

**RURAL WATER DISTRICT NO. 4**  
**Douglas County, Kansas**

**POLICY NO 2**

**TITLE: DISTRICT OPERATING PROCEDURES**

Rationale:

It is the intent of the Board to operate in a manner that protects both the consumer and the District from unexpected problems and misunderstandings. The following operating procedures will guide employees of the District and members of the Board to fairly and equitably carry out their responsibilities to the individual consumers and members of the District as an organization.

**Operating Procedures:**

1. Service for Sole Use of the Consumer: A standard water service connection is for the sole use of the consumer and does not permit the extension of pipes to transfer water from one property to another nor to share, resell, or sub-meter water to any other consumer. If an emergency or specific situation should make such an arrangement advisable, it shall be done only on specific written permission of the Board for the duration of the emergency.
2. Right of Access: Representatives of the District shall have the right to all reasonable hours to enter upon consumers' premises to test control valves, inspect piping, and to perform other duties for the proper maintenance and operation of service, or to remove service equipment and shut off water upon discontinuance of service by consumer.
3. Continuity of Service: The District will make all reasonable efforts to supply continuous uninterrupted service. However, it shall have the right to interrupt service for the purpose of making repairs, connections, extension, or for other necessary work. Efforts will be made to notify consumers who may be affected by such interruptions, but the District will not accept responsibility for losses which might occur due to such necessary interruptions.
4. District Liability Limit: The District does not accept responsibility for losses which might occur due to interruption of service caused by storms, strikes, floods or other causes beyond its control.
5. Water Meters:
  - a. Meter ownership and installation: Meters will be furnished, installed, owned, inspected, tested and kept in proper operating condition by the District without cost to the consumer. A complete record of tests and histories of meters will be kept by the District. Meter tests will be made according to methods of the American Waterworks Association by the District, as often as deemed necessary by the Board.
  - b. Meter accuracy: meters will be checked periodically at the direction of the Board. Service meters whose errors do not exceed two percent (2%), fast or slow, shall be considered as being within the allowable limits of accuracy for billing purposes. The percentage of error will be considered as that arrived at by taking the average of the error at full load and that at ten percent (10%) load, unless a consumer's rate of usage is known to be practically constant, in which case the error at such constant use will used.

- c. Meter locations: Meters will be set in meter wells on the property of the member, at a location accessible to the meter reader. It is the duty of each member to provide reasonable access to the meter for the district. All meters shall be set horizontally and never connected into a vertical pipe.
  - d. Secondary or pasture meters: The Board may authorize the installation of a secondary or pasture meter without requiring the purchase of an additional benefit unit certificate and without requiring the payment of an additional monthly minimum water bill, upon the application of any member, provided the applicant shall apply all the costs incident to the installation, service, reading and maintenance of such secondary meter and provided said applicant is not delinquent in any charges to the District. Such secondary or pasture meter may only be used to provide water service to remote outbuildings or locations used and utilized as an integral part of the business. Farm or residence establishment served by the primary meter of the customer, and owned by the customer. Water used through such a secondary or pasture meter shall be added to water used through a primary meter in determining the total statement or assessment to the customer.
6. Services: Ownership of all District mains, meters, meter settings, valves, pumps, towers, and other property shall remain in the District at all times. The District is not responsible for leaks, repairs, maintenance, or water loss, occurring in the consumer's side of the meter.
7. Required meter tests: Meter tests requested by consumers will be performed without cost to the consumer if the meter is found to be in excess of two percent (2%) fast. Otherwise, the consumer for whom the requested test was made will be charged for the cost of making the test.
8. Consumer's responsibility: The consumer shall be responsible for any damage to service equipment installed by the District for his service, on account of any cause other than normal wear and tear.
9. Change of occupancy: It shall be the consumer's responsibility to anticipate change of occupancy, and to have his benefit unit and additional water supply unit(s) transferred to the new consumer as prescribed in the By-Laws. Until the benefit unit is formally transferred the original holder shall be responsible for payment for service. All charges levied against a benefit unit must be paid before the benefit unit will be transferred, or service resumed where there has been a suspension.
10. Excessive requirements: In the event an applicant whose water requirements are found to exceed the District's ability to supply it from existing plant without adversely affecting service to other consumers to an unreasonable extent, the District will not be obligated to render such service, unless and until suitable self-liquidating financing is arranged to cover the necessary investment to additional plant.

11. Connection with private water system: There shall be no physical connection between any private water system and the water system of the District. Representatives of the District shall have the right, at all reasonable hours, to enter upon the consumer's premises for the purpose of inspection and enforcement of this provision. Violation of this provision shall constitute cause for disconnection of a consumer's service. Approved backflow prevention devices will be mandatory at greenhouses, dairy operations, feed lots and other sites with a high risk of contamination.

Adopted 1999

Amended: