
**AUGUSTA COUNTY SERVICE AUTHORITY
OPERATING PROCEDURES AND POLICY MANUAL**

Issue Date: September 15, 2011

Customer Service

Approved By: ACSA Board

Policy No. 5.18

Approval Date: September 15, 2011

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Effective Date: September 15, 2011

Water Kiosk Fee Schedule and Use Policy

ACSA WATER KIOSK FEES

Access Card Fees

Initial Card Issue Fee	\$10.00
Replacement Card/Data Recovery Fee	\$15.00
ACSA Employee Kiosk Trip Charge	\$20.00

Charge for Water

All customers utilizing Kiosk \$10.00 per Thousand Gallons

ACSA WATER KIOSK USE POLICY

Kiosk Usage Policy

1. Usage of the Kiosk is on a pre-paid basis at the rate per thousand gallons as established from time to time by the Service Authority. Kiosk Cards must be purchased through the ACSA Customer Service Counter in the Augusta County Government Center in Verona.
2. A Kiosk Card may continue to be used as long as there is a pre-paid balance encoded on the card. The current Kiosk Card balance can be obtained by inserting the card into the Kiosk, or by bringing the card to the ACSA Customer Service Counter. Kiosk Cards may have additional funds added upon payment and card encoding at the ACSA Customer Service Counter in the Augusta County Government Center in Verona.
3. In the event a Kiosk Card holder wishes to add additional funds, the card must be presented at the ACSA Customer Service Counter in the Augusta County Government Center in Verona. If the Kiosk Card is not present, then a new card must be purchased, at the current Card Issue Fee, and then the balance purchased will be encoded on the new card.
4. Each Kiosk Card may be programmed for a balance up to \$750.00.
5. There are no refunds of remaining balances, or refunds for lost, stolen, or used cards.
6. Customers may purchase a Replacement Kiosk Card for verified unused balances, however the balance must be verified through ACSA records at the Kiosk. A Replacement Card may be issued for a total fee of \$35.00. Upon issuance of a Replacement Card the Kiosk database will be programmed to render the lost or stolen card unusable.
7. Kiosk water is potable water and can be used as such as dispensed from the Kiosk; however ACSA has no control over the vessel the water is dispensed into and therefore accepts no

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responsibility or liability, neither implicit nor implied, for any subsequent use of the water after it is dispensed from the Kiosk into the Card user's container. In paying for and accepting a Kiosk Card, the Customer agrees to abide by the terms and conditions of this and all ACSA Policies and acknowledges the requirement to use the Kiosk and the Kiosk Card in a responsible manner.