

Governing Rules and Regulations For Members and Consumer of South Lincoln Rural Water System, Inc.

South Lincoln Rural Water, Inc. located in the heart of Lincoln County, South Dakota, at 28647 472nd Avenue, Beresford, South Dakota, 57004.

General business hours are from 8:00 a.m. to 4:00 p.m. daily, Monday through Friday. For information and services, call 605-777-9905.

MISSION:

“Provide our members with the highest quality water possible at a reasonable cost. Promptly respond to member’s needs, with disregard to the time of day. Embrace and display a level of professionalism that will inspire confidence in our members and the services we provide”.

OBJECTIVE:

The following Governing Rules and Regulations were written to provide guidance to all Members and consumers alike. Create an environment that allows the Corporation to conduct business and protect the rights of each.

MEMBERS NOT ELECTING TO READ AND UNDERSTAND THE RULES AND REGULATIONS OF THIS ORGANIZATION, MAYBE FORFEITING THEIR RIGHTS AS MEMBERS OF SOUTH LINCOLN RURAL WATER SYTEM, INC.

Note: The Board of Directors reserves the right to make changes to the Governing Rules and Regulations without notice.

APPLICATION FOR MEMBERSHIP and SERVICES:

Any person(s) or other consumers may apply for services, in person, at the offices of the Corporation by filling out the required forms and paying by deposit the current application fee.

At this time, or at a designated time in the future, the Corporation will determine whether the location for which application is made, has satisfactory water supply and availability. If both are found sufficient, the following actions will be taken:

1. The applicant will be provided a written estimate of costs associated with providing services to his/her location.
 - a. Estimates are good for thirty (30) days from the date provided.
 - b. Costs contained within the estimate are not resolute.

2. If the applicant agrees to the terms and condition for services, he/she will pay a membership fee, sign the cost for services estimate and be given a copy. The original estimate will be filed in applicant's personal file at the office of the Corporation.
3. The Corporation has the right to reject an application if it cannot obtain all necessary easements to supply services to the applicant's location.
4. Once the Corporation has begun construction for providing services and the applicant decides not to receive services, the applicant will forfeit the deposit paid for membership and charged for any expenditure the Corporation has accumulated.
5. Members having multiple services with the Corporation are required to have a membership for each service.
6. Multiple consumers are not allowed on a single membership and meter. Each consumer will have its own membership and meter.
7. All devices including service line to the meter pit, meter pit, meter, valves and other items used to deliver services to the consumer, are the property of the Corporation. Consumer's property begins at the point of discharge or where water leaves the meter or meter pit.

DENIAL FOR MEMBERSHIP and SERVICE

The Corporation reserves the right to deny any and all applications for membership and services. *The list below is not a complete list, but a sampling of reasons for rejection.*

1. Any person(s) or entity that has denied the Corporation an easement to services to other applicants or Members.
2. Any current Member asking for additional service that is "Past Due" or "Delinquent".
3. Any previous member or member of another rural water system that was "Terminated".
4. Any previous Member that was the sent to collections for non-payment of services.
5. Any person(s) or entity stealing unmetered water from the Corporation.
6. Any person(s) or entity diverting water to another person(s) or entity through the Member's meter to avoid membership.

MEMBER'S RESPONSIBILITIES

Now your residence or location has been connected, you can start enjoying the services provided by the Corporation. When becoming a Member, you accepted certain responsibilities that are designed to protect you and the integrity of our entire system.

“Common Sense Rule” applies to the term “Responsibility”. If you believe there are situations that the Corporation needs to examine or have knowledge of, as a Member you are obligated to inform the Corporation. Listed below are examples of responsibilities you have accepted as a Member:

1. Not to auger, dig or excavate in the Corporation's easement or near the meter pit, service line or distribution mains in advance of calling “811” for locates.
2. To notify the Corporation fourteen (14) days in advance of building, razing, rebuilding, replacing or the removal of any structures or foundations that are connected to the system or near the Corporation's easement.
3. Immediately notify the Corporation, if you should suspect or discover a leak near or around any meter pit, service line or mainline owned by the Corporation.
4. Notify the Corporation if you suspect any person(s) or entities illegally tampering with, discharging or diverting service from the Corporation's system without the Corporation's knowledge.
5. Paying monthly invoice for services on or before the 10th of each month.
6. Protect all equipment located at the Member's location which the Corporation uses in the delivery of services to Members, i.e. meter pit, meter, satellite reader, service line valve marker and signs.
7. Consumers are responsible for all piping, fittings and appliances downstream of the meter pit.
8. Members are responsible for damages to equipment owned by the Corporation and the labor to repair said equipment due to the carelessness of the Member or their tenants.

NOTE:

If it is unclear if a condition or situation falls under the Member's responsibility or Corporation's responsibilities, contact the Manager of the Corporation at 605-777-9905 and ask for clarity.

CORPORATION'S RESPONSIBILITIES

1. Provide a safe and sanitary environment that delivers a safe quality product for consumption.
2. Protect and maintain wells, pumps, pumping stations, controls, main distribution lines, service lines, generators, towers, storage devices and Member utilities.
3. Employ competent personnel having appropriate credentials to conduct the affairs of the Corporation.
4. Establish and set rates for services as maybe required to maintain a healthy budget and balance sheet.
5. Develop a short- and long-range strategy that permits the system to expand; allowing opportunity for additional consumers and commerce.
7. Collect debts owed for services
8. Pay bills as required. Make financial decisions and investments as necessary to make the Corporation whole.
9. Enforce and interpret the rules and regulations as written, make changes or modifications to these documents as necessary.
10. Provide assistance and information, when necessary, to preserve the quality Member's services.

OTHER INFORMATION

1. Consumers from time to time may experience a discoloration in their water. The discoloration comes from mineral suspended in the water. In these times, we recommend that consumer run water through a garden hose from an outside faucet for a period of no less than one hour (1). If after flushing your service line the discoloration still persists, the consumer should contact the Corporation and ask to have a Service Personnel address the problem.
2. At times Members may experience low water pressure or no services. Generally, this happens when water is shut off for repairs. Services will in these cases be restored as soon as the repair has been made. The Corporate Office may be able to provide you with an approximate time that services will be restored.
3. The Corporation is the only entity that is authorized to remove, repair, place, add to, divert, tamper with devices or handle equipment owned by the Corporation. Unless the Corporation has given its consent, to other individuals or contractors to do the same. Any

- unauthorized individual or contractor found tampering with the Corporation's property, will be held accountable for their actions.
4. The Corporation reserves the right to restrict, interrupt, stop the flow or discontinue services at any time for repairs, break downs, lack of sufficient supply, acts of God and/or for reasons of security.
 5. If the Corporation makes a repair and crops are damaged, the Member or landowner has the right to ask the Corporation to be reimbursed for damages pursuant the Corporation's Crop Damage policy.
 6. When Members or other entities request the Corporation's, personnel to investigate a presumed problem and the problem is found to be the Member's responsibility, the Corporation has the right to bill for its labors and supplies.

Revised: 9/26/2023
TDR/POP