



Customer Service Policy Manual

Adopted 2020

Revised 10/24/2024

Table of Contents

Definitions	3-4
Starting & Ending Service	5-7
Billing Procedures	8
Payment Methods	9-11
Assistance Programs	11-12
Delinquent Accounts & Collections	12-13
Interruption of Service	13-14
Disputes & Adjustments	14-15
Unauthorized Use	16
Customer Responsibilities	16
Appendix – Current Ancillary Fee Schedule	18

Definitions

Applicant - Any Person of legal age or emancipated, public or private association or corporation, partnership, unincorporated association, entity or governmental agency requesting BJWSA supply water and sewer service.

Authorized Representative - Acts on the behalf of a customer. Requires valid identification and proof such as Power of Attorney, Designated Agent Form or other legal documents.

Basic Facility Charge – A fair and equitable way to recover fixed costs.

Billing Period - The time interval between two consecutive meter reading dates used for billing purposes.

BJWSA - Beaufort Jasper Water and Sewer Authority

Board - The Board of Directors of the Beaufort Jasper Water and Sewer Authority

Builder - A business entity engaged in the construction of residential or commercial property

Capital Contribution Fees (CCF) – Also called Capacity Fees, these fees are assessed to new developments and customers to recover the cost of current and future infrastructure based on their maximum anticipated allotment of water and/or sewer capacity in the BJWSA system. These fees, measured in cost per gallons per day (\$/GPD), are used to build or upgrade facilities required for growth while minimizing the financial impact on our existing customers.

Charges - The various fees specified through this policy as determined by the Board.

Co-Applicants -Two or more parties who jointly apply for utility service at the same location and share the benefits of the utility service

Commercial Customer - Recipient of utility services supplied to a premise other than a single-family residential lot including but not limited to a school, multi-family dwelling, mobile home park, business, industry, public building, or public park or common area.

Consumption - The amount of water used as measured over a given period of time

Customer - An individual, firm, partnership, corporation, authority or any other entity who has applied for and is currently receiving water and or sewer service.

Deposit - Funds or other security instruments obtained to secure Residential or Commercial utility accounts

Hardship - A temporary financial condition that causes the customer of record an inability to pay their utility bill in a timely manner

Master Meter - A meter used for billing purposes serving a group of otherwise unmetered dwelling units or other establishments or group of subordinate meters.

Meter - A device used for the measurement of water quantity for billing or other purposes.

New Customer - an Applicant who cannot be identified in BJWSA CIS system with a customer number.

Partial Payments - any amount paid that is less than the total amount owed by the due date on the bill.

Payment Arrangement - An agreement that allows a customer that has a 2-month balance to extend their payment - beyond the current due date. This arrangement protects the service from disconnection for non-payment and must be kept, or service will be disconnected on the next business day to include full balance plus the additional fees.

Residential Customer - recipient of utility services supplied to premises where people normally live and are billed at a residential rate.

Service - The term water or sewer includes the availability of water to the premises through BJWSA water treatment and distribution facilities; the collection of sewer through BJWSA wastewater treatment and collection facilities

Service Area – A geographical area covered by BJWSA. This does not mean that all locations within the geographical area have water and/or sewer available.

Sewer Service Connection - Consists of the pipe or tubing, fittings, valves and related facilities necessary to conduct sewer from the premises to the sewer main.

Utility Easement – A non-possessory right or interest granted to a utility company or government entity, to use a specific portion of a property for specific purposes, such as installing and maintaining utility lines, pipelines, or infrastructure. The property owner retains ownership of the land but must allow the specified uses by the easement holder.

Utility Right of Way – Private right of way granted to BJWSA which is not dedicated to the public, but for the exclusive use of BJWSA.

Water Service Connection - Consists of the pipe or tubing, fittings, valves and related facilities necessary to conduct water from the distribution main to the meter

Wholesale Customers – Entities who resell or redistribute our water to their residents.

Starting and Ending Service

Existing Connections

Applications for water and sewer service through an existing connection can be made online at www.bjwsa.org, by phone to 843-987-9200. Please submit applications at least 3 business days prior to the requested date for service to begin. If applying online, your service establishment won't be complete until we contact you and a confirmation number is given. We will respond to your request within 3 business days. The following information will be requested when applying for service:

- The exact service address of the location
- Full name of applicant
- Complete billing address and contact phone numbers
- The applicant's social security number or Federal Tax Id
- Date of birth of applicant
- The applicant's driver's license number & state of issuance.
- Requested date for service to begin
- A lease may be requested to show proof of new tenant

In order for BJWSA to begin water service at a location, the customer's plumbing should be in working condition and all faucets and spigots in the off position. In the event that a water meter indicates that water may be on in the location and no one is available at the location, BJWSA will not be able to connect the water service and may not be able to return until the next business day. BJWSA will assume no responsibility for any damages resulting from water being turned on.

New Connections

Commercial, multi-family, or subdivision requests for new connections must be made through BJWSA's Engineering Department and in accordance with the Development Policy and Procedure Manual.

Single service residential requests for new connections are initiated through our website at www.bjwsa.org. New customers need to complete an availability request online. Within 7 business days we will determine if services are available and if so, provide a quote of fees due including meter fees and capacity fees. Applicants are notified in writing if services are not available.

Requests for residential irrigation meters to be added to their existing services, can be made through our customer service department. Fees are quoted in accordance with our current ancillary fee schedule. Requests for commercial irrigation meters must be made through our Engineering Department and in accordance with the Development Policy and Procedure Manual.

When a customer has another meter for irrigation in addition to the domestic meter at their location, it is the customer's responsibility that the irrigation system is connected to the designated irrigation meter and not the domestic meter. Sewer charges are billed based on the water consumption at a location. BJWSA will not adjust sewer charges billed to the account as a result of irrigation use on the domestic meter.

NO WATER SERVICE CONNECTION TO ANY PREMISES SHALL BE INSTALLED OR MAINTAINED BY BJWSA UNLESS THE WATER SUPPLY IS PROTECTED AS REQUIRED BY STATE LAW AND REGULATIONS AND BJWSA CROSS-CONNECTION PREVENTION POLICY. SERVICE OF WATER TO ANY PREMISE SHALL BE DISCONTINUED BY BJWSA IF A BACKFLOW PREVENTION ASSEMBLY REQUIRED BY THIS CROSS-CONNECTION CONTROL POLICY IS NOT INSTALLED CORRECTLY, TESTED, AND MAINTAINED, OR IF IT IS FOUND THAT A BACKFLOW PREVENTION ASSEMBLY HAS BEEN REMOVED, BY-PASSED, OR IF AN UNPROTECTED CROSS-CONNECTION EXISTS ON THE PREMISES. SERVICE WILL NOT BE RESTORED UNTIL SUCH CONDITIONS OR DEFECTS ARE CORRECTED, AND A BJWSA REPRESENTATIVE HAS WITNESSED THE PASSING TEST. For more information, please refer to BJWSA's cross connection policy document available online at www.bjwsa.org.

Service Charge

All new accounts or service transfer requests are billed a one-time service charge on their first bill in accordance with our ancillary fee schedule.

Deposits & Credit Checks

Deposits are held in a non-interest-bearing account by BJWSA in the event an account becomes uncollectable. When residential services are initiated, with approval BJWSA can run a "soft" credit check to determine if a deposit is required or if it can be waived. Because this is a "soft" check, it does not affect a customer's credit rating. If authorization is not given to run the credit check, a deposit is billed and due by the first due date. The deposit may be split between the first and second bill but not waived.

Residential account deposits will be returned to the customer after 12 months of on-time payments through refunding it back to the account. If this results in a credit balance on the account, customers have the option of requesting a refund check or they may choose to have the credit remain on the account for application towards future bills.

When commercial services are initiated, deposit will be billed and due by the first due date unless the business has satisfactory payment history with us at another location in our service area, then the deposit will be waived. The amount of the deposit is determined by the meter size for the location in accordance with our ancillary fees.

Commercial account deposits remain on the account until service has ended at the location.

If the customer is moving to another location in our service area, the deposit may be transferred to the new account for the new location. If the customer is ending service and

moving out of the service area, the deposit will be applied to the final charges. If this results in a credit balance over \$5.00 a refund check will be mailed to the customer at their last provided mailing address. Credit balances under \$5 are automatically applied to the Thad Coleman Fund. Customers who would like to have that portion returned to them, must request the refund in writing. It may take 4-6 weeks for a refund check to be processed. If a customer leaves a debt at a prior service location, both the existing debt and the deposit will be required to be paid prior to starting service at another location.

Deceased Primary Customers

Once we receive documentation or notification that a customer is deceased, we can no longer send bills in the deceased person's name. If service is to continue at the location, it must be placed in the name of another.

We will send a letter or email to the appropriate address approximately 30 days after we become aware that the primary is deceased. The letter / email will be asking someone to contact us to place the service(s) into their name.

If no response to the letter / email, we will then call the number(s) on file in an attempt to reach the customer. If no response to the letter / email or phone call, services are then interrupted 7 business days later, and will remain off until we receive information to establish service.

If the primary applicant has a spouse listed, or which can be verified, we will simply transfer the service without any additional charges after contact is made. All other relationships will be considered new accounts.

Removing a Primary or Secondary Customer

If a customer desires to remove one of the authorized users on their account, a new Customer Number must be generated. In order to do so, a Service Charge, in accordance with the ancillary fee schedule, will be applied to the new account.

Ending Service

Customers may contact BJWSA at least 3 business days prior to ending service online, via phone or in person. Customers are asked to provide a forwarding address for the final bill. If payment of the final bill is not received within 90 days of the final due date, the unpaid balance will be sent to a collection agency to collect the balance and to South Carolina Department of Revenue for tax garnishment. If a service is interrupted due to delinquency, and 7 days have passed without payment or contact from the customer, the account will be ended and sent to billing to generate a final bill. If the customer desires to restart the service, full balance and deposit will be required prior to service starting the next day and an additional Service Charge will be applied to the account in accordance with the ancillary fee schedule.

Billing Procedures

Frequency

BJWSA customers are billed on a monthly basis and charged for services in accordance with the current Board approved rate structure. Billing schedules and due dates are determined by the customer's service area and cannot be altered. Water meters will be read at regular intervals in order to prepare monthly bills in a timely fashion and will be read as required for opening, closing and special bills.

Information on the monthly statement

Beginning and ending dates of the period

Due date by which payment must be made

Penalty rate and when penalties are assessed

Previous meter reading, current meter reading, date read and consumption for the period

Current services being billed and the amount due for each which are not prorated

Delinquent balances and total balance due on the account

Estimated Bills

If for any reason a service is unmetered, the meter cannot be accessed or fails to register, or due to unforeseen delays, a water consumption reading may be estimated based on previous consumption for the location.

Receiving Bills

Bills by default are mailed to the address of the location served. If bills need to be mailed to an address other than the location served, the customer is responsible for providing that mailing address to BJWSA customer service department. Customers are required to register with BJWSA to gain access to view and pay bills, view consumption history and payment history. Customers may also register to receive an e-statement which will be sent via email to their desired emailed address. Customers may access their BJWSA account online via our website: www.bjwsa.org.

Customer Responsibility

Customers are responsible for their account balance and should be aware of their billing schedule. Failure to receive a bill does not relieve the customer of their obligation for its payment nor the consequences of non-payment.

Payment Methods

Online

Customers can view their bill and make payments via our website: www.bjwsa.org. Credit cards (Visa, MasterCard, American Express and Discover) and electronic checks are accepted. BJWSA does not assess transaction fees to our customers for credit card use. Please ensure the correct website is used as there are many websites who will take a payment for BJWSA, but charge a fee to do so.

BJWSA IS NOT AFFILIATED WITH ANY OUTSIDE PAYMENT AGENCIES. PAYMENTS MADE AT, OR THROUGH, ANY OUTSIDE AGENCY OR WEBSITE MAY RESULT IN DELAYED PAYMENT PROCESSING; AND DOES NOT PROTECT SERVICES FROM DISCONNECTION OF SERVICE FOR NON-PAYMENT.

Mail

Checks and money orders are accepted via mail. Please do not send cash in the mail. Customers should use the payment stub and mailing envelope provided with their monthly bill. Failure to do so will result in a delay in posting. If you do not have the monthly stub and envelope provided, please send payment to: Beaufort Jasper Water and Sewer Authority 6 Snake Rd, Okatie, SC 29909. Include your name, service address, and account number with your payment.

Phone

Customers can make payments via our automated phone system: 1-888-375-8126, or with an agent, using an electronic check or credit card (Visa, MasterCard, American Express and Discover).

In Person Via Drive Thru

Our administration office and customer service department are located at 6 Snake Road in Okatie, South Carolina. During business hours (Monday – Friday 8:30am – 5:00pm), cashiers are available to receive your payment at our drive thru window. Credit cards (Visa, MasterCard, American Express and Discover), checks, money orders & cash payments are accepted.

Drop Box

Outside of business hours, customers can utilize our payment drop box located at the main entrance double glass doors. Checks and money orders are accepted. Please include your name, service address and account number with your payment if you do not have the payment stub provided with your monthly bill. Please do not put cash in the drop box.

General Payment Information

Credit and Debit Cards can be used for transactions up to \$3,000.00.

BJWSA IS NOT AFFILIATED WITH ANY OUTSIDE PAYMENT AGENCIES. PAYMENTS MADE AT, OR THROUGH, ANY OUTSIDE AGENCY OR WEBSITE MAY RESULT IN DELAYED PAYMENT PROCESSING; AND DOES NOT PROTECT SERVICES FROM DISCONNECTION OF SERVICE FOR NON-PAYMENT.

Recurring Bank Draft

Customers have the ability to pay their monthly bill automatically through their checking accounts. The balance on your account will be sent to the bank on the due date of the bill. Customers can contact our customer service department to enroll in this service, or they can register online at www.bjwsa.org.

Recurring Credit Card- Debit or Credit

Customers have the ability to pay their monthly bill automatically by recurring credit or debit card. The balance on your account will be charged to your card automatically on the due date shown on your bill. Customers will need to register online for this service as it is customer driven and cannot be initiated or changed by BJWSA Customer Service

Authorization to Convert a Check to Electronic Funds Transfer Debit

When a customer sends a check to us for any payment, we will send the information from the check electronically to the bank for payment. The bank account will be debited in the amount of the check as early as the same day we receive the payment, and the transaction will appear on the bank statement. The original check will be destroyed once processed, and the cancelled check will not be sent back to the customer. If BJWSA cannot post the transaction electronically, an imaged copy of the check for payment will be presented.

Refusal of Check Payment

BJWSA reserves the right to refuse any check as a method of payment. In the event BJWSA is unable to verify the availability of funds upon presentment, the presenter of the check will be notified in writing or email, that if the check is returned, the service will be interrupted without notice and fees will be applied to the account in accordance with our ancillary fee schedule will apply. BJWSA will only accept checks made payable to Beaufort-Jasper Water and Sewer Authority, and will refuse all “third party” or conditional checks.

Commercial Capacity or Tap Fee Payments

In an effort to control Merchant Fee expenses, BJWSA will does not accept credit cards for commercial capacity or tap fee payments. In addition, credit cards will not be accepted for residential capacity or tap fee payments in excess of 1 Residential Equivalency Unit (REU). BJWSA will continue to accept cash, checks or E-Checks for payment of these fees.

Assistance Programs

Payment Arrangements

Customers may request payment arrangements prior to the day of service interruption for delinquency. Payments must be paid under the terms established by the BJWSA representative. Account is subject to penalty, but will not be charged the delinquent fee. In the event the customer fails to uphold the agreement, service may be interrupted and any fees waived under the agreement will be assessed. Customers who do not uphold payment agreements will not be granted payment arrangements in the future. Payment arrangements are not available to customers with more than a two-month balance.

Hardship Fund

BJWSA's new hardship fund is designed for customers in crisis – those with extenuating circumstances that could be in danger of disconnection of their water and/or sewer services.

BJWSA is collaborating with the United Way of the Lowcountry to facilitate the eligibility and assistance process. The following general guidelines have been established for the fund:

Recipient must be a BJWSA customer in Beaufort or Jasper counties.

Only the primary account holder can apply for assistance, unless there is a Power of Attorney or another legal document stating otherwise.

Customers must have at least three months of service history with BJWSA.

The fund can pay up to 90% of covered charges.

The fund can be used for water and sewer consumption, penalties, delinquent fees, service charge. In certain circumstances it may also aid in repair of leaks (not to exceed \$1,000) and connecting to available water and sewer service (not to exceed \$5000).

Assistance cannot be applied to tampering fees; overdraft, same day service or trip charges.

There is a three business-day turnaround for pledges.

Thad Coleman Fund

The Thad Coleman Fund offers a helping hand to Beaufort and Jasper County families who are faced with financial hardship. The fund helps these needy families pay the costs to connect to the BJWSA public water and sewer system. It is funded through BJWSA and participating customers throughout our service area.

Juanita White Fund

Dedicated specifically to residents of the historic Levy-Limehouse, Bellinger Hill area of Jasper County, this fund assists with connection fees, and is administered in the same manner as the Thad Coleman Fund.

For information or application for any of these programs, individuals may contact our Customer Service department or visit www.bjwsa.org.

Delinquent Accounts and Collections

Late Penalties

All bills are due upon receipt and past due after the due date posted on the bill. A penalty of 1.5% of the past due balance will be charged on the next month's bill for every late payment. The penalty is assessed six days after the due date.

Delinquent Accounts

Any account that has a balance that is not paid in full by the due date posted on the bill is considered delinquent and may be subject to service interruption and additional fees in accordance with our ancillary fee schedule.

Courtesy Calls and Emails

Accounts which are at a two-month balance are given a Courtesy Call to the Primary telephone number on file as well as a courtesy email if we have an email address on file. The automated system sends calls approximately two days prior to service interruption as a last effort to prevent the interruption. Please note the calls are sent as a courtesy and failure to receive a call does not protect the account from additional fees or disconnection of services. Customers are responsible for providing updated primary telephone numbers to BJWSA.

Returned Payments

If a check or any other electronic transfer transaction used to pay us is dishonored, refused, or returned for any reason, we reserve the right to electronically debit the bank account for the amount of the attempted payment. The bank account may be debited as early as the same

day such initial payment is dishonored, refused or returned. If the item is returned to us as uncollected, the account will be considered delinquent and the amount of the item will be charged back to the customer's BJWSA account and payment must be made by cash, money order or credit card within three business days of notification in order to avoid interruption of service. A returned check fee will be added to the account in accordance with our ancillary fee schedule. In the event service is interrupted, additional fees may be assessed in accordance with our ancillary fee schedule. If the payment returned was used to restore service after interruption of service for delinquency, no notification is made to the customer, the location is scheduled for immediate interruption of service, and additional fees may be assessed to the account in accordance with our ancillary fee schedule.

Should Beaufort-Jasper Water and Sewer Authority receive another returned check within a twelve-month period, the account will be placed on a cash only status for the next twelve months. Payment would need to be made by Visa, MasterCard, American Express, Discover, cash or money order.

Items that are returned due to incorrect or incomplete banking data will be charged back to the customer's BJWSA account. Customers will be contacted either by telephone, email or letter to correct the data and/or to provide payment for the item. No fee will be charged.

Unpaid Final Balances

After a service has ended and account is closed, a final bill will be prepared. Any balance unpaid by the final due date will be considered delinquent and after 90 days will be submitted annually to the South Carolina Department of Revenue for collection in accordance with South Carolina Code 12-4-580 and 12-56-10 and/or a collection agency. Prior to collection, a customer will be denied new service until the debt has been paid.

Interruption of Service

Due to Delinquency

Any account that is considered delinquent may have services interrupted with or without notice. Additional fees which may include a deposit will be billed in accordance with our ancillary fee schedule. Any additional fees assessed and the entire past due balance must be paid in full before services will be restored. Payment arrangements are not permitted once the service has been scheduled for interruption. Payments for restoration of services must be received Monday – Friday between 8:30am and 3:00pm to guarantee same day service restoration. Payments after the designated timeframe will be restored the next business day. Customers have the option of paying an afterhours fee in accordance with our current ancillary fee schedule in order to have service restored after 3pm on the day of disconnection. In the event service is restored without BJWSA authorization, the meter will either be removed or secured if possible, and meter-tampering charges will be assessed to the account. ACCOUNTS LEFT WITH AN UNPAID BALANCE SEVEN DAYS AFTER SERVICE INTERRUPTION WILL BE CLOSED, AND A FINAL BILL WILL BE PREPARED.

Due to Non-Compliance

No water service connection to any premises shall be installed or maintained by BJWSA unless the water supply is protected as required by state law and regulations and BJWSA Cross-connection Prevention Policy. Service of water to any premise shall be discontinued by BJWSA if a backflow prevention assembly required by this Cross-connection Control Policy is not installed, installed correctly, tested, and maintained, or if it is found that a backflow prevention assembly has been removed, by-passed, or if an unprotected cross-connection exists on the premises. Service will not be restored until such conditions or defects are corrected, and a BJWSA representative has witnessed the passing test. For more information, please refer to BJWSA's cross connection policy document available online at www.bjwsa.org

Due to Maintenance

BJWSA may at any time interrupt water service in the event of an accident, unscheduled or scheduled maintenance or for the need to make connections, repairs, changes or for any reason deemed necessary by BJWSA. BJWSA may restrict the use of services to reserve a sufficient supply for public fire service or other emergencies whenever the public welfare may require it. BJWSA will make every effort to give notice to the public in advance of any work which may require an interruption of service; however, such notice is a courtesy and not a requirement on the part of BJWSA.

Responsibilities during service interruption

It is the responsibility of the customer to regulate their installations connected with the BJWSA system so that damage will not occur if service is interrupted with or without notice.

BJWSA will not be liable for failure or interruption of service or pressure surges that occur in the system. BJWSA will not be liable for any act or omission caused directly or indirectly by shutdowns for repairs or adjustments, breakdowns, accidents, labor issues, enemies of the United States, State or Federal or other governmental interference, acts of God or other causes beyond BJWSA's control.

Disputes and Adjustments

Billing Errors

BJWSA reserves the right to correct any bills rendered in error. Any customer who feels they have been billed in error should contact BJWSA's customer service department prior to the bill due date. If it has been determined that the customer was billed correctly, payment is due in full by the due date in accordance with our billing policy. If determined to be incorrect, an adjustment will be made accordingly.

When a customer has another meter for irrigation in addition to the domestic meter at their location, it is the customer's responsibility that the irrigation system is connected to the designated irrigation meter and not the domestic meter. Sewer charges are billed based on the water consumption at a location. BJWSA will not adjust sewer charges billed to the account as a result of irrigation use on the domestic meter.

Leak Adjustments

Customers are eligible for 1 leak adjustment per calendar year if they have registered to view their usage at www.eyeonwater.com or through the Eye on Water App. The adjustment is based upon the average of 4 months not including the leak period. Adjustments are done once we can confirm that the leak has been repaired as consumption will be back to normal. The adjustment is only on the one highest bill during the leak period. This applies to Residential, Commercial as well as Irrigation accounts. Proof of repair may be required. Adjustments will only be processed for the current and prior calendar year.

Flushing Adjustments

Adjustments that are performed either by BJWSA or at the request of BJWSA are adjusted off at full value. Technicians will take a reading prior to the flushing and will take another reading once the flushing has been completed. The amount will then be adjusted from the customer's account.

Pool Adjustments

Customers are eligible for an adjustment to their sewer charges only once per calendar year because of filling a pool. To receive an adjustment, customer must be registered to view their usage at www.eyeonwater.com or through the Eye on Water App. If the customer has Beacon meter reading technology, actual readings will be used for the adjustment.

Sewer Backup Procedure

Customers who experience a sewer backup are asked to call BJWSA prior to contacting a plumber. If the blockage is found to be the customer's responsibility, a plumber would then need to be called. If a plumber is called prior to BJWSA and it is determined the blockage is our responsibility, BJWSA will reimburse the customer up to \$1,000.00 based upon proof of repair from a licensed plumber.

Unauthorized Use

There shall be no free service rendered by BJWSA.

The act of diverting or wasting public water, tampering with a metering device, damaging or intentionally destroying water or wastewater facilities is illegal and subject to criminal and civil penalties. Additional fees may be billed to a customer's account in accordance with our ancillary rates if unauthorized use is determined.

Unauthorized Use Activities include but are not limited to:

Opening a fire hydrant without a BJWSA metering device (excluding BJWSA and Fire Departments within BJWSA service area)

Tampering with the meter including turning on or off

Installing any device not approved by BJWSA

Tampering with, damaging, or accessing water or wastewater facilities without approval from BJWSA
Tampering with, damaging, or accessing manholes without approval from BJWSA

No person is allowed to turn water off or on at any main valve, corporation stop, curb stop, or other street side connection, disconnect or remove any metering device without the consent of BJWSA. Most homes are equipped with a customer emergency shut off valve(s). A customer valve whether interior or exterior is the customer's responsibility to maintain or repair. If your home does not have a customer shut off valve, it is the customer's responsibility to have one installed and is highly recommended before there is a plumbing emergency.

It is unlawful to discharge any wastewater to any portion of BJWSA's wastewater system except in accordance with a BJWSA Wastewater Acceptance Agreement or when authorized by the General Manager of BJWSA or his or her designee in accordance with the provisions of the BJWSA Sewer Use Regulation Policy.

Customer Responsibilities

As a BJWSA customer, you agree to abide by all of our standards, policies and regulations. These policies include our Customer Service Policy, Sewer Use Regulation, the Industrial Pre-Treatment Program, the Grease Trap Policy, Cross Connection Policy, and the Development Policy and Procedures Manual. These policies were established to protect our water and sewer system, to ensure all users pay applicable fees and to ensure users install appropriate equipment. Full copies of these policies may be obtained from our website: www.bjwsa.org.

Customers are responsible for ensuring access to service connections, meters, backflow prevention devices, or other facilities pertinent to BJWSA water and sewer services at all times. BJWSA reserves the right to interrupt services if access to our assets are restricted. BJWSA reserves the right to bill the customer for any costs associated with gaining access to the meter or other assets such as but not limited to towing of vehicles or removal of landscaping.

Customers are responsible for any damages to any meter or BJWSA asset caused by their tampering, negligence, or carelessness and shall be paid for by the customer in accordance with our current ancillary rate schedule.

Any customer making any major change to the water and sewer usage or operation which would affect BJWSA service is responsible for notifying BJWSA immediately of the extent and nature of the change. All new construction or rehabilitation must meet our Development Policy Requirements and Specifications.

Customers are responsible for reporting any water or sewer leaks, damages or emergencies immediately to BJWSA Customer Service Department at 843-987-9200.

Appendix

Current Ancillary Fee Schedule begins on page 22 from the link below:

[Microsoft Word - 2025 BUDGET REPORT](#)