

UTILITY POLICY
TOWN OF FORT TOWSON
OCTOBER 11, 2019
Revised June 4, 2020

PURPOSE

THIS WATER POLICY IS INTENDED TO ENSURE EFFECTIVE POTABLE WATER AND WASTEWATER SYSTEMS ARE AVAILABLE TO SERVE THE CITIZENS OF FORT TOWSON.

These public utilities are under the control of the Public Works Department governed by the City Council. The public utility director and/or town employees may enter any private premises served by the town water system at any reasonable time to inspect the water pipes and fixtures on said premises. Not more than one premise can be connected to a single tap. The city is not responsible for any damage due to stoppage or interruption of water service.

NOTE: All permanent dwellings located where supply capability exists must have water and OK DEQ acceptable sewer availability. In addition, the term UTILITY also covers standard trash pick-up from residences and commercial businesses.

POTABLE WATER

A \$225.00 deposit and a \$25.00 turn-on fee are required for all new customers/locations. A Utility Application must be completed in full and signed by the property owner or lessee before water will be turned on. **If the applicant IS NOT the landowner, a copy of the lease agreement from the owner is required to turn on service.** As a part of the application process, positive identification of the property owner or lessee must be provided. Property owners who have more than one property in their name are only required to pay a single deposit.

(Water rates are available at the Town Hall)

SERVICE TO EXISTING LOCATIONS

All customers will complete a new Utility Application. A fee of \$250.00 will be due at that time unless they have another active account that will be remaining open and is in good standing. A new account will be established and a turn-on order processed.

TURN-ON: The meter will be unlocked for the homeowner to turn the water on.

NOTE: **Each home should have a turn-on/off valve installed between the meter and their home.**

If a turn-on/off valve exists, let the water department know and the water will be turned on at the meter. If there is no on/off valve on the customer side of the meter, the water department suggests we do not turn on water at the meter without the customer being present due to possible water leaks.

*****ALL LISTED FEES ARE SUBJECT TO CHANGE WITHOUT PRIOR NOTIFICATION*****

NEW LOCATION SERVICE

Tap required (pricing available from the City Clerk/Treasurer): The meter will be turned on after the aforementioned application, deposit, and/or payments are completed.

Turn On: The meter will first be installed and checked for pressure. After pressure testing, the water will be available for the customer to turn on.

NOTE: Each home should have a turn-on/off valve installed between the meter and the home.

If there is no on/off valve on the customer side of the meter, the water department suggests we do not turn on water at the meter without the customer being present due to possible water leaks.

LOCATION FOR REQUESTED SERVICE IS NOT AVAILABLE

Due to the high cost of installing water lines, the City of Fort Towson reserves the right to refuse service to new homes/locations.

METER READING

Meters are read between the 23rd and the 28th of each month. Usage reports are reviewed and verified by the PWA Director. Meter readings may be modified by the PWA Director if a water leak is detected, and the PWA Director will notify the responsible party. When all of the meters are read and verified, bills are then generated based on water usage.

WATER BILLS

After all payments are processed, turn-on/off charges posted, and month-end reports created, the water bills are then printed and mailed on or before the first week of each month. A minimum fee of \$60.00, which includes water, sewer and trash, is applied to all bills regardless of water usage. Should the account owner request to have their meter reread, the account will be charged \$25.00 if the initial reading was correct.

PAYMENT

Payment is due when the customer receives their water bill. Should a customer fail to receive a water bill by the 10th of the month, it is the responsibility of the customer to contact the city for the amount due and to make payment.

NOTE: Should a water leak occur in the customer's system causing a large increase in normal water usage, the customer should contact the City Clerk/Treasurer for a possible wastewater charge adjustment. Please also note that that adjustments cannot be made to the water used portion of the bill.

PENALTY

TEN PERCENT (10%) of the amount due is added to the water bill if it is not paid by the due date printed on their bill.

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WATER TURN-OFF

Water will be turned off at those meters having a past due water bill. When payment arrangements are not made in advance (see PAYMENT ARRANGEMENTS), meters will be turned off and a \$50.00 reconnect fee added to the next month's bill.

NOTE: Should a well or any other water service be made available to the home, sewer capabilities may be discontinued. Valves may be turned off if a home is using the high-pressure grinder pump system and the gravity flow system removed from the city lines.

PAYMENT ARRANGEMENTS

Late payments arrangements can be made if a customer is unable to pay their bill by the due date.

NOTE: Late payment arrangements MUST be made PRIOR to the due date. Late payment arrangements can only extend five (5) business days after the bill is due. A late fee will still be applied to the account even if payment arrangements are made. If the account is still unpaid after the arranged late payment date, water service will be turned off and a turn-off fee of \$50.00 applied to the next month's bill.

FINAL WATER BILL

When a customer is moving from a location with water service, their deposit is applied to the balance of their last bill. If the deposit is greater than the total water bill, a refund check will be made available to the customer.

NOTE: If a customer has left a property with an outstanding water bill, a water bill will continue to be mailed to the customer's listed mailing address. When their mailing address becomes "unknown", any balance remaining will be written off as "Bad Debt". A person having a "Bad Debt" will not be eligible to have water turned on again until the amount written off is paid-in-full, in addition to a \$225.00 deposit plus a \$25.00 turn-on fee.

WASTEWATER SYSTEMS & TRASH

Trash containers are provided to new customers when water is turned on. The cost of trash service to individual customers is \$15.00 per month. Businesses have several trash collection options to choose from (the City Clerk/Treasurer has available options and pricing information).

NOTE: All trash must be bagged before placing into trash containers.

Wastewater systems for uptown citizens is a gravity-flow process until the wastewater reaches one of three (3) lift stations that are situated at integral locations. These lift stations pump the wastewater into the Total Retention Lagoon Complex.

Wastewater systems for the citizens living around Raymond Gary Lake have grinder pump systems located at each home. This is a high-pressure, DEQ approved, system that pushes wastewater into the Total Retention Lagoon Complex.

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GRINDER PUMPS

In 2000, a government grant was offered to install new grinder pumps. Homeowners who elected to purchase additional units paid the initial cost and a maintenance fee of \$15.00 per month to the City of Fort Towson. The city agrees to maintain said pumps other than those installed on Ridgepoint Drive. When city maintenance is voided due to non-payment, the customer is then responsible for any maintenance costs.

If the location is sold, the new owners are then responsible for maintenance costs.

The city will replace a failed unit with a new or rebuilt unit for a cost to the homeowner of \$1,200.00. This can be paid in \$100.00 monthly installments if desired. The pump installed by the city will be warranted for a period of thirty (30) days.

NOTE: Customers are responsible for power to the grinder pump.

SERVICE TO EXISTING LOCATIONS

Turn-on: When water is turned on, the wastewater and trash service are also activated as they are all part of the water service package.

NOTE: See GRINDER PUMP for details on maintenance.

NEW SERVICE

It is the responsibility of the homeowner to install a high pressure grinder pump that is compatible with the existing system should a pump be required. Check with the City Clerk/Treasurer for the proper specifications and where the units can be purchased.

BILLS

The charge for wastewater and trash will appear on your water bill. The wastewater charge is based on the amount of water used.

PAYMENT

Existing and/or water well being drilled:

1. Active well with a pump installed
 - a. The city must install a valve at the meter to ensure that the city water is not contaminated with water from the well. The cost to the customer will be the price of the valve which is approximately \$250.00. The cost can be paid over a period of three (3) months.
2. Inactive well with no pump installed
 - a. The city must verify that a well pump is not installed.
3. Inactive well with a pump installed

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- a. The customer must sign a letter stating that they will not use the well and have it notarized before turning it back into the water department before services can be activated.