

Authority Policy Information Sheet

This is a summary of the important policies and conditions which cover service from the Authority. It does not include all of the conditions, limitations, and exclusions outlined in the policies. Full terms and conditions can be found in the Operating Policies and Procedures Manual, a copy of which is available on the Authority website at www.acsawater.com/oppm.

General

- The hookup fee covers the direct cost of normal installation of water and/or sewer service hookup at a customer's property line. If unusual field conditions exist at the customer's property or the customer's service must cross a public or private road the Authority could require the property owner to pay an additional cost. Should these conditions exist; the Authority will provide the owner with a written cost estimate and establish a contract agreement with the owner prior to proceeding with the installation of the service.
- The customer shall be solely responsible for installation, operation and maintenance at their sole expense, of all lines, fixtures, valves and other devices necessary to connect their property to the Authority system. The connection, up to and including the water meter or sewer clean out, and the meter box or vault is the property of the Authority.
- Any use that causes a problem for, or damages the Authority's system may result in repair charges, fines and/or discontinuance of service.
- Any violations of the Authority policies may result in service being discontinued, or other enforcement actions as necessary to eliminate the violation or violating activity.

Water

- In the case of a leak or damage to meters or pipes on the premises of the customer, services may be discontinued until the customer makes the necessary repairs.

Sewer

- Putting anything other than domestic sewer (such as groundwater or rainwater) in the sanitary sewer system is a violation of Authority policy. Such a violation may result in fines and/or discontinuance of service. Fats, oils, and grease (FOG) should be discarded in the trash, and never down the drain. FOG can clog sewer pipes, possibly leading to sewer backups.

Additional information can also be found in the customer service handbook, which is provided by Authority Customer Service to all new customers.