

**WAYNE COUNTY WATER AND SEWER AUTHORITY
3377 Daansen Road, Walworth, NY 14568**

WATER SERVICE APPLICATION AND CONTRACT

Owner of Property: _____ Contractor: _____

Address of Connection _____

Billing Address (if different from service address): _____

Owner Phone #: _____ Contractor Phone #: _____

In consideration of the acceptance of this application, the undersigned, his agent, successors and assigns agree:

To accept and abide by all provisions of the "Rules and Regulations for the Management and Protection of the Wayne County Water and Sewer Authority," and all other pertinent ordinances or regulations that may be adopted in the future.

To maintain the building water service from the building to the lot line or easement at no expense to the Authority.

All material and work from the water main to the property line or edge of easement will be furnished and installed by the Wayne County Water and Sewer Authority within the public highway or easement and a water meter will be installed on the premises.

Application must be made and signed by owner of the property or his contractor, and full payment must be made to the Wayne County Water and Sewer Authority before work can begin. Payments may be made via check, cash or money order only (no credit cards.)

Owner agrees to pay all costs and fees, including reasonable attorney's fees at any time paid or incurred by the Authority in endeavoring to collect amounts due to the Authority from owner.

Date: _____ **Signed:** _____ **Signed by? Owner / Contractor**

Is this a new build? YES NO
 Is the building more than 250' from the road? YES NO
 Do you have a heated area in which the meter will be placed? YES NO

If the building is more than 250' from the road or you *do not* have a frost free environment (such as a basement) the Wayne County Water and Sewer Authority requires the use of a meter pit. In addition, if this is a seasonal home that is not heated year-round the Authority also requires the use of a meter pit. Information is available upon request or will be provided to you should your answers reflect the need for a meter pit.

 Is this a non-residential connection? YES NO

If this is a non-residential connection, or if there is a potential risk for back feed you may be required to have an RPZ backflow preventer. Information is available upon request or will be provided to you should your answers reflect the need for an RPZ.

Wayne County Water and Sewer Authority Fee Schedule Effective as of 1, 2021

(Payments can be made via check, cash or money order only.)

_____ 1" Service, ¾" meter	\$1,600.00
_____ 1" service, 1" Meter	\$1,800.00
_____ 1-1/2" Service, 1" Meter	\$2,200.00 (additional charge for larger than 1" meter, based on current prices)
_____ 2" Service, 1" Meter	\$2,400.00 (additional charge for larger than 1" meter, based on current prices)
_____ ¾ " Meter only	\$ 600.00 (see item 1B in Rules, Regulations and Procedures on page 2)
_____ 1" Meter only	\$ 750.00 (see item 1B in Rules, Regulations and Procedures on page 2)
_____ Over 1" Meter only: Specify size _____	Cost dependent upon size and type of meter plus additional material and labor costs above 1"

***Additional expenses will be billed for services in bedrock and/or abnormal conditions for water service installation. These charges will be in addition to the normal cost. Customer will be apprised of conditions and estimated additional costs ahead of service installation, if warranted. ***

Water Authority Fee: _____ Total Received: _____ Received by: _____ Date: _____

Account number: _____ Approved by: _____ Date: _____

WAYNE COUNTY WATER AND SEWER AUTHORITY
3377 Daansen Road, Walworth, NY 14568
Phone: (315) 986-1929

RULES, REGULATIONS AND PROCEDURES GOVERNING SERVICE LINE AND METER INSTALLATIONS

1. Make an application and payment to WCWSA, 3377 Daansen Rd., Walworth, NY 14568. Applications must be signed by the owner of the property. **Payments can be made via check, cash or money order only.**
 - A. The application fee for a 1" water service is \$1600.00. All 1" services will be supplied with meter, angle meter valve, check valve and pressure regulator.
 - B. The application fee for a ¾" **meter only*** is \$600; 1" **meter only** is \$750. All meter installations will be supplied with meter, angle meter valve, check valve, and pressure regulator. (**A meter only charge applies where a service was already installed and paid for, in some cases, as part of a subdivision or application made in years past where service was installed but never fully hooked up*).
 - C. Services and meters larger than 1" will be addressed on an individual basis by the Authority. A deposit equal to the calculated cost of service and/or meter will be required at application.
2. Mark with a stake your desired location of service at the front Right of Way (ROW) line. Work will not start until the location has been marked.
3. Approved service line materials 1" though 2"
 - A. High density polyethylene tubing with a classification of PE 3308, PE 3408, PE 3608 with a minimum 200 psi pressure rating or PE 4710 with 250 PSI pressure rating. This material should be the same OD as copper and be stamped CTS (copper tubing size.)
 - B. Type K copper tubing.
 - C. Only compression type fittings permissible with copper line.
 - D. Only compression type fittings with stainless steel insert permissible for polyethylene tubing.
 - E. All water service materials must meet the requirements of AWWA C901-8, ASTM D 22 and must meet NSF 61 & 14 standards or their latest revisions.
4. Installation instructions
 - A. Call the Authority office at 315-986-1929 or, if calling long distance, 1-800-410-1929:
 - i. To arrange for inspection before backfilling.
 - ii. To make an appointment for meter installation.
 - iii. **A minimum of 24 hours advance notice is required for an inspection or meter installation.**
 - iv. Inspections and meter installations will be scheduled Monday through Friday between 7:30 a.m. and 3 p.m.
 - B. Water service shall not be installed within 10 feet of any portion of a leach system or any related appurtenances.
 - C. Dig a trench to provide a minimum of 4 ½ feet of cover over service line, curb stop to building entrance.
 - D. Line must be hand covered to a depth of 6" with select fill before mechanically filling trench.
 - E. **NOTIFY UNDERGROUND FACILITIES PROTECTIVE ORGANIZATION (DIG SAFELY) A MINIMUM OF 3 BUSINESS DAYS IN ADVANCE OF DIGGING BY CALLING 1-800-962-7962 OR BY DIALING 811 ON YOUR PHONE.**
5. In each case where the building to be served is more than 250 feet from the road or you do not have a frost free environment (such as a basement), the Wayne County Water and Sewer Authority requires the use of a meter pit to be furnished and installed by the homeowner. In addition, if this is a seasonal property that will not be heated year round the Authority also requires the use of a meter pit. If you are unsure of the necessity for a meter pit contact the Authority Office.
6. In each case where the building to be served is a non-residential connection, or has the potential for contamination the homeowner may be required to install an RPZ backflow preventer. If you are unsure of the necessity for an RPZ please contact the Authority Office.

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HELPFUL INFORMATION FOR NEW WATER AUTHORITY CUSTOMERS

OFFICE HOURS

Our business office is open Monday through Friday from 8:00 am to 4:30 pm except for certain observed holidays. Emergency calls are answered 24 hours a day, 365 days a year (see EMERGENCIES below.)

OFFICE LOCATION, TELEPHONE & FAX NUMBER, EMAIL ADDRESS

Wayne County Water & Sewer Authority
3377 Daansen Road
Walworth, NY 14568
Phone: (315) 986-1929
Fax: (315) 986-1687

Email: customersupport@wcwsa.org For your convenience, our customer service team is available Monday through Friday from 8:00 am to 4:30 pm.

EMERGENCIES

Please call us immediately if you have an emergency to report such as:

- No water
- Poor pressure
- Discolored water
- Unusual taste or odor
- Flooding
- If you observe a street hydrant leaking or an open hydrant
- Water running down the side of the road or in an unusual place

Emergency personnel are available 24 hours a day, 365 days per year. To report a water service emergency outside of our regular business hours, please call (315) 986-1929 and follow the prompts to reach our after hours representative. Please call us immediately if you suspect any suspicious activity at any of our pump stations, hydrants or other facilities.

RESOLUTIONS

Whether you call, write, or visit our office in person, our employees will handle your questions and concerns professionally and politely. If after speaking with one of our representatives your questions have not been resolved to your satisfaction, please ask to speak to a supervisor or manager.

ACCOUNT INFORMATION

In order to ensure that your account information is up to date, we ask that you notify us immediately if you:

- Move. We will need to prepare a final bill and close your account so that you will not be charged for water consumption after you move. Please remember to contact us to obtain a final meter read before you vacate. This will assure that proper ownership or tenancy revisions are posted to your account and that you will no longer be billed for water used at your old address.
- Change your telephone number. You can call us with this change, email customersupport@wcwsa.org or add it to the back of your payment stub.
- Change your name. You can call us with this change, email customersupport@wcwsa.org or add it to the back of your payment stub.
- Change your mailing address. You can call us with this change, email customersupport@wcwsa.org or add it to the back of your payment stub, even if it is seasonal.
- Purchase a property within our service area.
- Are a landlord and are changing tenants.

BASIC SERVICE CHARGE (FIXED CHARGES)

This is a minimum quarterly charge that is billed to all customers whether or not you use water during a billing period. This is a fixed charge that is applied to the overall cost of administering, operating and maintaining our water system.

BILLING

Residential customers are billed quarterly for the preceding three-month period. The water meter is the measurement tool we use to determine the actual usage consumed at your residence each billing period. We bill for every 1,000 gallons used.

ESTIMATED BILL

If we are unable to read your water meter, we will estimate your bill. We will also generate a letter requesting an appointment to repair or replace the existing water meter. When we prepare an estimated bill, several factors are considered, including your past actual usage and the season during that billing period. Estimated readings should be avoided because they:

- Hinder the management of your water usage.
- May result in a subsequent larger water bill if your usage was underestimated.
- May delay the identification of leaks in your plumbing.

PAY MY BILL

We have several avenues available to make payment on your bill.

PAY BY MAIL

Please make check payable to "WCWSA"

Wayne County Water & Sewer Authority
3377 Daansen Rd.
Walworth, NY 14568

PAY IN PERSON

You may pay your bill in person at our main office located at 3377 Daansen Rd., Walworth, NY 14568. Hours of operation are Monday – Friday 8:00 am to 4:30 pm with the exception of certain holidays. Please note: payments are only accepted in person via cash, check or money order. No credit card payments can be made in person. Please refer to "PAY ONLINE" or "PAY via IVR" below.

You may also pay at one of three town halls: Please call ahead to confirm their hours of operation:

Macedon Town Hall: (315) 986-5932

Marion Town Hall: (315) 926-4271

Palmyra Town Hall: (315) 597-5521

PAY VIA DROP BOX

You may leave a payment in the drop box at the business office any day of the week, any time of the day. The drop box is located on the left-hand side of our driveway (just before the blue gates.) You will see it when you pull off the road.

You may also leave payment in the drop box at one of the following places:

Dobbins Drug Store
52 William St.
Lyons, NY 14489

Sodus Municipal Parking Lot
Off Gaylord St.
Sodus, NY 14551

PAY ONLINE

Visit www.wcwsa.org and click the "Pay My Bill" button on the home page. Access your information by entering your account number (ex: 1-2222.00). There is a service fee of \$1.95 per transaction. Please be aware that this system only allows payments in \$200.00 increments so be prepared to make more than one payment if your bill is more than \$200.00.

PAY USING THE IVR SYSTEM

You may make payments via our IVR system by calling 1 (855) 385-4840. Access your information by entering your account number located on your bill (example: 1-2222.00 – NOTE: the – and the. will be replaced with the # so it would look like this 1#2222#00). Please be aware that this system only allows payments in \$200.00 increments so be prepared to make more than one payment if your bill is more than \$200.00.

PAYMENT DUE DATE

Payments are due 30 days after the bill date.

PENALTY FOR LATE PAYMENTS

Customers shall accrue a 10% penalty on any amount owed after the due date.

WATER AUTHORITY RESPONSIBILITIES

The underground distribution system of water mains and the service lines up to your property line are operated, maintained, operated and repaired by the Wayne County Water & Sewer Authority. The WCWSA owns and maintains the water service to your property, including the tap on the main, the water line up to the property line, and the curb stop and curb box (shut off).

- The WCWSA is responsible for installation and maintenance of water meters (customer is responsible for protecting water meters from damage of any sort, including freezing).

Leaks occurring on the WCWSA-operated water main and the service line from the water main to your property line will be repaired by WCWSA. If you notice any type of leak, please notify us immediately by calling our office at (315) 986-1929. If it is after hours, please follow the prompts to access our after hours representative. You will be notified if a repair will temporarily interrupt your water service, EXCEPT during an emergency repair situation, when we may not be able to provide advance notification. If a service interruption is necessary, every effort will be made to restore normal service as quickly as possible.

CUSTOMER RESPONSIBILITIES

The customer of record is responsible to notify the Wayne County Water & Sewer Authority of any changes in ownership or responsibility and will be liable for all water usage charges until a final reading is obtained and the account is closed. Additionally, each customer is responsible for:

- Maintenance, repair and replacement of interior plumbing lines and fixtures.
- Protecting the water meter from damage of any kind including freezing.
- Maintenance, repair and replacement of valves, appurtenances and fittings on both sides of the meter.
- Keeping the area around the meter and/or remote reading device clear. Both units must be accessible at all times and shall not be tampered with.
- Keeping the meter pit cover visible and accessible at all times. In addition, the customer must ensure that no foreign substances enter the meter pit.
- Installation, maintenance and testing of any required cross connection prevention device.

Leaks on a section of service line that you own can pose many problems, including property drainage hazards and high bills resulting from undetected water usage. You must have all service line leaks repaired promptly. Based on the severity of the leak, you may be served with a shut off notice if a timely repair is not made.

CURB BOX/CURB STOP

The curb box containing the curb stop valve is located approximately at your property line. In the event of an emergency or where repairs are required, the curb valve is used by WCWSA personnel to shut off the water supply to your residence or business operation of the curb valve by anyone other than WCWSA personnel or WCWSA authorized personnel is prohibited.