

Effective July 1st

Breezy Hill Water & Sewer Co.
506 Bettis Academy Rd
Graniteville, Sc 29829
Office Number (803) 663-6455
After Hours Answering Service (803) 645-0272

POLICIES & PROCEDURES:

Breezy Hill Water & Sewer renders monthly bills. Customers are billed on the 6th day of the month. Payments are due by the 1st of the following month. If the 1st falls on a day that the BHWS Office is closed for the weekend or an observed holiday, then payments are due the next day that the office is open for business.

All monthly bills are mailed by the 6th day of each month. If you do not receive your bill within the second week of the month, it is the customer's responsibility to contact our office to determine the amount of the bill, and to remit payment by the due date. BHWS is not responsible for bills lost in the mail.

Bank Draft is available upon request and will be drafted on the 25th of each month, unless the 25th is on a weekend or observed holiday, in which case it will be drafted the first business day after the 25th. A Bank Draft application form must be filled out, with a voided check attached to it, and sent back to our office by the 1st week of the month for the payment to be drafted that same month. It is the customer's responsibility to notify the BHWS office if their bank account information changes, for any reason, in which case the customer must fill out a new Bank Draft Form.

Payments can be made online at the SecureUtilities.com website. You will need to get your PIN number from our office to be able to log into the website. Online payments can also be paid through Paya.com/paygov. No pin number is required just the account number. Please note that you must receive a payment confirmation to ensure that the payment has been processed successfully. Please print or record the confirmation to serve as your payment receipt.

Payments can also be made in our office, via cash, check or debit/credit card. If you choose to call and pay your bill you can call 877-876-1059 or 803-663-6455, press option one and you will be transferred to Paya our payment center. BHWS will NO LONGER be taking PAYMENTS BY PHONE in our office. There is a 5% fee to pay by phone using a debit or credit card. There is a 3% fee for each credit/debit card payment made IN PERSON. There is also a drop box located in our Drive Thru.

Payments that have not been received in the BHWS office at 506 Bettis Academy Rd Graniteville, SC on the due date by 5:00 pm will become delinquent, and a 10 % penalty will be applied to the account.

An automated call will be sent for delinquent accounts to the phone number provided by the customer at least one day before the last day to pay before the service is subject to disconnection, to inform the customer that payment has not been received. It is imperative that we have a current valid phone number on file. If full payment has not been received by 5:00 pm on the last day stipulated, the account will be charged a \$30 non-payment fee, Regardless of whether the service has been disconnected yet or not. Payments made online or left in the drop box after 5:00 pm will not be posted, or considered as paid, until the next business day. Maintenance personnel cannot collect payments when they are disconnecting service.

Meters that are locked out due to non-payment will not be reconnected after 7:00 pm. Therefore, once a meter has been locked out due to non-payment, the customer will have until 6:30 pm that same evening to call the office (or after-hours answering service) and let the on-call employee know that you wish to have the meter unlocked. The office will collect the \$30 non- payment fee and past due in order to be reconnected that day. If you do not let the on-call employee know that you wish to be unlocked and have paid the office by 6:30 pm on the day that your service is locked out, your service will not be reconnected that evening.

If your service is locked out, and you do not call to have it reconnected by 6:30 pm on that same day, then you can pay the full bill amount plus the \$30.00 non-payment fee on a subsequent BHWS business day before 4:30 pm, to

have the service reconnected on the same day that the payment is received. However, on any day after the initial "lock-out" day, if you wish to pay between the hours of 4:30 pm and 6:30 pm to have service reconnected that same day, then an additional after-hours service charge of \$50 will be charged. This additional fee is necessary to offset overtime salaries.

In case of a returned check or bank draft by the customer's bank, for any reason, an attempt will be made to notify the customer via phone call, using the phone number on file. It is the customer's responsibility to make sure the BHWS office has a **current valid phone number** on file. The customer will have until 4:00 pm the next business day to pay the amount of the returned check plus a \$30.00 returned check fee to avoid disconnection. If this amount is not paid by 4:00 pm the next business day, or if the BHWS Office is unable to get in touch with the customer, the service will be disconnected. After disconnection, the customer must pay the amount of the returned check, a \$30.00 returned check fee, and a \$30.00 service charge (or \$50.00 after-hours service charge) via cash, money order, or credit card before the customer's water service can be restored.

The customer shall install and maintain, at their own expense, a water supply line and pressure regulator (if needed) to the dwelling or other property from the water meter. The customer shall install a cutoff valve on their side of the meter. The customer agrees to maintain the valve at their own expense. The customer shall install and maintain, at their own expense, a sewer discharge line from the business or dwelling to the BHWS collection line (where sewer service is available). ONLY BHWS PERSONNEL will be allowed to operate or partially close the valve on our side (the road side) of the water meter. The valve must be left wide open at all times. Tampering with a meter or turning a service back on that has been disconnected due to non-payment, or for any reason, will result in a tampering fee of \$50 for the first offense, \$250 for the second offense, and \$500 for the third offense. Tampering with a meter charge for this can range from a misdemeanor to a felony; legal action may be taken by BHWS if deemed necessary.

The customer shall not connect any additional dwelling, residence, or business to be served through their meter, without the written consent of BHWS.

The customer agrees to make no physical connection between any private water system, such as a private well, and the BHWS system. BHWS may, at any reasonable time, make inspections to enforce this regulation. This type of physical connection is against South Carolina Law.

In accordance with South Carolina State Law, all lawn irrigation systems must be protected by an approved Dual Check Valve backflow device. If the user installs a lawn irrigation system, the user must install, at their own expense, the proper backflow device, which must be tested by a certified tester. A copy of the certified test results must be provided to our office. BHWS requires that the device be retested every three years for residential accounts and every year for commercial accounts.

BHWS will assume no responsibility for damage to the customers plumbing, dwelling, or business due to a loss of water pressure, too much pressure, or the accumulation of air in the line, due to maintenance work being performed or malfunction of equipment.

The customer will be held responsible for any unpaid bill or any damage done to the meter, valve, meter box, or regulator on their property. The User will be billed for the damages. Charges for tampering with a water meter in South Carolina can range from a misdemeanor to a felony.

BHWS office hours are 8:30 AM — 5:00 PM. Monday through Friday, except on observed holidays. Please visit our website at www.bhws.org for current news and information regarding the system.