

TRI-LAKES REGIONAL SEWER DISTRICT

Protecting the Lakes for Future Generations

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DISCONNECTION AND CONNECTION POLICY

The following Policy has been adopted by the Board of Trustees on May 9, 2005, and incorporated into the District's Standard Operating Procedures.

I. DEFINITIONS

New Connect – A new connect is as an individual requiring/requesting sewer service and there is no existing service within proximity such that new infrastructure will need to be installed to accommodate a property to be connected to the Tri Lakes Regional Sewer District system. Cost will vary based on distance and equipment required to provide service

Initial Connect – If the sewer infrastructure has been previously installed on a property but there was no prior connection/service to the Tri Lakes Regional Sewer District's system. An initial connect refers to a property being connected, for the first time, to the sewer infrastructure that has been previously installed on the property. Cost will vary based on any additional equipment required.

II. DISCONNECT/RECONNECT

This section refers to an existing sewer service, whether the building or structure is being used or not used (habited or uninhabited), and is separate and distinct from a new/initial connection.

DISCONNECT. A disconnect is categorized as either voluntary or involuntary. A voluntary disconnect may be either permanent or temporary.

A. VOLUNTARY DISSCONNECT

1. **Temporary Voluntary Disconnect.** A temporary voluntary disconnect refers to a customer's (owner of the property) request to discontinue service to their property for a period of time while a customer is repairing/moving their lateral line or building a new home. The period of time must be greater than 6 months and is non-sewer service use for the purpose such as new construction and not to be construed for non-use while the home is not occupied. If the property is integrated in the bond

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the bond portion of the billing will continue while service fee billing will be suspended.

2. **Permanent Voluntary Disconnect.** A permanent voluntary disconnect refers to a customer's (owner of the property) request to discontinue service to their property. The service line will be disconnected, severed and capped. Because sewer lines and pits are part of the initial installation, the infrastructure equipment will remain in place on the property. If the property was integrated as a part of the bond paying for sewer service, the property owner will continue to remit that portion of the sewer billing pertaining to the bond. However service fees will be discontinued on the next billing date and all following dates for sewer service fees.

- B. INVOLUNTARY DISSCONNECT.** An involuntary disconnect results from a customer's neglect in paying for service rendered. Once an account reaches its third month of non-payment or has a balance greater than three times their monthly sewer billing amount, that customer will be placed on a disconnection list and sent a disconnection notice. A grace period will be allotted for the customer to pay fees that are in arrears before the involuntary disconnection occurs.

Since one piece of equipment may service more than one customer, temporary disconnects cannot be accommodated.

RECONNECT. A reconnect is categorized based on whether it was after a permanent or an involuntary disconnection.

- A. **Reconnect after Permanent Disconnection.** Refers to the physical attachment of sewer lines to the main sewer service lines. Reconnect fees will be applied and should not be construed with initial/new sewer service fees.
- B. **Reconnect after Involuntary Disconnection.** Refers to the service being restored after an involuntary disconnect. Reconnection fees will be applied and should not be construed with initial/new sewer service fees.