

TALLADEGA COUNTY WATER DEPARTMENT

Policy for Establishing Water Service

It is the policy of the Talladega County Water Department that all requests for water service are subject to the following:

- Applications for service will be considered on a first come, first served basis, based on the date the application is received by the Water Department.
- Receipt of an application for service shall not obligate the Talladega County Water Department to make such connection.
- Each service requires a separate application.
- Approvals of new service are good for ninety (90) calendar days – from the date of approval. If service is not established and active within ninety (90) days of approval, the approval expires and a new application must be made.
- Residential services are intended to serve one residence or customer per tap/meter. More than one user/household on a residential tap is prohibited and violates the customer agreement – in such cases, the Water Department reserves the right to terminate service and remove the meter, and commence collection proceedings for any violations and/or damages.
- Properties with multiple users (two or more) require a commercial tap.
- Applications for service at a location with an existing water meter that has been active within the 12 months prior to application may be given priority.
- Applications for service at a location having an existing water meter that has been inactive for 12 months or more prior to application, may be considered for approval subject to the following:
 - Meter will be upfitted for cellular read at the expense of the customer, which cost must be paid prior to connection. If upfitting isn't possible, meter will be replaced with newer, cellular read meter, at customer's expense.
 - Customer agrees to have installed, at customer's expense, a shutoff valve on the customer's line coming from the meter.
- Major leaks or other conditions with the potential to cause a loss of pressure in the immediate distribution system can put other water customers at risk. In the event of a significant, sustained leak behind the meter, the County reserves the right to cut off service. In order to

have service reconnected, the customer must provide sufficient documentation from a licensed plumber, that the leak(s) have been repaired, and pay a \$75 reconnection fee for a regular residential service or \$200 for commercial service (tap size 1" and greater). The cost of all metered water is the responsibility of the customer.

- Theft of water from the public water system is a crime. Taking water from any source other than a Talladega County water meter will be subject to prosecution.
- Applications for service at a location having no meter or no tap may be considered for approval subject to the following:
 - Property to be served must adjoin the County ROW or a dedicated public easement. If a public easement, the customer must provide evidence of the easement (ex. deed, plat, etc.).
 - Availability of water and capacity of system in the system or in the service area.
 - Many areas throughout the County are within the special flood hazard area. For new construction or renovation of existing structure applying for water service, customer must contact the Permit Inspector at the County Highway Department regarding flood zone status. The County cannot approve new service in flood zones without a permit.
- All fees must be paid before service can be connected.
- The County Water Department does not guarantee water pressures or service without interruption.