that might adversely affect the existing rate structure of The Water Company because of the cost of ownership and operation of the proposed addition to The Water Company.

4. Should the evaluation indicate that the proposed addition cannot be made without adversely affecting the ability of The Water Company to fulfill its mission or does not meet the Water Company's existing standards; the Water Company shall deny the request. If the entire development cannot be supplied without adversely affecting the ability of The Water Company to fulfill its mission, or does not meet the Water Company's existing standards, the Water Company shall deny the request and no portion of the development will be served.

5. The customers or a Developer will be provided with an estimate of all expenses required to adequately supply the proposed development. This expense shall include the actual cost to design, construct, and inspect the required additions and / or modification to The Water Company's water source, storage, distribution, pumping and system reliability of its facilities.

    a. The Developer may be eligible to request a reduction in capacity fees for the proposed project if any off-site additions or modification to the water system's source, storage, distribution, pumping and system reliability are needed. This capacity fee reduction would require only the water storage portion of the Water Availability Assessment to be paid by the developer, to a maximum of the off-site additions or modification paid by the

developer. Water storage is calculated by using the total maximum daily demand of the proposed development or project, multiplied by the current market value to construct new water storage facilities based on Water Company's standards.

Adopted by BRRWC Board: February 10, 2004, Revised: May 8, 2018

Section 2.0 Main Line Extensions

1. A licensed professional engineer duly registered in North and/or South Carolina employed by the Company shall prepare all construction plans and specifications for new construction projects.

2. All mains and appurtenances shall be installed by Water Company personnel, or by duly qualified contractors subject to the approval of the Company.

3. The requestor of the main extension shall pay all costs associated with a main line extension. These costs shall include all costs for the design, construction, and inspection of the water mains requested.

4. Upon approval of the preliminary design by the requestor shall execute an order to proceed with the Company for the preparation of necessary final plans, specifications and permitting for the main line extension. The requestor shall pay at that time, a non-refundable final design fee. The Company shall use the plans and specifications so prepared for obtaining quotations, fixed-price when possible, for the work to be performed.

5. Upon approval of the final design by the requestor, the requestor shall execute an order to proceed with the Company for construction of the main line extension or any part thereof. The costs associated with this order shall be the sum of the fixed-priced elements less the final design fee paid. The requestor shall deposit with the Company the costs associated with this order prior to any additional work being performed.

6. Should a fixed cost bid not be attainable, and upon approval by the requestor, the requestor shall execute an order to proceed with the Company for the main line extension or part thereof based upon existing cost estimates. The requestor shall deposit with the Company the estimated costs associated with this order prior to any additional work. Upon completion of the work and final tabulation of the costs, the Company shall reimburse the requester any funds collected in excess of the actual costs. Likewise, before the main is charged with water, the requester shall pay the Company any costs experienced in excess of the estimate.

7. No work shall be started until all necessary permits and approvals are obtained.

8. No construction shall begin in any new development for which storm drains are planned until all storm drains have been installed under roads and streets. No construction shall begin in any new development for which sanitary sewer is planned until all storm drains have been installed under roads and streets. No construction shall be begun until all road way and roadway shoulders have been constructed, including sideway grades, nor until all ditches graded to near final level (0.2 feet tolerance). No construction shall begin in any new development

until all lots have property pins installed and staked with appropriate labeling or marking.

9. All construction bids for a particular job may be rejected by BRRWC.

10. Fire Hydrant(s) shall be required to be installed, to the Water Company's existing standards, if the proposed lots to be served exceed 4 lots, or is required by the local Fire Department.

11. Policy for Fire Hydrant Spacing:

    a. For: Rural Roadways - Spacing between Fire Hydrants shall not exceed 1,500 LF
    b. For: Subdivisions or Summary Plats With Lots Sizing >/= 20,000 SF - Spacing from a Fire Hydrant to the frontage of any and all lots shall not exceed 400 LF. See Diagram for Lots > / = 20,000 SF.
    c. For: Subdivisions or Summary Plats With Lots Sizing < 20,000 SF - Spacing from a Fire Hydrant to the frontage of any and all lots shall not exceed 300 LF. See Diagram for Lots< 20,000 SF.
    d. For: Subdivisions or Summary Plats Composed Of One or More Flag Lots - Spacing from a Fire Hydrant to the flag lot(s) shall be determined by the discretion of Blue Ridge Rural Water Company with the coordination of the local Fire Department.
    e. For: Commercial Developments - Spacing from a Fire Hydrant to the commercial facilities shall be determined by the discretion of Blue Ridge Rural Water Company with the coordination of the local Fire Department.

12. Water Line shall be installed in front of properties and located within a County or State approved rights of way. No water line shall be installed on private property unless a deeded right of way is recorded with a minimum width of 30 foot and shall provide a right of way for all lines, valves, fire hydrants or meter. The private right of way is exclusive to the Company and use shall not be granted to other users.

Adopted by BRRWC Board: February 10, 2004, May 10, 2005, April 11, 2006, Revised July 1,2024

Section 3.0 Residential Line Taps and Metering

1. Fees assessed by the Company for providing initial water service to a residence include membership fee with the amount of the fees depending upon the section of the Company that provides the service and other conditions.

2. **Fees for the Blue Ridge Section**, that is all parts of the Company unless otherwise indicated below, are as follows: (1) $1,000.00 Capacity Fee (2) $1,650.00 for the tap,(3) $700.00 for each meter installed and (4) $25.00 account activation fee. Totaling $3,375.00

3. **Fees for Cliffs Valley North**: (1) $34,000.00 Debt Repayment Fee (1) $6,000.00 System Improvement Fee, Totaling $40,000.00

4. **Fees for Cliffs Glassy Mountain**: (1) $5,000.00 Capacity Fee (2) $175.00 for the tap, (3) $1,400.00 meters, and (4) $50.00 account activation fee. Totaling $6,325.00

    a. For lot owners that have paid a monthly water availability fee, a nontransferable credit of the actual amount paid will be deducted from current tap fee amount.

5. For the purpose of this policy, irrigation systems shall include systems whose purpose is to provide water to maintain gardens, trees, lawns, shrubs, landscaping, flowers or any other plant life, and whose piping and/or distribution apparatus are permanently installed.

6. All water used for irrigation purposes shall be independently metered, and shall not pass through the meter measuring the quantity of water used for household or domestic purposes. This policy has been created to assist the Company in its drought management and response activities. All irrigation systems installed after February, 2004 shall be independently metered.

7. For installations for which the main line is in place, dual metering shall be installed if the customer indicates an intention to install an irrigation system.

8. Customers with an existing one-meter installation and who wish to install an irrigation system shall be charged a fee of $1,475.00 to install a dual meter box, a dual tap and another meter if the existing service line can be used and is adequate for the service. Otherwise, the fee charged will be the normal tap fee.

9. The Company reserves the right to inspect all proposed or installed systems to verify compliance with this policy. All the policies and Bylaws of the Company

apply to both the domestic and the irrigation taps The Company will make all final judgments and the decisions of compliance with this policy.

10. A not-for-profit company, as organized under SC State Law, obtaining a tap 6 inch in diameter or smaller may be eligible to make monthly payments to the Company for the Capacity Fee amount of the tap for a maximum amount of 5 years. The monthly payments will be calculated by dividing the Capacity Fee amount by 5 years and then by 12 months in a year.

Adopted by BRRWC Board: February 10, 2004, Revised July 1, 2024

Section 4.0 Commercial and Industrial Line Taps and/or Metering

1. Fees assessed by the Company for providing initial water service to a commercial or industrial account are negotiable and depend upon anticipated demand. At a minimum, they shall be including membership fee as follows:

    Blue Ridge Tap Fee:
        Residential Single Meter = $3,375.00
        Residential Dual Meter = $4,850.00
        Commercial Tap = $5,025.00
    Cliffs at Glassy Tap Fee:
        Residential Dual Meter Tap = $6,625.00
        Commercial Tap Fee = $6,625.00
    Cliffs Valley North Tap Fee:
        Residential Tap Fee = $41,450.00

2. Paragraphs 2 through 8 of Section 2.0 apply to all Commercial and Industrial accounts.

Adopted by BRRWC Board: June 12, 2012, Revised Aug 12, 2014

Section 5.0 Customer Service Charges & Billing Cycle

1. The fee for all account transfers shall be $25.00

2. The due date for bill payment shall be 25 days after the date of the bill. Unpaid accounts on that date are assessed a $5.00 penalty. Customers in arrears on that date are so informed by telephone and are advised that their service will be disconnected 10 days following the due date. Customers called for non-payment will be advised of the Company's bank drafting procedure when they are called.

3. A disconnected service will be restored that same day before 5:00PM if the payment is received before 3:30PM. The fee for reconnection of a disconnected service shall be $35.00 for accounts reconnected during regular operating hours. For reconnections made after hours (5:00PM to 10:00PM), the reconnection fee shall be $70.00. Accounts reconnected during the hours of 10:00 PM and 8:00 AM will be at management direction and shall be assessed the $70.00. Waivers of all penalties and reconnection fees shall be at the recommendation of the general manager, upon the approval of the Board of Directors.

4. Requests for turn-off will be completed on the day of the request if the request is made before 3:30PM unless otherwise directed.

5. Partial payments and extensions will be at management direction and will be considered only under the most extenuating circumstances.

Adopted by BRRWC Board: February 10, 2004, Revised February 8, 2022

Section 6.0 Miscellaneous Charges

1. The fee for lowering, raising, a meter box before site landscaping is $800.00. The customer is responsible for service line work and landscaping needed.

2. The fee for moving a meter box and/or meter is $1,650.00. The customer is responsible for service line work and landscaping.

3. The fee to replace a damaged or destroyed meter box, as a result of customer neglect of damage $1,650.00.

4. The fee to replace damaged or destroyed meter, as a result of customer neglect of damage is the current Meter Set Fee.

5. If a customer requests a meter calibration for any reason, the Company will pay for the calibration if the meter accuracy is out of limits according to the American Water Association Guideline. Otherwise, the customer pays for the calibration check.

6. The fee for installation of a fire hydrant shall be negotiated. The management of BRRWC and the consulting engineer shall verify that acceptable flow and operating conditions are available before approving fire hydrant installations.

Adopted by BRRWC Board: February 10, 2004

Section 7.0 Residential Leak Adjustment Policy

1. A leak adjustment will be considered only when the usage for the month is 150 % of the average monthly usage for the month for the customer. Retroactive leak adjustments require management recommendation and Board of Directors approval.

2. To calculate adjustment:
   a. Determine the customer's average consumption for the preceding 12 months
   b. Determine the difference between the current month and the average
   c. The customer pays for the average use at the then current rate structure
   d. The customer pays for the difference at the cost of water to the Company including water loss factors
   e. If 12 month billing does not exist, use the average of what is available in the above calculation.
   f. If no data is available, the average use is estimated by the following formula: 90 gallons times number of person in household times 30 =average

Adopted by BRRWC Board: July 20, 2010

Section 7.0 Residential Irrigation Leak Adjustment Policy

1. A leak adjustment will be considered only when the usage for the month is 150% of the average monthly usage for the customer, and only upon request of the customer.

2. All requests for Leak Adjustments will be directed to the General Manager or his designee for consideration.

3. To calculate adjustment:
   a. Determine the customer's average consumption for the preceding 12 months and the consumption for the corresponding month last year.
   b. Determine the difference between the current month and the average, and between the current month and the corresponding month last year.
   c. The customer pays for the larger of the average use or the current month last year use at the then current rate structure
   d. The Cliffs at Glassy and the Cliffs Valley North customers will pay for the corresponding difference, as identified in b. above, at the rate in the first tier above the minimum or base rate.
   e. The Historic customers will pay for the corresponding difference, as identified in b. above, at one half the rate in the first tier above the minimum or base rate.
   f. If 12 month billing does not exist, use the average of what is available in the above calculation
   g. If no data is available, the average use is estimated by the following formula: 300 gallons per day times 30 days =9,000 gallons
   h. Customers on the Cliffs at Glassy and the Cliffs Valley North requesting a leak adjustment will be required to complete one of the two options below:
      a. Install, maintain and have yearly inspected a "Tucor Smart Irrigation Controller" with a flow control sensor / auto shut-off. BRRWC will have access to inspect and view control setting through the internet of this system (See Specifications for Irrigation Management & Control System)
      b. Remove the irrigation system. The removal of the system shall include the controller, all the system control valves, all the system spray, as well as drip heads and provide a physical disconnection between the water source that BRRWC will have access to inspect yearly. If the system is removed the customer will be required to sign an agreement acknowledging that in the future if an irrigation system is desired the request will be treated as a new system request, therefore meeting all the system requirements.

4. No more than one leak adjustment may be granted during a 12 month period.

Adopted by BRRWC Board: February 10, 2004

Section 8.0 Commercial and Industrial Leak Adjustment Policy

1. A leak adjustment will be considered only when the usage for the month is 150 % of the average monthly usage for the month for the customer. Adjustments require management recommendation and Board of Directors approval.

Adopted by BRRWC Board: June 4, 2013, Aug 12, 2014, Revised February 8, 2022

Section 9.0 Forfeiture of Membership Due To Non-payment of Bill

1. Nonpayment of accounts due within ninety (90) days after the original billing date will allow the Corporation, in addition to other rights and remedies, to cancel the Membership Certificate and terminate the Membership. In such event, the member shall not be entitled to receive, nor the Corporation obligated, to supply water under the Membership agreement.

2. Any member whose membership certificate is cancelled or terminated, through nonpayment or by requesting termination of Membership, shall before reconnection pay the following fees:

    a. After cancelled or terminated Membership, the Member may request reinstatement of the account within 24 months. The Member will be required to pay all back assessments as well as monthly bills on the account as well as a Meter Set Fees, plus an Account Set-Up Fee.
    b. After 24 months the cancelled or terminated Membership will forfeit all rights to the water tap and the tap will be removed from the water system. The Member will be required to pay the current tap fee to have the water tap reinstalled.

3. Any new member, who purchases property in good faith where a tap has been forfeited and the tap has been removed, will be required to pay the same tap fee as a location where water had never been installed.

4. Any new member who purchases property in good faith where a tap has been forfeited, but has not been removed, can transfer the membership certificate by paying a Meter Set Fees, plus an Account Set-Up Fee.

5. Any new member purchasing property from a member in good standing can have said member transfer the certificate to him/her by paying transfer fees.

6. Method of notification to member of forfeit proceedings:

    a. First letter of notification after 30 days of arrears.
    b. Second letter of notifications after 60 days of arrears.
    c. Certified letter of membership forfeiture after 90 days.

Adopted by BRRWC Board: February 10, 2004

.Section 10.0 Meter Tampering Procedures and Charges

1. First Offense: Before service can be reconnected, the customer must pay any repair costs of meter, box and/or locking mechanism as a result of the meter tampering, a reconnection fee and a $200 meter tampering penalty fee. The Company may file a criminal complaint under the Stale Law in South Carolina Code 16-13-385 or the North Carolina Code 14-151.1.

2. Second Offense : Before service can be reconnected, the customer must pay any repair costs of meter, box and/or locking mechanism as a result of the meter tampering, a reconnection fee and a $300 meter tampering penalty fee. The Company may file a criminal complaint under the Stale Law in South Carolina Code 16-13-385 or the North Carolina Code 14-151.1.

3. Third and Subsequent Offenses : Before service can be reconnected the customer must pay any repair costs of meter, box and/or locking mechanism as a result of the meter tampering, a reconnection fee and a $400 meter tampering penalty fee. The Company may file a criminal complaint under the Stale Law in South Carolina Code 16-13-385 or the North Carolina Code 14-151.1.

Section 11.0 Rate Structure

Rate Schedule for BRRWC Area:					
Residential		**Commercial**		**Industrial**	
First 2,000 gallons System Improvement Fee Debt Repayment Fee	$15.51 Monthly Minimum $3.00 Monthly $1.75 Monthly	First 5,000 gallons System Improvement Fee Debt Repayment Fee	$28.20 Monthly Minimum $3.00 Monthly $1.75 Monthly	First 10,000 gallons System Improvement Fee Debt Repayment Fee	$49.35 Monthly Minimum $3.00 Monthly $1.75 Monthly
All over 2,000 gallons	$5.13 per 1,000 gallons	All over 5,000 gallons	$5.13 per 1,000 gallons	All over 10,000 gallons	$5.13 per 1,000 gallons
All over 12,000 gallons	$8.13 per 1,000 gallons	All over 30,000 gallons	$8.13 per 1,000 gallons	All over 60,000 gallons	$8.13 per 1,000 gallons

Rate Schedule for Cliffs at Glassy Area:		
	Customers with **two water meters or no irrigation system** as defined by BR policy 3.0	Customers with **one water meter and an irrigation system** as defined by BR policy 3.0
First 3,000 gallons	Minimum base rate ($34.00 per Month) Line Replacement Fee ($20.00 per Month) New Monthly Base Fee = $54.00 per Month	
Next 7,000 gallons	Above, plus Tier 1 rate ($4.10 per 1,000 Gallons)	
Next 6,800 gallons	Above, plus Tier 2 rate ($8.20 per 1,000 Gallons)	
Per 1,000 gallons For 16,800 – 33,600	Above, plus Tier 3 rate ($11.25 per 1,000 Gallons)	Above, plus Tier 3 rate ($15.35 per 1,000 Gallons)
Per 1,000 gallons For 33,600 – 50,400	Above, plus Tier 4 rate ($13.81 per 1,000 Gallons)	Above, plus Tier 4 rate ($26.11 per 1,000 Gallons)
Per 1,000 gallons For 50,400 – 67,200	Above, plus Tier 5 rate ($17.01 per 1,000 Gallons)	Above, plus Tier 5 rate ($44.94 per 1,000 Gallons)
Per 1,000 gallons For over 67,200	Above, plus Tier 6 rate ($21.01 per 1,000 Gallons)	Above, plus Tier 6 rate ($77.90 per 1,000 Gallons)

Rate Schedule for Cliffs Valley North Area:		
	Customers with **two water meters or no irrigation system** as defined by BR policy 3.0	Customers with **one water meter and an irrigation system** as defined by BR policy 3.0
First 3,000 gallons	Minimum base rate ($61.05 per Month) Line Replacement Fee ($40.00 per Month) Monthly Base Fee = $101.05 per Month	
Next 7,000 gallons	Above, plus Tier 1 rate ($9.81 per 1,000 Gallons)	
Next 6,800 gallons	Above, plus Tier 2 rate ($13.91 per 1,000 Gallons)	
Per 1,000 gallons For 16,800 – 33,600	Above, plus Tier 3 rate ($16.96 per 1,000 Gallons)	Above, plus Tier 3 rate ($21.06 per 1,000 Gallons)
Per 1,000 gallons For 33,600 – 50,400	Above, plus Tier 4 rate ($20.06 per 1,000 Gallons)	Above, plus Tier 4 rate ($31.82 per 1,000 Gallons)
Per 1,000 gallons For 50,400 – 67,200	Above, plus Tier 5 rate ($22.72 per 1,000 Gallons)	Above, plus Tier 5 rate ($50.65 per 1,000 Gallons)
Per 1,000 gallons For over 67,200	Above, plus Tier 6 rate ($26.72 per 1,000 Gallons)	Above, plus Tier 6 rate ($83.61 per 1,000 Gallons)

Section 12.0 Financial Practices

1. Introduction - The following financial directives are established for determining costs and revenues from separate parts of the company that operate somewhat autonomously. Some customers are provided water from reservoirs, while other customers are provided water from wells. The cost and revenue characteristics of these groups are intrinsically different. The policy of the Company is that these groups shall be financially self-supporting. The following practices are implemented to enable the Company to monitor cost and revenues such that this policy can be followed.

2. Company Organization for Financial Reporting - The following organization with the indicated sections shall be implemented for financial reporting:

- Management, Financial and Administration Section
- Blue Ridge Section (provided water from reservoirs)
- Cliffs Glassy Mountain Section (provided water from wells)
- Cliffs Valley North Section (provided water from wells)

3. Practice for Financial Records - The Company shall prepare monthly Balance Sheets and Income Statements for the Blue Ridge Section, Cliffs Glassy Mountain Section and Cliffs Valley North Section.

The Company for establishing the rate structures for the Blue Ridge, Cliffs Glassy Mountain and the Cliffs Valley North Sections shall use this data.

The Company auditor shall review and audit all of the financial activities of the Company as separate, independent, financial entities. Each entity shall have its own respective balanced budget.

4. Policy for Inter-Company Borrowing or Loans - The Company may, by resolution of the Board of Directors, perform intra-company (inter-section) borrowing within the Company. The following must be included in the resolution by the Board:

a. The Sections providing and receiving the loan,

b. The total amount of the loan and the length of time in months in which the loan is to be repaid

c. The interest rate on the loan.

All intra-company borrowing activities shall be reported in the Company's Audited Statements

5. Policy for Allocation of Direct and Indirect Expenses - All operating expenses and income shall be allocated to the respective Section The Company shall allocate

Management, Financial and Administration Section expenses to the other three Sections through Corporate Allocations. Corporate Allocation calculations will be based on the number of active taps less the number of dual taps in each system.

6. Policy for Bank Accounts -The Company shall maintain separate and active bank accounts for the respective water Systems or Sections of the Company. The Company may establish additional accounts, by resolution by the Board of Directors at any time

Adopted by BRRWC Board: August 15, 2006

Section 13.0 Damages to Private Property within Public Rights-of-way

1. Introduction - The Blue Ridge Rural Water Company (BRRWC) installs its utilities within the public property such as the State or County rights-of-way, or on private property owned by or through an easement of the BRRWC.

2. Private Property within the Public Rights-of-Way - All private property within a public rights-of-way must obtain an encroachment permit for the necessary road authority in order to enter the public rights-of-way (Greenville County Ordinance 3673). If the right-of-way is owned by an association or private party the private property owner within the right-of-way should have written approval to place property within the right-of-way and for the purpose of this policy will be considered in a public rights-of-way. Private property shall include, but not limited to:

- Driveways
- Trees, bushes or flowers
- Lines such as irrigation, private power or satellite
- Mail boxes, fences, gates

3. Damage of Private Property within the Public Rights-of-Way - The BRRWC regrets any damages that may take place to private property within public rights-of-way. Every effort will be made by BRRWC to avoid damage to private property, but in the event of damages the BRRWC will not replace or repair any private property, except driveways. In the event a driveway is damaged the BRRWC will repair the drive with asphalt only, unless the private property owner has obtained an encroachment permit for the drive under the State or County Ordinances. If the private property owner would like other material installed in the repair of the drive and no encroachment permit has been issued, the BRRWC will pay the property owner the value that BRRWC would pay its contractor to install asphalt.

Adopted by BRRWC Board: September 1, 2007

Section 14.0 Cross Connection Control

The Blue Ridge Rural Water maintains a current cross connection control program. All testable backflow devices are tested annually. All low hazard residential lawn irrigation system connections protected by residential dual check valves will be changed at ten-year intervals or when meters are changed out, whichever comes first. All employees continually attempt to locate unprotected cross connections by visual inspections of the system. A tester licensed by the South Carolina Department of Health and Environmental Control will test all testable devices annually at the device owners expense. Device owners are notified of testing by mail. Records are maintained and kept on file. Device selection is based on degree of hazard.

Degree of Hazard

1) **High Hazard** – An existing or potential threat to the drinking water supply of a physical or toxic nature that would be a danger to public health.

2) **Low Hazard** - A hazard that does not constitute a threat to health, but may cause an actual or potential threat to the physical properties of the water and cause a nuisance or be aesthetically objectionable.

3) **Low Hazard residential lawn irrigation system connections –** A lawn irrigation system without chemical addition or an unapproved auxiliary water supply.

4) **High Hazard lawn irrigation system connections** – Any lawn irrigation system that includes chemical additions, or is connected to another water source, which is not an approved public water system.

Device Selection

1) **All High Hazard Locations**- an approved **Reduced Pressure Principal Assembly (RP device)** is to be used at all high hazard locations.
2) **All Low Hazard Locations**- An approved **Double Check Valve Assembly (DCVA device) or Approved Dual Check Valve** is to be used at all low hazard locations.
3) **All Residential Connections** - An approved **Dual Check**, non-testable, is to be used at all new residential connections.

Evaluation of New and Existing Service Connections

New Installations – a Blue Ridge Rural Water Company certified operator visually inspects new water service connections at the time of meter installation.

Existing Service Connections – a Blue Ridge Rural Water Company certified operator visually inspects existing service connection, as meters are being read and/or system operations are being conducted.

Section 15.0 Water Supply Practices and Policies

1. **Introduction** - The Blue Ridge Rural Water Company owns and operates three (3) separate water systems. The water systems are:

    - Blue Ridge System (PWSID# 2320003)
    - Cliffs Glassy Mountain System (PWSID# 2350023)
    - Cliffs Valley North System (PWSID# 01-45-165)

2. **Practices for notification of rate adjustments** - The Blue Ridge Rural Water Company shall provide a notice to all its customers as to any rate increase or decrease. This notice shall be in writing and shall be mailed to each customer affected by the rate adjustment. Every effort will be made by Blue Ridge Rural Water to review the proposed rates with the Glassy and the Valley Utility Committee, if the proposed rates will affect that system.

3. **Policy for maintaining separate and independent water supplies –** The Board of Blue Ridge Rural Water Company shall maintain separate water systems to preserve the financial integrity of the system or section. If the Board of Blue Ridge Rural Company desires water to be supplied from one system to another, ample notice will be given to the customers to allow the effected system to provide feedback to the Board of Blue Ridge Rural Water Company.

Section 16.0 Hardship Assistance Repayment Plan (HARP) Policy

Blue Ridge Rural Water Company (BRRWC) understands there are times when customers struggle to pay bills. With this is mind BRRWC has developed the following Hardship Assistance Repayment Plan (HARP) to assist customers during hard times.

1. Reason for Policy

   BRRWC wishes to provide residential water customers with a process that will allow them to get relief through a payback agreement from water bills that are much greater than their past bills or if a customer experiences a hardship in their life resulting in the customer not being able to pay their bill.

2. Payback Agreement Definitions

   Payback agreement: Is an agreement entered into between the Customer of Record and the BRRWC that contains requirements for a maximum of six equal monthly payments that, in total, will equal the balance owed on the high water bill. It will contain a provision that, after the agreement is entered into, each late penalty of $5.00 on the account that applies to this balance will be reversed as long as the payments are up to date and have not been returned by the bank. In addition, the agreement will require that all future charges to the account be kept current.

3. Evaluate Customer Need

   The BRRWC General Manager, Finance Manager or Billing Clerk will determine that the customer requesting HARP meets the policy criteria.

4. Policy Criteria

   A Payback agreement and late penalties will be reversed on BRRWC water bills for hardship cases that meet the following criteria:

   a. This policy applies only to residential water accounts.

   b. This policy applies only to accounts where a single bill is three or more times greater than the average of the past years bills
   c. This policy applies only to accounts that can demonstrate a hardship in their life resulting in the customer not being able to pay their bill.
   c. The customer must approach the BRRWC in writing requesting to be included under this policy prior to the due date shown on the bill in question.
   d. The customer enters into a payback agreement for a period not longer than six months.
   e. The customer must keep future charges current, and meets the agreement made with the BRRWC.
   f. The agreement will be considered to be cancelled if the customer does not make any payment by its due date or if any of the

payments are returned by the bank.

g. The agreement will be considered to be cancelled after the terms of the agreement are reached.
h. The agreement does not constitute the replacement of or a new service agreement with the customer.

HARP Payback Agreement Account # _____

I _____ hereby agree to the following HARP Payback plan. I agree that I will make _____ (max. of 6) equal monthly payments of $_____ per month that, in total, will equal the balance owed on the high water bill. I also agree in addition to the above stated amount to pay all the current balances accrued each month. I understand that this agreement does not constitute the replacement of or a new service agreement and will be considered cancelled by both parties after all the stated payments are made in full. If at any point during the terms of this agreement I fail to pay the equal payment amount or the current balance on the account on time I understand that this agreement is cancelled and I will be subject to disconnection as well as all the associated late penalties.

Blue Ridge Rural Water hereby agrees that the late penalty of 5% on the account that applies to this balance will be reversed as long as the payments are up to date and have not been returned by the bank.

_____ _____
Customer's Signature Agreement Date

_____ _____
Blue Ridge Rural Water Agreement Date

Blue Ridge Rural Water Company