

ST. ARMAND WATER & SEWER REGULATIONS

*AS AMENDED THROUGH RESOLUTION # 57 of 2019 - ADOPTION OF AMENDED 2019 WATER & SEWER RATE CHANGES FOR THE BILLING PERIODS APRIL 1, 2019 THROUGH SEPTEMBER 30, 2019

*AS AMENDED THROUGH SPECIAL BOARD MEETING MAY 30, 2019

*AS AMENDED THROUGH RESOLUTION #83 OF 2024

WATER REGULATIONS

I. Schedule of Water Rents within the St. Armand Water District.

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|----|-----------------------------|-------------------------------------|
| A. | Single family dwellings | Apartment Buildings/Multiple Family |
| | Trailers on individual lots | Saranac Lake Central School |
| | Trailers in trailer parks | Senior Citizens Overlook |
| | Commercial users | Vacant Lots |

Water Rate (Read) \$ per QTR:

Water Rate (Read) \$ per YEAR:

Water user rates and debt service amounts are amended each year during the budget process. All property owners that are billed in the water and sewer districts will receive a letter each year providing them with the details of the new rates. You may contact the Water & Sewer Clerk at any time to receive the current rates verbally.

Water Flat Rate * (non-working readers or meters) per QTR is based as follows:

- 9,200 gallons (1 person in household)
- 18,400 gallons (2 people in household)
- 27,600 gallons (3 people in household)
- 36,800 gallons (4 people in household)
- Etc.

*** On May 30, 2019, the St. Armand Town Board agreed the Town's goal is to have every Water and Sewer customer have metered service rather than flat rate by October 15, 2019. Flat Rate is costlier to the Town and the customer. Please see section X-F for further estimated rate information for customers who refuse to install or repair meters or readers after October 15, 2019.**

B. Multiple family dwellings

Each apartment charged as single family unit
One meter will be read and the landlord will be responsible for all charges.

C. Senior Citizen's Overlook, Inc.

Each apartment charged as single family dwelling rate. Meters are read.

- D. Bloomingdale School – Saranac Lake Central School
Charged as 5 units
- E. Unoccupied lots with water service still connected to main
Flat rate of full current debt service per year
- F. Unoccupied dwellings with existing water service
Flat rate of full current debt service per **year**
- G. Vacant Lots which run adjacent to water lines but **not** connected
Flat rate of half current debt service per year

II. Water rates outside the St. Armand Water District are the same as for users within the St. Armand Water District.

SEWER REGULATIONS

III. Schedule of sewer rents within the St. Armand Sewer District.

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| <ul style="list-style-type: none"> A. Single family dwellings Trailers on individual lots Trailers in trailer parks Commercial users | <ul style="list-style-type: none"> Apartment Building/Multiple Family Saranac Lake Central School Senior Citizens Overlook Vacant Lots |
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Sewer Rate \$ per unit per QTR:

Sewer Rate \$ per unit per YEAR:

Sewer user rates and debt service amounts are amended each year during the budget process. All property owners that are billed for water and sewer will receive a letter each year providing them with the details of the new rates. You may contact the Water & Sewer Clerk at any time to receive the current rates verbally.

- B. Multiple Family Dwellings

Each apartment charged as single family unit
One meter will be read and the landlord will be responsible for all charges.
- C. Senior Citizen’s Overlook, Inc.

Each apartment at single family dwelling rate.
Meters will be read.

D. Bloomingdale School – Saranac Lake Central School District

Charged as 5 units

E. Unoccupied lots with sewer service still connected to main

Flat rate of full debt service per year
Capital Reserve Fund – Sewer per year allocated as follows:
Full Capital Reserve rate per year

F. Unoccupied dwellings with existing sewer service

Flat rate of full debt service per year

Capital Reserve Fund – Sewer per year allocated as follows:
Full Capital Reserve Fund per year

G. Vacant Lots which run adjacent to sewer lines

Flat rate of half debt service per year

No Capital Reserve Fund - Sewer

IV. Sewer rates outside the St. Armand Sewer District are the same as for users within the St. Armand Sewer District.

V. Methods of Billing and Collection

A. All units will be billed four times a year. There will be two mailings in each billing cycle. The first mailing will be the quarterly bill; the second mailing will be late-fee billing with the 10% penalty added on. If not paid by deadline, then door knob knockers will be placed on the residence.

B. Billing amounts will be set for the year during the Budget Work Sessions.

D. Owners of rental properties will be billed directly, unless notified by owners to send bill to renters. The responsibility for payment rests with the property owner if not paid by the tenant. The full amount past due will be re-levied on the property taxes, per the NYS Comptroller requirements.

VI. Place and Time of Payments

A. All water and sewer rents are to be paid to the Clerk of the Water and Sewer District either in person or by mail to:

Town of St. Armand
Water & Sewer Collector
P. O. Box 338
Bloomingdale, NY 12913

Water & Sewer payments can be paid with cash, check, money order or by credit card. To make credit card payments, access the portal on our website: www.townofstarmandny.gov and click the link for “Pay Water & Sewer Bills”. The credit card company does charge a fee for these transactions. We do not have a credit card processing machine; all credit card payments must be made online.

VII. Due Dates and Penalties for delinquent Water and Sewer Rents

A. DUE DATES:

The due date for quarterly Water and Sewer bills will be 30 days from the billing date printed on the bill, with the allowance for due dates falling on a weekend or holiday, which then will be due the following business day after the weekend or holiday date.

B. PENALTIES:

Accounts not paid by the due date will be assessed a 10% late fee penalty the following business day. Post Marks with the due date are not considered as received on the due date, and therefore, the late fee penalty will be applied if not received by the Water and Sewer Clerk on the due date.

C. Discontinuance of Water & Sewer Services:

Persons whose Water and Sewer rents not received by the final due date will be notified by a doorknob notice of the intent to discontinue service. The fee established by the Town Board of Trustees is \$25.00 for turning water off and \$25.00 for turning water back on.

D. Property Lien – Delinquent Water & Sewer Rents:

All delinquent water and sewer rents, plus penalties, including amounts on properties where water service has been discontinued, which remain outstanding at the end of October, will be included in the annual tax levy of property in question and shall constitute a lien on the property.

The amounts in arrears shall be sent to the County's Real Property Tax Service in Elizabethtown in November of each year to be re-levied to the property owners County Tax bill. Re-levy payment amounts cannot be accepted by the Town Clerk after they have been sent to the County.

VIII. Trailer Parks

A. The ultimate responsibility for payment remains with the property owners. As a courtesy to Trailer Park owners, bills will be sent to tenants but written notice and duplicate bills will be forwarded to the landowners.

B. Water meters and readers are the property and responsibility of the owner of the trailer and/or trailer park owners.

D. The Water and Sewer Clerk of the District must be notified, in writing, by the trailer park owner when tenants move in or leave, either permanently or seasonally and when a trailer is removed and the lot is vacant.

E. If delinquency notices (doorknob knockers) are sent to trailer park tenants and are not paid, then the trailer park owner must also be notified by the Clerk of the Water and Sewer District.

F. Trailer park owners MUST install a post in front of each trailer. The trailer/address number must be installed on this post. No other form of numbering the trailers will be acceptable. If the trailer does not have a number on a post in front of it, the meter will not be read and the water rate will be doubled until the post with the correct number is installed. If this occurs, the water and sewer bill will immediately revert into the trailer park owners name, and the trailer park owner will be responsible for the bill until the post and numbers have been installed. The water and sewer bills will not be reverted back into the tenant's name until this action has been completed. Once the post with the number is installed, it is the trailer park owner's responsibility to report this to the Water and Sewer Clerk. The Water & Sewer Clerk will have the post and number verified to ensure it meets the requirement.

IX. Vacant Lots

A. Vacant lots are billed quarterly at the same time as all other water and sewer bills with the same due date. If payment is not received by due date, late fees of 10% will be charged and late bills will be mailed out.

X. Water Meters

A. Effective October 15, 2019, all residences and business within the St. Armand Water and Sewer District are mandated to have working meters and readers installed by the property owners.

B. Once installed, they become the property and responsibility of the property owner. Provisions must be made by the property owner to protect the meter from freezing and other damage. All water meters must have an outside reader that meets the approval of the Water Superintendent.

C. Water meters will be read prior to the billing dates by the Water Meter Reader using the reader device installed outside the dwelling. The Water Superintendent, at the discretion of the Town Board, will examine the meter, if necessary.

D. In the event of meter replacement, the new meter must meet the approval of the Water Superintendent. It is the property owner's responsibility to contact the Water & Sewer Clerk to report a new meter reader has been installed.

If you need a Water Meter or a Meter Reader, please contact the Water & Sewer Clerk. The Town does have them in stock, at cost, for residents to purchase.

E. Water meters are sealed at the time of installation.

F. A property owner who refuses to purchase and install a water meter by the mandated date of October 15, 2019, will be charged an estimated rate double the National Average Rate of 100 gallons per person per day for water and sewer usage. Therefore, the charges will be based as follows:

18,400 gallons (1 person in household)
36,800 gallons (2 people in household)
55,200 gallons (3 people in household)
73,600 gallons (4 people in household)
Etc.

G. During a billing quarter, if a meter or outside reader is non-working or unreadable, the owner will be notified by letter enclosed with the quarterly billing and Flat Rate charges of 100 gallons per person per day for water and sewer usages will apply. Once the meter or reader is repaired or replaced, the customer MUST notify the Water and Sewer Clerk who in turn will contact the Water Superintendent to go to the service residence and acquire the new reading for future billing reference and to verify that the reader is moving forward correctly. If the meter or reader is not repaired or replaced by the following billing quarter the customer will be estimated double the Flat Rate charges of 100 gallons per person per day for water and sewer usages until the Water and Sewer Clerk has been notified by the customer that the issue has been resolved and the Water Superintendent obtains an initial reading after the repair. The estimated rates are as follows:

Estimated Rate for non-working readers or meters within the billing quarter notification:

9,200 gallons (1 person in household)
18,400 gallons (2 people in household)
27,600 gallons (3 people in household)
36,800 gallons (4 people in household)
Etc.

Estimated Rate (doubled) for continued non-working readers or meters going into the following billing cycle:

18,400 gallons (1 person in household)
36,800 gallons (2 people in household)
55,200 gallons (3 people in household)
73,600 gallons (4 people in household)
Etc.

The customer is notified by letter from the Water and Sewer Clerk that the meter or reader is not working and that he/she is being estimated. Estimated rates will continue until the Water and Sewer Clerk has been notified by the customer that the issue has been repaired and the Water Superintendent verifies the reader or meter is working correctly and obtains an initial reading after the repair or replacement.

XII. Bill Adjustments

If the Customer believes that an error has been made on their bill or has some other reason to believe that their bill should be adjusted, they may request an adjustment through the Water and Sewer Clerk. The Water & Sewer Clerk will complete a Water & Sewer Adjustment Form with all applicable information and submit to the Town Board for review at the next scheduled Regular Board Meeting. The Customer is encouraged to attend the Regular Board Meeting so that they may be available to answer any questions the Town Board may have regarding the adjustment. The request for an adjustment must be made prior to the due date stated on the current bill. If the adjustment request is received by the Water and Sewer Clerk after the due date of the current bill, the customer is expected to pay the amount stated on the current bill plus any late fees incurred. The late request will be submitted to the Town Board at the next scheduled Regular Board Meeting and if approved by the Board, the adjustment will appear on the next quarter's Water and Sewer billing.

The ruling of the Town Board is final, and the Customer will be obliged to pay the bill according to the decision of the Town Board.

XIII. Bill Adjustment for Running Water in Frigid Temperatures

Customers who seek credit on their water bills when running their water during frigid temperatures to avoid freezing lines must adhere to the following procedure:

The customer will contact the Water and Sewer Clerk asking for a credit to be allowed if they run their water and give the location of the service address. The Water and Sewer Clerk will contact the Water Superintendent, who will make the determination if that location is at risk of freezing. If it is determined by the Water Superintendent that the location is at risk of freezing, the Water and Sewer Clerk will contact the customer that they have been approved to run their water and water usage credit will be given. The customer should not assume they will be given credit until they are notified by the Water and Sewer Clerk that the request has been approved. The amount of credit given will be determined based on the requesting customer's previous eight quarters average of water usage. Credit will not be given for sewer usage, as the water usage is processed through the sewage treatment plant.

XIV. Bill Adjustment for Sewer Usage in Pool Fills.

Customers who seek credit for sewer usage when filling their pools during the summer season must adhere to the following procedure:

The customer needs to submit a letter of request for sewer usage credit to the Water and Sewer Clerk. The letter will include the gallon size of the pool, the date of the pool fill, the beginning meter reading prior to filling the pool and the ending meter reading immediately after filling the pool. The letter needs be received by the Water and Sewer Clerk within 10 days of the date of the pool fill. **No hydrants are to be used for pool filling.**

Hydrants may only be used by St. Armand staff or Fire Department personnel.

XV. Installing Water Taps and Sewer Taps

A. Anyone wishing to install a new water or sewer tap must apply for a water or sewer tap building permit – at least 3 weeks prior to the installation if possible, and receive such permit prior to any work beginning. The tapping must occur with the Water or Wastewater Superintendent on site. The Highway Superintendent must be notified also. The Town does not provide the tapping services. The property owner is responsible for hiring a contractor to complete such taps. The fee for such building permit for taps is set by the Town Board, and can be found in the current Code Enforcement Fee schedule. The Town Board determined when a water tap or sewer tap is installed between November 1st and April 15th, the permit rates will be doubled due to the added risk of breaking town water lines in the winter.

B. Customers must also submit a Dig Safe Ticket before the installation can be completed.

C. The Water Superintendent must approve all new water installations before they are connected to the water mains.

No plastic pipe will be allowed to connect to the water main.

Any dwelling unit hooked to an existing water main line must have a separate meter and be billed as a separate unit.

D. Any connection to water/sewer mains must be approved by the Water & Sewer Superintendent and the Town of St. Armand Code Enforcement Officer before any connection is made.

E. The Town of St. Armand Water & Sewer District is responsible only for the maintenance of the water and sewer mains.

The way-box and other lateral piping is the property owner's responsibility.

F. In the event that it is necessary to excavate across a Town street or any other Town property to install water or sewer service, the user is responsible for returning the Town property to its original condition, and must apply for and obtain a highway work permit from the Highway Superintendent before digging can be started. They must also apply for and receive a sewer line or water line replacement building permit before any work begins.

XVI. Miscellaneous Provisions

1. A \$25.00 charge will be made for turning on and \$25.00 for turning off water for seasonal residents.

2. Water may be turned on or off **ONLY** by the St. Armand Water Superintendent.

3. Residents and Trailer Park Owners are required to sign a form authorizing the Town to shut off or turn off water. The forms are available in the office of the Water & Sewer Clerk and on our website: www.townofstarmandny.gov. The form must be signed by the property owner before water may be turned on or off. Property owners or representatives must be present when water is turned on.

4. The Town of St. Armand Board reserves the right to shut off the water in an EMERGENCY and to keep it shut off as long as shall be deemed necessary. Notice of planned shut off will be given via the newspaper, Fire Department marquis, St. Armand Facebook Page, and or by door to door notification by Water Superintendent, if feasible.

5. Rules and Regulations regarding the collection of water and sewer rents may be amended at the discretion of the Town of St. Armand Board without prior notice.

6. Returned Checks: If a payment check is returned as non-sufficient funds, a charge of \$25.00 will be imposed.
7. Residents may not live in an RV/Tent/Camper or other structure within the St. Armand Water & Sewer District unless there is proper Water & Wastewater Services on site. This is a public health issue and will be enforced for the safety of the residents. Living conditions must meet the minimum standards for removal of human waste within the Water and Sewer District. Any individuals living in such conditions for more than 3 days will be evicted from the premises with a 24-hour notice given by the Essex County Sheriff's office. Any RV hooked into the Water and Wastewater services will be considered an additional household and an additional unit fee will be applied to the bill for the billing cycles that the RV is hooked onto the water and sewer of the household.
8. Resident's may not flush grease, rags, fabric, chemicals, medications, oil, gas, diesel, propane or any other foreign substance. If it is found that a resident is flushing non-organic materials by inspection of manholes and/or sewer lines, the resident will be notified verbally. If the action continues, they will be given written warning – posted on the front door of the residence. If the action continues after the written warning, they will be billed an hourly rate of \$100.00 per hour for any cleaning of materials that needs to occur. If they clog a sewer line and the line needs to be repaired or replaced, the resident will be billed for the entire repair or replacement of the sewer line on the next quarterly water and sewer bill.
9. Resident's may not dump anything in lift stations. Any individual that dumps any material, organic or otherwise, directly into a lift station will be arrested and charged to the fullest extent of the law.
10. Residents may not flush anything other than human waste, pet waste and toilet paper.
Do not flush wipes, flushable wipes, paper towels, feminine products, etc. Doing so will eventually lead to clogging of your lateral line, which will be your responsibility to repair.
11. Condensate Pumps and Sump Pumps may not be connected to the wastewater lines. These should be released to the exterior of the home, not the sewer lateral.

PLEASE REFER TO ST. ARMAND'S WATER LOCAL LAW AND SEWER LOCAL LAW AND/OR ST. ARMAND SEWER OVERFLOW RESPONSE PLAN FOR FURTHER INFORMATION AND REGULATIONS.