

**PUBLIC WATER SUPPLY DISTRICT #1
OF RALLS COUNTY, MISSOURI**

WATER USER'S AGREEMENT

The undersigned, being the owner or occupier of land located within the above Public Water Supply District, hereby makes application to said District for _____water service connections (s), and if water service is made available by said District, agrees to the following conditions:

1. To become a water user of the District, and I hereby tender \$_____ as a water meter deposit and guarantee that my bills will be paid monthly and an additional \$_____ for meter setter installation/connection charge. The meter setting and service made available to the water user, but the meter deposit and guarantee will be refundable upon application when service is discontinued and all charges and bills are paid.

2. Pay a minimum monthly meter charge for water, for the water service connection, from time meter is installed by the District, and pay for additional water used at the rate set out in the rate schedule adopted by the Board of Directors. Any changes made in the minimum monthly water charge and rate schedule by the Board of Directors of the District shall become a part of this agreement as though fully set out herein.

3. When the Rules and Regulations of the District provide that the **District will read the water meters**, service bill for water used shall be rendered by the District on or before the 5th day of the month following the month in which the water is used, and the undersigned agrees to **pay said service bill on or before the 15th of the month in which the bill is rendered, or be subject to a late charge of 15%. Failure of the District to submit a service bill shall not excuse the undersigned from his obligation to pay for the water used. Failure to pay a bill the 25th day of the month during which the bill is due shall result in discontinuance of the service.**

4. The water service supplied by the District shall be for the sole use of the undersigned; the undersigned agrees that he will NOT extend nor permit the extension of pipes for the purpose of transferring water from one property to another nor shall he share, resell, or sub-meter water to any other consumer. Each meter service shall supply water to only one residence or business establishment located on land within the District.

5. It is understood and agreed by the undersigned that any and all water facilities and installation from the curbside into the condominium or apartment building, excluding water meters, shall be the property of the owner of the apartment building, condominium, or common property. It is also understood and agreed that the Public Water Supply District No. 1 of Ralls County, Missouri, shall not be responsible for the maintenance or repair of any water equipment, once the water enters the premises, after leaving the curbside. That property, and the liability therefore, shall be the responsibility of the owner of the building project, who shall be solely responsible for any repairs or replacement or any loss or damage to any property, real or personal, whether owned by the property owner, by the undersigned or others, as a result of failure of equipment, water pressure, or for any other reason. This shall include loss of water, due to water line breakage or leakage, for which the undersigned hold the District harmless for any expense with regard to water loss, repairs, replacement, or any other loss or damage to any property, real or personal. The District shall be granted right of access to the water meter for repairs, inspection or replacement. Denial of access the water meter shall result in discontinuing the water service or relocation of meter inside a building to a location outside the building at the user's expense.

6. If after water service is made available the same is discontinued or disconnected for any purpose, pursuant to the By-Laws and the Rules and Regulations of the District, reconnection shall be upon the conditions set out in the By-laws and the Rules and Regulations of the District.

7. The undersigned agrees that he will make no physical connection between ANY private water system and the water system of the District. Representatives of the District may at any reasonable time come on the premises where the water is being used for the purpose of making inspection to enforce this provision. Violation of this provision shall be grounds for immediate disconnection of service.

8. The laws of the State of Missouri, By-Laws of the District, and the Rules and Regulations of the District, as presently existing, and as may be amended from time to time, are made a part of this agreement as though full set out herein.

9. The undersigned agrees that he will grant a water line easement to the District for the transmission of water over, under, and across any interest he may have in real property bounding the roads along which the water transmission lines of the District are planned in consideration for the District accepting this application.

10. Any damage to meters and equipment as a result of neglect by the undersigned will be billed to the undersigned at a cost of Twenty-Five Dollars (\$25.00) minimum service call, plus parts required for repair. This shall include frozen meters caused from the meter lid being left off or not being placed securely on the meter. Lids must be securely in place.

11. Be it known that the undersigned water user understands and agrees that any water registering through the water meter, be it regular usage or due to a leak on the user's side of the meter, must be paid for by the water user unless otherwise noted in the current edition of the Rules and Regulations.

12. In some areas, a pressure regulator may be necessary. The pressure regulator must be purchased and installed by the customer.

13. The undersigned agrees to pay all reasonable costs the District incurs to collect any delinquent fee associated with the water service provided by the District to the undersigned including, but not limited to, reasonable attorneys' fees and Court costs. This provision also shall apply if the undersigned files a petition or any other claim for relief under any bankruptcy rule or law of the United States, or if such petition or claim for relief is filed against the undersigned by another.

14. The location of the property to be served by the water service connection is:

Service Address (911)

Mailing (if different than service)

City

Printed Name

Property Owner

Signature

Property Owner Phone #

I agree to receive automated courtesy calls should my bill become delinquent.

RESPONSIBILITY

WATER SUPPLIER

Water Quality

The supplier of water shall allow the water user to assume safe water unless otherwise notified by the supplier to the contrary.

The quality of the water shall meet or exceed the minimum standards set forth within the Federal Environmental Protection Agency's Primary Drinking Water Regulations and all state and local water quality regulations.

For safe drinking water to be delivered to the "point of use", water safety becomes a joint responsibility between the supplier and the user.

The supplier of water shall NOT provide service to any water user who cannot satisfactorily demonstrate compliance with the plumbing code by the administrative authority.

The water supplier shall NOT be responsible for any contaminant or pollutant entering the user's domestic water distribution system unless the quality of the water supplied is determined to be the responsible agent for any distribution system failure.

Public System Maintenance

The water supplier must maintain the public distribution system up to and including the service meter connection and upstream of the backflow prevention assembly when required as a contaminant device, free from possible intrusion of pollutant or contaminant or any unwanted material that threatens health and could potentially come from physical backflow.

WATER USER (CONSUMER)

The water user shall construct, operate, and maintain the domestic water supply system within the property in compliance with the plumbing code adopted by the administrative authority.

The water user shall periodically demonstrate that his domestic water distribution systems are in compliance with the plumbing code by providing a current system survey (compliance report) to the supplier at least annually or as otherwise specified and upon demand.

RULES AND REGULATIONS FOR A BACKFLOW PREVENTION PROGRAM - STATE OF MISSOURI

WATER SUPPLIER REGULATIONS FOR CROSS CONNECTION CONTROL AND SYSTEM CONTAINMENT

Whereas the establishment of rules and regulations resulting in protection of public water systems for introduction of contaminants by backflow, the water supplier recognizes the need to protect the public water distribution system by developing a backflow prevention program.

Whereas the water supplier recognizes the need to require the user's domestic water distribution system(s) to comply with the plumbing code, which is a recognized minimum standard for safety. Thereby the user shall operate a safe system to ensure water system safety and shall abate all cross connections so discovered within that domestic water system. Cross connection abatement and plumbing code compliance as it pertains to water system safety are the user's responsibilities.

The supplier, herein, sets forth a program dedicated to joint responsibility to ensure protection of safe drinking water for the public welfare. Based upon requirements set forth, "Department of Natural Resources, Division 60 - Public Drinking Water Program, Chapter 11 - Backflow prevention."

DEFINITIONS

Water Supplier = The Water Supplier is Public Water Supply District No. 1 of Ralls County, Missouri.

Water User = Any customer of PWSD No. 1 of Ralls County, Missouri, who is dispensed water from the water supplier.

Water User Supervisor - The water user supervisor shall mean the owner of the domestic water distribution system or the designated agent of the system owner. All water user supervisors must apply with acceptable qualifications to the supplier to be eligible for public or limited listing.

Plumbing Code - References to the plumbing code in these regulations shall mean the plumbing code adopted by the local building authority having jurisdiction. If no plumbing code has been adopted by a local agency; then the water supplier shall adopt a code by reference, with which the water user shall comply.

**ENVIRONMENTAL PROTECTION AGENCY
PUBLIC NOTICE
LEAD AND DRINKING WATER**

The following public notice is required by the Safe Drinking Water Act Amendments of 1986 even though a system may have no significant levels of lead in its drinking water.

Lead is a soft metal which is now known to be harmful to human health if consumed or inhaled. As suppliers of drinking water, the Hannibal Board of Public Works and the Public Water Supply District #1 of Ralls County are providing this public notice to inform our customers of current concerns regarding lead to drinking water.

The United States Environmental Protection Agency (EPA) safe drinking water standards and has determined that lead is a new health concern at certain levels of exposure. There is currently a standard of 0.050 parts per million (ppm). Based on new health information, EPA is likely to lower this standard significantly.

Part of the purpose of this notice is to inform you of the potential adverse health effects of lead. This is being done even though your water may not be in violation of the current standard.

EPA and others are concerned about lead in drinking water. Too much lead in the human body can cause serious damage to the brain, kidneys, nervous system and red blood cells.

Lead levels in your drinking water are likely to be highest:

- IF your home or water system has lead pipes, or
- IF your home has copper pipes with lead solder, and
- IF the home is less than five years old, or
- IF you have soft or acidic water, or
- IF water sits in the pipes for several hours.

Usually, lead is not present in the drinking water leaving the treatment plant or well. Lead most often enters the drinking water in the private plumbing of a home of residence. The lead is most likely to leach into the drinking water from lead based solder or lead pipes, especially if the water is corrosive. Corrosive water is often low in ph and soft.

In the past years, lead solder was used extensively in private plumbing. In 1986, the use of lead solder and flux, lead pipes and pipe fittings were prohibited by federal law.

However, many new homes still have plumbing connected with lead solder and flux. To find out if you have lead pipes or solder in your private plumbing, try scratching the pipe with a key or screwdriver. Lead is a soft metal and is dull gray in color. If lead pipes are present, they will scratch easily and will be shiny when scratched. Eliminating lead based materials from your household plumbing will mitigate the lead content in drinking water.

When water stands in the pipes of a residence for several hours without use, there is potential for lead to leach, or dissolve, into the water if lead source is present.

If you suspect or confirm high lead content in your drinking water, run from the kitchen tap for three to five minutes in the morning and evening and after any other period of several hours of disuse before drawing water to drink or cook. Running the water will flush out water that has been in contact with lead pipe or solder in the home for a long time and will significantly reduce exposure.

Don't drink, cook with or prepare baby formula with hot tap water. Hot water dissolves lead from pipe and solder is a good substitute for tin-lead solder.

Be sure that new plumbing and plumbing repairs use lead free materials. For example, tin-antimony solder is a good substitute for tin-lead solder.

There are other actions which can be taken by household users to reduce the risk of lead in drinking water. For additional information, please contact the local utility, Department of Natural Resources or U.S. EPA. The U.S. EPA has a toll-free hotline dedicated to this subject at 1-800-426-4791 and has also prepared a booklet on this issue.

The Hannibal Board of Public Works and Public Water Supply District #1 of Ralls County are taking the following actions to ensure the lowest possible potential for the leaching of lead from private plumbing:

1. Our water is non-corrosive.
2. Our drinking water delivered to service connections in your home meets all lead measurement standards set by EPA.
3. No lead-based materials will be used in our distribution systems.

If you have questions, please feel free to contact the Hannibal Board of Public Works (221-8050) or Public Water Supply District #1 of Ralls County (221-6615)

Signature

METER REGULATIONS

AS A CUSTOMER OF PUBLIC WATER SUPPLY DISTRICT NO. 1 OF RALLS COUNTY,
MISSOURI, PLEASE SIGN TO ACKNOWLEDGE RECEIPT OF THE FOLLOWING
INFORMATION SHEETS:

1. WATER CUSTOMER INFORMATION WHEN YOU SIGNED UP
2. METER INSTALLATION INSTRUCTIONS FOR NEW METERS

CUSTOMER

OFFICE

MAIL BILLS TO:
PWSD#1 OF RALLS COUNTY
3316 MARKET ST
HANNIBAL MO 63401

WE ARE ON CALL 24/7 FOR ANY EMERGENCY,
CALL 573-221-6615 AND FOLLOW INSTRUCTIONS

**WE OFFER MONTHLY AUTO-DEBIT
AND ON-LINE PAYMENTS GO TO:
WWW.RALLSCOUNTYWATER.COM
PAY MY BILL
(CONVENIENCE FEES APPLY)**

WATER CUSTOMER INFORMATION

1. THE BOARD OF DIRECTORS MEETS THE 4TH TUESDAY OF EACH MONTH, IN THIS OFFICE AT 6:30 P.M.
2. BILLS ARE MAILED THE LAST WEEK OF EACH MONTH. IF YOU HAVE NOT RECEIVED THE BILL BY THE END OF THE FIRST WEEK OF EACH MONTH, PLEASE CALL THE OFFICE. FAILURE TO RECEIVE A BILL DOES NOT QUALIFY FOR WAIVER OF PENALTY OR DISCONNECTION FOR NON-PAYMENT.
3. ALWAYS READ THE BACK OF YOUR BILL FOR IMPORTANT INFORMATION.
4. **BILLS ARE DUE BY THE 15TH OF EACH MONTH TO AVOID A 15% PENALTY.**
5. **DISCONNECTION FOR NON-PAYMENT OCCURS AT 8:00 A.M. ON THE 25TH OF EACH MONTH, OR THE NEXT BUSINESS DAY AFTER. \$60.00 FEE APPLIES WHETHER SERVICE HAS BEEN PHYSICALLY DISCONNECTED OR NOT.**
6. **IT IS IMPORTANT TO KEEP THE DISTRICT UPDATED OF ANY CHANGE IN YOUR CONTACT NUMBER SO WE MAY ATTEMPT A COURTESY CALL FOR FORGOTTEN PAYMENTS. WE WILL ALSO UTILIZE IT FOR HIGH USAGE AND BOIL ADVISORY NOTIFICATIONS.**
7. **I UNDERSTAND IT IS MY RESPONSIBILITY TO NOTIFY THE OFFICE OF ANY UPDATED PHONE NUMBER.**
8. ARRANGEMENTS MUST BE MADE TO PAY IN FULL, ANY OUTSTANDING BILLS BEFORE SERVICE WILL BE RESTORED.
9. NO SERVICE WILL BE TURNED ON AFTER 4:00 P.M., HOLIDAYS, OR WEEKENDS.
10. NO PERSON OR PERSONS FOR ANY REASON MAY OPERATE THE STOP VALVE IN METER PITS OR ON YOKES. ALL SERVICE LINES MUST HAVE AN OPERATIVE VALVE THAT CAN BE USED FOR MAINTENANCE ON DWELLING OR ETC.
11. METER VALVE MAY BE OPERATED ONLY IN EMERGENCIES, SUCH AS A BREAK OCCURRING ON THE SERVICE LINE. WATER DISTRICT SERVICEMEN WILL NEED TO BE CONTACTED TO OPERATE THE VALVE. IF THE SERVICEMAN IS NOT CONTACTED, A CHARGE COULD BE MADE IF ANY DAMAGE IS DONE TO THE EQUIPMENT.
12. FOR PROMPT SERVICE REQUESTS, PLEASE MAKE EVERY ATTEMPT TO MAKE YOUR EMERGENCY 911 ADDRESS VISIBLE ON THE PROPERTY.
13. CONTACT THE OFFICE SHOULD YOU KNOW YOU WILL HAVE HIGH WATER USAGE DUE TO WATER LEAKS, LAWN OR IRRIGATION WATERING, OR SWIMMING POOL FILLS.
14. USE CAUTION WHEN WORKING AROUND THE WATER METER; REPAIRS FOR DAMAGES MAY BE CHARGED TO YOUR ACCOUNT IF YOU ARE FOUND TO BE NEGLIGENT. A MINIMUM \$25.00 APPLIES.
15. CROSS CONNECTIONS BETWEEN TWO RESIDENCES AND/OR A DEEP WELL OR CISTERN ARE NOT ALLOWED.
16. PRESSURE REGULATORS ARE RECOMMENDED TO BE INSTALLED ON ALL SERVICE LINES, IN HOMES, MODULAR HOMES, DOUBLE WIDE TRAILERS, TRAILERS, ETC.

METER INSTALLATION INSTRUCTIONS

1. SERVICE LINE MUST BE WITHIN 10 FEET OF PROPOSED METER LOCATION BEFORE METER WILL BE INSTALLED.
2. ELEVATION OF FINAL GRADE MUST BE STAKED SO METER CAN BE INSTALLED, SO THAT METER LID WILL BE FLUSH WITH FINISH GRADE AT TIME OF INSTALLATION.
3. ANY ADJUSTMENTS MADE ON METER WELL AFTER METER HAS BEEN INSTALLED IS AT THE PROPERTY OWNER'S EXPENSE.
4. ANY DAMAGE DONE TO METER INSTALLATION DURING CONSTRUCTION WILL BE BILLED TO THE PROPERTY OWNER REGARDLESS OF FAULT.
5. WATER DISTRICT RESERVES A THIRTY-DAY INSTALLATION PERIOD OR GREATER IF EMERGENCY SHOULD ARISE AFTER SIGN UP AND PAYMENT IN FULL HAS BEEN MADE. THIS DOESN'T APPLY TO WATER MAIN EXTENSIONS; OTHER RULES AND REGULATIONS MUST BE MET IN THIS MATTER.
6. PRESSURE REGULATORS ARE RECOMMENDED TO BE INSTALLED ON ALL SERVICE LINES, IN HOMES, MODULAR HOMES, DOUBLE WIDE TRAILERS, TRAILERS, ETC.