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

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

Customer Service
Policy No. 5.6
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Water Kiosk

1. Usage of the Kiosk is on a pre-paid basis at the rate per thousand gallons as established by the Authority in the current prevailing Fee Schedule. Kiosk Cards must be purchased at the Authority 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 Authority Customer Service Counter.
3. In the event a Kiosk Card Holder wishes to add additional funds, the card must be presented at the Authority Customer Service Counter in the Augusta County Government Center in Verona. The rate for additional funds is at the rate per thousand gallons as established by the Authority in the current prevailing Fee Schedule. If the Kiosk Card is not present, then a new card must be purchased, at the current prevailing Card Issue Fee, and then the amount purchased will be encoded on the new card.
4. Each Kiosk Card may be programmed up to a maximum amount of \$750.00.
5. Customers may purchase a Replacement Kiosk Card for unused balances where there is a lost or stolen card; however the balance must be verified through Authority records at the Kiosk. Upon issuance of a Replacement Card the Kiosk, the Kiosk database will be programmed to render the lost or stolen card unusable. There are no refunds for remaining balances on lost, stolen or turned-in cards; these balances may only be transferred to a new card or forfeited. The Authority is not responsible for misuse of lost or stolen cards.
6. Kiosk water is potable water and can be used as such as dispensed from the Kiosk; however the Authority has no control over the vessel the water is dispensed into or subsequent use of the water therefore has no responsibility or liability for any subsequent use of water after it is dispensed from the Kiosk. In paying for and accepting a Kiosk Card, the Customer agrees to abide by the terms and conditions of this and all Authority Policies and acknowledges the requirement to use the Kiosk and the Kiosk Card in a responsible manner.
7. The requirements for Cross Connection Control are met by the Kiosk. No additional backflow prevention equipment is required by the end user.

All Water Kiosk fees are outlined in the current prevailing Fee Schedule.