
**AUGUSTA WATER
OPERATING PROCEDURES AND POLICY MANUAL**

Approved By: Board of Directors
Effective Date: September 9, 2014

Customer Service
Policy No. 5.2
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Connection Fees

A **Connection Fee** is comprised of an Availability Fee and a Hookup Fee as outlined in the Rate Schedule. The Availability Fee covers the capital recovery costs of the treatment facilities, pipes, pumps, tanks and other infrastructure that provide for availability of service. The Hookup Fee covers labor, equipment, and materials for installation of a service connection from the main, up to and including the water meter and meter box or sewer clean out. These fees are based on the size of the meter serving the property, as determined by the **Augusta Water Meter Sizing Form**.

Connection Fee(s) for water and/or sewer are to be collected in advance of making a connection or providing service. No work order will be issued for a new connection until receipt of full payment is confirmed by the Augusta Water Customer Service Department. If the connection has not yet been installed, the customer may cancel his request for service to receive a full refund. Once the connection has been installed, any requests for refunds must demonstrate extenuating circumstances and be approved by the Executive Director or designee.

All connections shall comply with this policy except for residential or business connections for lots that are part of a Major Subdivision or Site Plan for which **Policy Section 10.4 Reserved Treatment Capacity for Water or Sewer Systems** will apply.

Customers may pay fees either in a lump sum or in installments, prior to connection and use of the Augusta Water System. Augusta Water will accept partial payments toward connections from potential customers. These partial payments accumulate until the full amount of the Connection Fee, in force at the time of full payment, is paid. Connection will be made within 90 days of date of the final payment being received. If the Connection Fee(s) are not paid in full within 12 months from the date of the first partial payment, Augusta Water will cancel the account and return all of the accumulated funds to the last known address of the potential customer.

For locations where both water and sewer services are being applied for, both Connection Fees must be paid at the same time. For locations where partial payments have been made toward both water and sewer, the sum of all payments must equal the total Connection Fees for both services before either connection will be made.

Once a water Connection Fee has been paid, and the meter has been installed, the customer will begin to receive a bi-monthly bill as described in the Rate Schedule. Once a sewer Connection Fee has been paid, and the clean out has been installed, the customer will begin to receive a bi-monthly bill as described in the Rate Schedule.