**Orange-Alamance Water System, Inc.**

**Policies**

Returned Check Policy

There is a $25.00 fee on ALL returned checks.

Whenever a returned check is received on a customer’s account, the customer is notified by telephone and mail. If the check and returned check charge is not paid by the stated due date, the customer’s water service will be disconnected and charged an additional $25.00 disconnection fee.

If Orange-Alamance receives two returned checks on a customer’s account, no more checks will be accepted on that account for a period of one year after the date of the check. If three returned checks are received on a customer’s account, no more checks will be allowed on the account.

Checks that are returned that were received as payment on water that was disconnected due to non-payment or checks that were received for payment of new service (i.e., membership fees, deposit, tap fees) will result in water service being immediately discontinued. No prior notice will be given.

If water service is disconnected, payment for the check and all associated fees must be received by 1:00 p.m. to have water service restored that day. Orange-Alamance only accepts cash, money orders, Visa or Master Card as payment on returned checks.

Public Notification Policy

If water quality violations occur, the customer(s) affected are immediately notified either by telephone or an on-site visit. A notice is published in the newspapers distributed throughout the area served by the water system. A copy of the public notice is also given to all new customers. Customers are notified by telephone, letter on on-site visit when the water is safe to drink.

Backflow and Cross-Connection Policy

The purpose of a backflow and cross-connection policy is to eliminate all cross- connections within the water system. This policy shall apply to all members connected to Orange-Alamance Water System. It is the responsibility of Orange-Alamance to ensure a safe water supply to all its membership. Ensuring safe water begins at our water treatment plant, and includes all the distribution system, all service connections, and ends at the point of delivery to the member. If it is determined that a backflow prevention assembly is required for the protection of the water system, Orange-Alamance shall require the member to install a backflow prevention assembly approved by Orange-Alamance. Adequate records shall be maintained by the member if test or repairs are made to the back-flow prevention assembly. If cross-connections are found to exist, the member will be notified to disconnect the same within a specific period of time established by Orange-Alamance. Cross-connections with private wells require immediate disconnection.