

VILLAGE OF NORWOOD

WATER/SEWER/PUBLIC WORKS POLICY & PROCEDURE MANUAL

MISSION STATEMENT

Our mission is to provide the best service, at the least cost, to the most customers, for the longest period of time.

WATER METER HOOK-UP POLICY

1. All customers needing a water meter from the Village of Norwood must first have an Emergency 911 address on all residential or commercial structures, including public buildings, churches and schools.
2. A water deposit of \$150.00 is required on all water meters. Picture identification is required for receipt and disbursement of deposit/refund.
3. If water meter is a new installation, an additional \$250.00 hook-up fee is required. This is non-refundable.
4. There will be a re-connect fee of \$50.00, payable before re-connect is completed if you've been turned off for nonpayment. This also applies to meters that are on "vacation".
4. The Village of Norwood is only responsible for the water system up to the first connection after the water goes through the meter. Once the meter registers the water usage and the meter is working properly, the customer assumes responsibility and is billed for the water consumed.
5. The hook-up from the meter to the customer's home or business is the customer's responsibility.
6. Transfer of water deposits to another account may be made only with written approval from the owner(s) of the deposit. If an account owner is deceased, then the account will be closed within 30 days. The deposit will only be returned to the next of kin, with a copy of the death certificate and proof of power of attorney/estate executor. If the decedents wish to open the account, they will pay the current amount of deposit.
7. All residential, commercial, public buildings, etc. must have their own meter. There will be no sharing of meters.
8. Tampering with water meters in any way to receive water without being billed for usage is against the law. Violators are subject to prosecution.
9. If a residence or business is within 300 feet of the town's water supply it must be hooked up to the public water supply. No residence or business can be hooked up to more than one water source.
10. The Village of Norwood reserves the right to discontinue water services at any time, with or without advance notice, to make emergency or other repairs.
11. In the event that the water level in the water tower becomes $\frac{3}{4}$ of a tank or less, and there is no way to refill the tank due to loss of electricity or mechanical breakdown, the Village will discontinue water service by turning off the meters. This will keep our water mains safe from contamination and give us limited water for fire

protection. It shall be unlawful for anyone to turn a water meter back on whether it is locked or unlocked. When the problem with the water supply is fixed the Village will turn the meters back on for your use.

12. The Village of Norwood reserves the right to discontinue water services immediately, with or without notification to occupants or owners if there is a severe water leak detected on their property including inside their residence. The Village of Norwood will make every effort to notify the occupant or owner as soon as possible. By this action we hope to avoid a large water bill to our customer, to minimize water damage to the residence and to save the Village undue wear on the water system as well as save the chemicals that we have to add to the system.
13. Water meters are the property of the Village of Norwood. The shut-off valve on the meter belongs to the Village of Norwood and is intended for use only by the Village during maintenance operations. Customers are to install their own shut-off valves on their side of the meter and where the water enters their residence or business. Customers are not to use the water meter shut-off valves.
14. Water services may be suspended upon request of the customer, if their meter deposit has been left in place. The customer will incur no expense during this period and the meter will be locked, however when the water meter is turned back on, there will be a \$50.00 charge on the first billing cycle for re-connecting.
15. The Village of Norwood and the National Plumbing Code require **all** water heaters to be installed with back-flow preventer check valves. This stops the water tank from being emptied during maintenance operations. The Village of Norwood is not responsible for water heater damage.
16. If a customer complains of a high bill and insists that their meter be changed out, if it is found that the problem is on the customer's side, then he/she will be charged for the new meter.
17. If a customer's bill exceeds \$75.00 and is 30 days old, services will be disconnected after the 15th of the month and a charge of \$50.00 will be charged for reconnection. If the bill is paid after 2:00 p.m., services will be restored on the next business day. For example, if payment is made on a Friday after 2:00 p.m., services will be restored on Tuesday. Regular payments are due by 3:30 p.m. on the 15th of each month.
18. If a customer has a bill that exceeds \$300 for one month due to a leak, then a payment agreement may be signed. The agreement should state that \$100 + each subsequent month's bill shall be paid by the 15th of the month until the bill is paid in full. Failure to comply with the agreement will result in disconnection until the total bill is paid.

SEWER POLICY

Few people consider the cost or importance of the how, when and why's of a sewer system when planning to build or move a mobile home to a new location of property. The following is designed to help give you information to plan ahead for proper sewer disposal. These rules and regulations are some you need to be aware of in early planning or installation of your sewer system. These rules and regulations are from the Village of Norwood's sewer ordinances, updated regulations and motions made at town meetings. Please read and understand these carefully. It may prevent a lot of problems later on in your construction stage. If you have any questions, please contact the Village of Norwood Sewer Inspector or Mayor.

1. The Village of Norwood is currently operating on three types of sewerage disposal:
 - a) Gravity Flow – the newest system added to the Village which allows direct connection from customer's site to sewer line.
 - b) Pressurized – the older system still used where gravity flow was not possible or cost effective. This system uses a tank and a pump. Benefit – pumps up hill.
 - c) Parish sewer system – Where it is not possible for a customer to connect to the Village's sewer system, they are required to have a sewer system approved by the Board of Health of East Feliciana Parish. The parish inspects these systems.
2. On both gravity flow and pressurized systems, there is a \$125.00 connection fee (non-refundable) and a \$20.00 final inspection fee. Fees on the parish system must be obtained from the parish.
3. Sewer tie-in is required before electrical services can be turned on. Sewer inspector has release forms and will provide upon final approval.
4. When planning to build or install any sewer system you are strongly advised to contact the Village of Norwood Sewer Inspector for direction on choice of system needed.
5. The customer is responsible for all costs and installation of their sewer system up to the final connection, which must be made by the Village.
6. The customer is responsible for all costs of the parish system.
7. All equipment and material used in the sewer system must meet or exceed the Village of Norwood Sewer Ordinance or standard requirements (including pipe – SDR 35 or equal).
8. Sec. 3, Page 4 of Village of Norwood Sewer Ordinance states:
 - (2) Any existing or new sanitary sewer system not connected to the Village of Norwood Sanitary Sewer System but petitioning to do so, must annex to the Village

of Norwood and must meet all standard and specifications satisfactory to the Village of Norwood, including an evaluation of the Village of Norwood's existing Sanitary Sewer System to handle the additional wastewater. To ascertain the condition of the system to be connected and the existing Village system, the petitioner shall accept an evaluation of the existing Village system and a complete survey including testing of the system to be connected by a qualified registered professional engineer who will submit to the Village of Norwood a report of his findings and such corrective measures shall be completed by his findings and such corrective measures shall be completed by the owner at his cost or by the Village of Norwood, such cost for the inspection and corrective measures then incurred by the Village to be billed to the owner and paid prior to acceptance. If the engineer finds the system to be of a quality to be accepted by the Village of Norwood he will so certify, in writing, to the superintendent for acceptance by the Village of Norwood. All fees related to such engineering shall be paid by the owner requesting connection to the Village's sanitary system.

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There shall be no refund, immediate or extended by the Village of Norwood to any party for any part of the installation.

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The Village of Norwood reserves the right to inspect and to approve or disapprove any method of installation, workmanship or materials which, in its opinion, does not meet specifications or standards acceptable to the Village of Norwood.

9. Town Meeting – June 8, 2004

Old Business #3 –

Sid Mackey, with W.C. Monroe & Associates gave the Board an update on the LCDBG Sewer Project. A resolution requesting all residential, commercial and industrial customers located within 300' of the new sewer system to tie in directly to the new sewer main. Those customers that choose to continue using the pumps and tanks will be responsible should a problem arise, was approved by Ald. McConnell and seconded by Ald. Reynolds.

A resolution requiring all of the residential, commercial and industrial customers located within the corporate limits to properly account for the discharge of all wastewater leaving their structure, was approved by motion of Ald. McConnell and seconded by Ald. Cutrer.

10. You may review the entire sewer ordinance upon request at the Town Hall during regular working hours.

CULVERT POLICY

PURPOSE

It is the responsibility of the Village of Norwood to ensure drainage of the road systems in Norwood, as with proper drainage our streets will last longer. Property owners and residents along and adjacent to public streets must cross these roadside ditches in order to provide ingress and egress to their property or residence. While this ditch crossing is a legal right of the property owner and resident, the Village of Norwood must insure that these crossings **do not** adversely affect the primary purpose, for which the ditches exist, drainage of the roadway.

PROCEDURE

In order to provide this assurance, the Village of Norwood shall require that any connection to a street owned or maintained by the Village of Norwood be approved prior to culvert installation. This also includes replacement of an old or worn out culvert and also extensions to existing culverts. Persons wishing to install a culvert shall send a letter to the Village of Norwood, stating the property location and owners name, have the site marked and give contact number(s). Within fourteen working days, the Village of Norwood will then determine the size, length and material to be used and notify utility companies to mark underground lines. Then the applicant may purchase the materials and have them installed. It is not the responsibility of the Village of Norwood to install these culverts, however the Village will assist when equipment and manpower is available.

The Village of Norwood also has the right to determine when a culvert needs replacing or needs maintenance to assure proper drainage. This is the property owner or resident's responsibility and all costs shall be incurred by them. This must meet the Village's approval within thirty (30) days of written notification to the property owner or resident. All ditch crossings must have a culvert.

COST

After a new installation, replacement or repair work is completed, a \$30.00 final inspection fee is due to the Village.

Failure to comply with this policy will result in a court summons and the possibility of facing fines up to \$500.00.

SPECIFICATIONS

The minimum pipe diameter for any culvert shall be twelve (12") inches.

For culverts beneath driveways the minimum length shall be twenty-four (24') feet. Where culvert lengths exceed 75 feet, catch basins (drop inlets) shall be 12" square.

Permissible specifications for culverts beneath driveways are as follows:

- a.) Reinforced Concrete Pipe, ASTM designation C-76, Class II (wall B), with rubber gasketed joints (RCCP, C1 III w/RGJ), or

b.) Bituminous or Polymer Coated Corrugated Metal Pipe (BCCMP or PCCMP), 14 gauge, with LDOTD Type 3 joints. Bituminous coating shall conform to AASHTO M190.

Permissible specifications for all other culvers (not under driveways) include a.) and b.) above as well as the following:

- c.) Polyvinyl Chloride (PVC) pipe, ASTM-F794 Series 46 for ribbed pipe and AASHTO m 278 or ASTM-F679 for smooth wall pipe, or
- d.) High Density Polyethylene (HDPE) pipe, AASHTO M 294, Type S

Galvanized or aluminum coated metal pipes can be used for residential and personal properties only. Bedding and backfill shall be per acceptable construction practices.

The property owner shall assume responsibility for maintenance of any culverts placed by him or on his behalf within any publicly maintained servitude or right-of-way.

SIGN POLICY

The Village of Norwood prohibits the placement of any object or sign (private, business or political) on any street, beside the street or in the ditch of any town street, road, right-of-way, ally-way, public park or building. This does not include street signs, mail boxes, signs with physical addresses or garbage cans (on trash pick-up day only). Any violations will be considered littering and prosecuted as such.

NSF Check Policy

The Village of Norwood shall accept cash, money orders or personal checks for payment of utility bills, fines and other fees. Should a check come back from the bank as Insufficient Funds, the town shall charge a fee of \$25.00 per check to the customer to be paid upon notification by the office personnel. If not paid within 24 hours of notification, the services shall be disconnected and a reconnect fee of \$25.00 shall be assessed.

Upon receiving a second NSF check from that same customer, the \$25.00 NSF fee will be charged, the utility service will be disconnected after notification, and the \$25.00 reconnect fee will be assessed. Furthermore, the town will then no longer accept personal checks from that customer and cash or money orders only will be accepted for payment.