

MUA RULES, REGULATIONS, POLICIES AND PROCEDURES 2025

**THE MCHENRY UTILITY ASSOCIATION, INC.
(MUA)**

Stone County PWS 660002

P.O. Box 23
McHenry, MS 39561

AMENDED AND APPROVED BY BOARD OF TRUSTEES

December 30, 2024

MUA RULES, REGULATIONS, POLICIES AND PROCEDURES 2025

Purpose and Scope of Manual:

This manual of McHenry Utility Association, Inc. (MUA) Rules, Regulations, Policies and Procedures is designed to outline the principal operating regulations, policies and procedures of the water system. The rules and regulations set forth herein are a part of all contracts for receiving waterworks services from the water system.

These rules and regulations do not cover every conceivable condition or situation that may arise, but only those of recurring situations where standardized policies and procedures have been established. The rules, regulations, policies and procedures set forth in this manual may be amended from time to time by a majority vote of the water system's Board of Trustees.

Administration and Enforcement of Rules and Regulations:

MUA rules and regulations shall be administered and enforced by the water system's Manager. All appeals from the Manager's decisions regarding enforcement of these rules and regulations shall be made in writing to the water system's Board of Trustees. The Board of Trustees has the right to grant exceptions and variances to these rules and regulations in special circumstances.

In all matters involving the exercise of judgment or discretion, the decision of the Board of Trustees shall be final. The determination by the Board of Trustees of disputed questions of fact arising under these rules, regulations, policies, and procedures likewise shall be final.

New Customers:

A user who (1) signed a water user's agreement (2) paid all initiation fees, which includes but may not be limited to a membership/user fee, deposit, applicable water and connection fees, and if required, a signed MSDH "Notice of Intent" for installation of an individual on-site wastewater disposal system.

Membership is good for one year while customer is in good standing.

NOTE: If within 90 days after the meter is set and water service is available and continuously thereafter the customer does not either pay the minimum monthly water bill or use the water at the metered rate, then the water system may remove the meter. Should service from the water system ever be desired later, the water system will collect for meter installation, service hook-up and whatever charges provided in its rules and regulations.

Application Requirements:

Before water service may be rendered, a user's agreement must be signed and witnessed by the water system's management along with the collection of appropriate fees.

Connection fees:

All applicable fees shall be collected in advance by the water system. This will include the cost of making actual connections and extending the service line to the customer's property line. The connection fee shall be non-refundable.

Non-Refundable Activation Fee:

A non-refundable activation fee, in accordance with the fee schedule in Attachment A, shall be required before service may be rendered to any customer.

A service fee will be charged, in addition to all other applicable charges, to anyone wanting water at an existing service location after business hours.

Turn "offs" will be at the time requested in writing by the customer.

A new customer, continuing previously abandoned services, shall pay all applicable charges back dated to the date stated on their rental/purchase agreement.

Meter service found "on" where all applicable charges have not been paid will be discontinued without notice.

Connection Fee:

Please see Attachment A for service connection fees.

Refundable Deposit for Renters:

A refundable deposit for renters will be required at the time service is applied for.

The balance of deposit will be refunded after termination once the bill has been settled.

Service Area Regulations and Minimum Levels of Service:

The water service area currently consists of land in Stone County. The boundaries of these service areas are modified periodically in response to requests for service from new customers, land developers and others. All service area changes must be granted by the Mississippi Public Service Commission in response to petitions filed by the water system.

In addition to the Mississippi Public Service Commission, the water system is subject to regulation by the Mississippi State Department of Health (MSDH) (waterworks), the Stone County Board of Supervisors.

The MSDH enforces regulation governing public water systems, which primarily are concerned with maintaining the physical, chemical, and bacteriological quality of public drinking water supplies. The MSDH also regulates reviews and approves the design of all improvements to public waterworks systems.

The Stone County Board of Supervisors regulates, under the provisions of the Stone County Subdivision Regulations, the provision of public utility water improvements installed by the water system in new county subdivisions.

General Rules and Regulations:

A copy of these rules, regulations, policies and procedures shall be available for inspection by the member of the water system at the MUA business office during regular business hours. In addition to the rules and regulations set forth herein, the water system shall maintain on file and have available for inspection the following:

- Water Users Agreement
- Current schedule of rates and charges (See Attachment A)
- By-laws of the water system
- User Charge Ordinance
- Amendments to these rules and regulations or amendments to the By-Laws

Waterworks Point of Delivery:

The point of delivery is the point, as designated by the water system, where the meter is to be set. Meter shall be easily assessable to the water system. The customer shall maintain all installations beyond the point of delivery. (See By-Laws)

- The water system requires that all new installations, and when possible, the customer install a cut-off valve on the customer's side of the meter box
- Meters may only be set on property owned by the customer.

Separate meters for separate dwellings:

In no case shall the customer tie an extra user to their meter service except for those grandfathered in prior to this current Amendment. An extra user is any residential home, mobile home, travel trailer, tiny homes or business. Each building or structure receiving water including mobile homes (unless designated as trailer park) shall be metered separately.

Resale of Water Prohibited:

All purchased water service (other than emergencies or standby service) used on the premises of a customer shall be supplied exclusively by the water system, and the customer shall not directly or indirectly sell, sublet, assign, or otherwise dispose of the water service, or any part thereof.

Cross Connections Prohibited:

No customer of the water system shall make a physical connection between any waterworks facilities connected to the water system's public water supply and any other water supply. A customer's private well, cistern, or other private water supply shall be physically disconnected from any plumbing facilities to be connected to the water system's water supply before public waterworks services are connected. (See Attachment B – Cross Connections Policy)

MUA will not now, or in the future, connect nor form any agreement, verbal or written, with Stone County Utility Authority, to include but not limited to the buying, selling, usage or donation of water for any reason.

Complaints Regarding Service:

Customers shall notify the water system's business office immediately if waterworks services are unsatisfactory. All complaints shall clearly define the point of delivery of service and the problems being experienced by the customer. Verbal notification of unsatisfactory service should be confirmed, as soon as possible in writing.

The water system shall make a full and prompt investigation of all complaints and shall keep records of such complaints, which shall show the name and address of the complainant, the date and description of the complaint, the adjustment or disposal made thereof, and the date of such adjustment or disposal made thereof. Complaints not resolved by the water system's representatives to the satisfaction of the customer shall be reported in writing by the customer to the water system's Board of Trustees. (See Appendix C)

Right of Access:

The water system's employees shall have the right of access to customer's premises at all reasonable times for reading meters; testing, repairing or removing the water system's equipment; testing for infiltration and inflow; and other lawful duties of the water system. The water system shall have the right, but not the obligation to inspect any customer installation before or after wastewater is introduced or at any later time regarding extra users, infiltration or inflow into wastewater service lines, cross connections of the water system's public water supply with a private water supply, or any other condition detrimental to the water system's present or future customers.

Customer's Responsibilities for Water System's Property:

All meters, service connections, water and other equipment furnished by the water system shall be and remain the property of the water system. Customers shall provide a space for and exercise proper care to protect the property of the water system on their premises if necessary for the provision of service. In the event of loss of or damage to the water system's property arising from negligence of the customer, the customer shall pay the cost for necessary repairs or replacement of said property.

Water Rate:

The Board of Trustees for the MUA will review the system's rates in the month following the completion of the annual audit and adjust where necessary.

Billing and Payment:

The water system's water meters shall be read once a month within 5 days before or after the 25th of each month. Bills calculated from these meter readings shall be rendered to each customer the following month and shall be payable by the 15th day of that same month. Bills not paid by the 15th day of the month shall be considered delinquent and a \$5 late charge will be added to the bill. Should the final date for payment of the bill fall on a weekend or holiday, the next business day following the final date shall be considered the delinquent date. Remittance received by mail after the time limit for non-delinquent payment will be accepted without penalty by the water system if

the incoming envelope bears a U.S.P.S. date stamp of the final date of non-delinquent payment, or any date prior thereto.

Checks returned for insufficient funds shall not be considered timely payment of bills. Checks returned for insufficient funds shall result in a \$35 additional charge added to the customer's bill in addition to the \$5 per month late charge.

No postdated checks will be accepted for payment. Checks will be deposited in a timely manner.

Adjustments:

When a previously hidden leak on a customer's side of the water system is discovered, either by the customer or by the water system, the water system may elect to share equally the loss created by the leak. Adjustments for increased charges resulting from hidden leaks may be made only, if necessary, repairs are made promptly, and the customer furnishes certain information to the water system. This will be a courtesy adjustment, available to use only once per three-year period.

When an adjustment is made for a leak, the adjusted amount will be the average of the past 12 months usage.

Discontinuance of Service by the Water System:

It is the policy of MUA not to send out delinquent notices. Any outstanding balance past 60 days will be interrupted/locked out of service on the 15th of that same month.

When a MUA employee must lock out/interrupt service, a Disconnect fee will be applied to that account at that time. The full amount of the bill including the reconnect fee must be paid in full before services are reinstated. Reconnect will only occur Monday thru Friday between 9am and 5pm, either the day of full payment or the following business day. Member will have the option of paying a \$50.00 service charge fee for after business hours.

Customers may request an administrative hearing with the water system's Manager as to any discrepancy in their bill, provided the business office has been contacted three days prior to the deadline for interruption of service. The business Manager's decision may be appealed to the Board of Trustees, provided such an appeal is filed in writing with the water system's business office within one day of the Manager's decision. Service shall not be discontinued during the appeal process. The Board of Trustees' decision regarding payment of a disputed bill shall be final, and the water system may discontinue service within 24 hours of the Board of Trustees' decision, if the customer has not paid their bill in full. Service may be discontinued one day after the business Manager's decision if such decision is not appealed in writing to the water system's Board of Trustees.

The water system shall not be liable for damages because of interruption of service at any time after the delinquent date. The interruption of service by the water system for any reason does not release the customer from obligations to the water system for payment of bills. Payment in full shall be required before service may be rendered at any location in the water system's certificated area.

If a meter remains off for a 3-month period due to non-payment the account will be made inactive. At the time it is made inactive there may be a new application and membership fee added for the re-establishment of service. The entire bill must be paid prior to continuing service.

Interruption of Service:

The water system endeavors to provide uninterrupted service to its customers. However, interruption often is inevitable due to accidents, power failures, equipment failure, and related factors. Whenever practical, notice of an impending shutdown of service will be given to customers, but the water system reserves the right to interrupt service at any time in the event of emergencies without notice. The water system shall not be liable for any damage or problems resulting from an interruption of service.

Water Meter:

The water system may, at its own expense, inspect or replace its water meters in order to maintain a high standard of accuracy.

Water for Special Uses:

Water for special uses may not be obtained under any circumstances (except fire protection) from fire hydrants or blow-off valves in the water system without a permit from authorized personnel of the water system. All water sold by permit for special uses shall be meter or otherwise estimated in quantity and paid for in accordance with the water system's current schedule of rates and charges.

Relocation of Water Meter Services:

Relocation of water meter services for the convenience and benefit of a customer shall be at the expense of the customer. The charge for such relocation shall be in accordance with the water system's current schedule of rates and charges and at the water systems' discretion of approval.

Sec. 97-25-3. Meters:

Tampering with electric, gas or water meters

Whoever, intentionally, by any means or device, prevents electric current, water or gas from passing through any meter or meters belonging to any person, firm or corporation engaged in the manufacture, sale or distribution of electricity, water or gas for lighting, power or other purposes, furnished such persons to register distribution of electricity, water or gas, passing through meters, or intentionally prevents the meter from duly registering the quantity of electricity, water or gas supplied, or in any manner interferes with its proper action or just registration, or, without the consent of such person, firm or corporation, intentionally diverts any electrical current from any wire or cable, or water or gas from any pipe or main of such person, firm or corporation, or otherwise intentionally uses, or causes to be used, without the consent of such person, firm or corporation, any electricity or gas manufactured, or water produced or distributed by such person, firm or corporation, or any person, firm or corporation who retains possession of, or refuses to

deliver any meter or meters, lamp or lamps, or other appliances which may be, or may have been, loaned them by any person, firm or corporation of the purpose of furnishing electricity, water or gas, through the same, with the intent to defraud such person, firm or corporation, shall be guilty of a misdemeanor and upon conviction, shall be punished by a fine of not less than one hundred dollars (\$100.00) and not more than five hundred dollars (\$500.00), or by imprisonment in the county jail not more than three (3) months, or by both fine and imprisonment in the discretion of the court.

The presence at any time on or about such meter or meters, wire, cable, pipe or main of any device or unauthorized meter or pipe or wire resulting in the diversion of electric current, water or gas, as above defined, or resulting in the prevention of the proper action or just registration of the meter or meters as above set forth, the same being knowingly or intentionally installed, shall constitute prima facie evidence of knowledge on the part of the person, firm or corporation having custody or control of the room or place where such device or pipe or wire is located, or the existence thereof and the effect thereof, and shall constitute prima facie evidence of the intention on the part of such person, firm or corporation to defraud and shall bring such person, firm or corporation prima facie within the scope, meaning and penalties of this section.

Provided further, that if any person, firm or corporation engaged in the selling or delivering any electric current, water or gas, to a consumer shall knowingly cause to be installed any meter or meters intentionally adjusted or regulated so as to cause such meter or meters to register a greater amount of such electric current, water or gas, than actually passes through the same, shall be prima facie evidence of the knowledge of such person, firm or corporation engaged in selling or delivering such electric current, water or gas, of the existence thereof and shall bring such person, firm or corporation within the scope and meaning of this section, and subject to the operation of this section. Provided further, any employee, stockholder, or member of the Board of Trustees who, with intent to defraud a customer, falsifies, or acquiesces in the falsifying, of any record which results in billing in excess of the amount lawfully due and owing, shall be guilty of a misdemeanor and shall be fined not more than five hundred dollars (\$500.00) or sentenced to serve more than six (6) months in jail, or both.

Provided further, this section shall not relieve any person, firm or corporation from any other liabilities now imposed by law.

The governing authorities of any municipality are authorized to prosecute any violation of this section, which is committed upon meters owned or operated by a utility, which is owned or operated by a municipality.

Service Extension & Subdivision Policy:

Application of Policy

In general terms, it is the water system's policy that all new customer(s) pay the full cost (both the direct and indirect costs) of the required service extension plus a reasonable impact fee to compensate the water system.

Application for Service:

In such instances the prospective customer shall clearly state the type of water service desired and shall clearly define the point at which is desired in a written application for service.

Estimate of Cost and Availability of Service:

MUA will estimate the cost of providing the service requested at the point indicated in order to evaluate properly the factors influencing the extension of such service and whether economic feasibility exists.

Subdivision/Developers:

The extension of service in or surrounding the certified area to subdivisions, housing projects, and commercial developments will be handled on a non-refundable contribution-in-aid-of-construction bases. Such extension shall be made by or under the supervision of the MUA. The MUA will own and maintain the service lines and service installed under such contribution and the service will be rendered according to the service rules and regulations of the MUA, and any special arrangements with such customer, which arrangements have approval of appropriate regulatory authorities.

The policy under this section shall consist of the developer(s) furnishing all materials, equipment, professional services, and labor to install, and complete the additions to the water works distribution system consisting of the water pipelines, valves, fittings, and all miscellaneous and appurtenant items unless otherwise altered by the water system's Board of Trustees. All references to an Engineer or Contractor refer to those employed by the Developer(s).

REQUIREMENTS BEFORE CONSTRUCTION**Construction Warranty:**

Developer/Contractor shall provide one (1) year warranty on all construction commencing with final approval.

Right-of-Way Easements and Permits

The applicable permits and right-of-way easement must be executed pertaining to county roads, highways, railroads, river crossings, etc.

Mississippi State Department of Health Approval:

Plans, specifications, materials and submittals must be submitted to the MSDH for review and preliminary approval before beginning any construction.

Pre-construction Notification:

The developer/contractor must notify the office of the MUA forty-eight (48) hours prior to the commencement of construction. In no case shall the developer or contractor tap, cut, or alter existing lines without the presence of a representative of the water system.

Utility Locates:

It shall be the developer/contractor's responsibility to contact Mississippi 811 and/or any other utility company that may be affected by the construction forty-eight (48) hours before construction commences.

MEETINGS OF MEMBERS

The annual meeting of the members shall be held at 6:00 o'clock p.m. on the third Tuesday in February of each year. In the event a local, state or national election is held on the third Tuesday in February, the annual meeting for that year will be held at 6:00 o'clock p.m. on the third Thursday immediately following.

Notice of the annual meeting shall be given via mail to members on record, to the address on the association's books, at least ten (10) days prior to said meeting. Notice of annual meetings shall set the time and place of said meeting and no failure or irregularity of notice of an annual meeting, regularly held, shall affect any proceedings occurring at said meeting.

Present members at an annual or special meeting shall constitute a quorum of the association for the transaction of business.

Each member shall have one (1) vote only.

No voting by proxy shall be allowed.

No cumulative voting shall be allowed.

Any member interested in becoming a Board of Trustee must submit their written request to the Office Clerk or Board President within five (5) days in advance of annual meeting.

No previous member of the Board of Trustees shall be eligible to serve on any newly elected Board after a previous resignation or termination as a Board of Trustee of the Association.

MUA RULES, REGULATIONS, POLICIES AND PROCEDURES 2025

ATTACHMENT A

SCHEDULE OF RATES AND CHARGES

Membership Fee	\$25.00
Application/Activation Service Fee	\$50.00
Refundable Rental Deposit	\$150.00
Disconnect/Meter Lock Fee	\$25.00
Reconnection/Collection Fee	\$25.00
New Meter Installation Fee	\$700.00
Road Bore Fee	\$250.00
Insufficient Fund Charge	\$35.00
After Business Hours Fee	\$50.00
Photocopy Fee	\$0.50 / page

(Allow 24 hours to process photocopy requests. Requests must be made in writing)

Water Rates

Monthly service rate: \$15.00 (includes 2000 gal of water) plus \$5.00 for each additional 1000 gals

Example: 1 months use 3000 gal, first 2000 = \$15.00 + (1000 gal @ \$5.00) = \$20.00

MUA RULES, REGULATIONS, POLICIES AND PROCEDURES 2025

ATTACHMENT B

MCHENRY UTILITY ASSOCIATION, INC.

Stone County PWS 660002

Cross Connection Control Policy

Section 1. Purpose

As required by the Mississippi Safe Drinking Water Act and the regulations of the MSDH, this cross connection has been officially adopted by the officials/owners of the Stone Utility Association Inc. to protect the drinking water from possible contamination.

Section 2. Definitions

1. **MUA:** Whenever this term is used in this document it shall mean the: McHenry Utility Association, Inc.
2. **Potable Water:** Water that is acceptable for human consumption.
3. **Non-Potable Water:** Water not acceptable for human consumption or of unknown quality.
4. **Cross Connection:** Any arrangement of piping where a potable water line is connected to non-potable water, it may be a pipe-to-pipe connection where potable and non-potable water lines are directly connected, or a pipe-to-water connection where the potable water outlet is submerged in non-potable water. If the potable and non-potable source are separated by gate valves, check valves or devices other than the appropriate backflow preventer as outlined by this policy/ordinance, a cross connection exists. By-pass arrangements, jumper connections, swivel or change over assemblies, or other temporary or permanent assemblies through which, or because of which, backflow may occur are considered to be cross connections.
5. **Backflow:** The reversal of normal flow direction where water flows for the intended point of delivery towards the supply.
6. **Back Pressure Backflow:** Backflow caused by a lower pressure in the potable supply than at the point of delivery.
7. **Back Siphonage Backflow:** Backflow caused by a negative pressure in the potable supply line.
8. **Health Hazard, (High Hazard):** Contamination with the potential to endanger the health and well-being of the customer.
9. **Non-Health Hazard, (Low Hazard):** Contamination that will not endanger the health of the consumer but does not meet established water quality standards for public water systems.

Section 3. BACKFLOW PREVENTION ASSEMBLY REQUIREMENT

1. Elimination and Protection of Cross Connections:

Cross connections occurring within the Water System shall be eliminated or protected with the appropriate backflow preventer. Cross connections are eliminated by establishing an air gap between the potable and non-potable sources. Cross connections are protected by installing the appropriate backflow preventer. It shall be the responsibility of the owner of the cross connection

to eliminate the cross connection or protect the cross connection with a backflow preventer approved by the Water System.

2. Connections to Sewer:

Direct connections, permanent or temporary, between the Water System and sanitary or storm sewer are prohibited.

3. Home Wells:

Connection to any source of water other than that provided by the Water System, including home wells, is prohibited unless a backflow preventer approved by the Water System is installed.

4. Approved Backflow Prevention Assemblies:

Only backflow prevention assemblies approved by the MSDH shall be installed on this Water System to comply with this policy/ordinance.

5. Installation Requirements:

Reduced pressure principal assemblies, double check valve assemblies, and pressure vacuum breakers shall be installed in a manner and location that provides adequate access for testing and repair of the assembly. Reduced pressure principal assemblies and double check valve assemblies shall not be subject to possible flooding. Reduced pressure principle assemblies and double check valve assemblies shall not be installed in a pit or enclosure below ground level.

Section 4. RESPONSIBILITY OF WATER SYSTEM

1. Surveys:

An authorized agent of the Water System, utilizing written guidelines published by the MSDH, shall conduct surveys and on-site visits as necessary to locate existing cross connections. Single family dwellings and multi-family dwellings designed to house no more than eight families shall not be included in this survey unless the officials of the Water System have reason to believe a cross connection exists. The survey of the Water System shall be completed by an individual approved by the Water System. Upon completion of this survey, the responsible official of the Water System shall certify to the MSDH, on forms provided by the MSDH, that the required survey has been properly performed and completed in accordance with the written guidelines published by MSDH.

2. Right of Entry:

The Water System, acting through its authorized agent, shall have the right to enter any non-residential building, during reasonable hours, to inspect the plumbing system installed in any such building or premises provided prior notification of the inspection is given. The authorized agent shall first obtain consent of the owner to enter any single-family dwelling

3. Classification of Hazard:

Each cross connection found will be classified as high hazard or low hazard by the authorized agent of the Water System. If a connection is found to be a high hazard cross connection, the owner of the connection shall be notified in writing within ten (10) days, that the cross connection must be eliminated or protected by the installation of a backflow preventer approved by the Water System within ninety (90) days of notification. If the connection is found to be a low hazard cross connection, the owner of the connection shall be notified in writing within ten (10) days that the

connection shall be eliminated or protected by a backflow preventer approved by the Water System within one (1) year of notification.

4. Selecting the Appropriate Backflow Preventer:

It shall be the responsibility of the Water System, acting through its agent, to determine the type of backflow preventer required at each cross connection and the location where the backflow preventer will be installed. The type of backflow preventer and the required installation location will be selected by the Water System utilizing guidelines published by the MSDH.

5. Existing Backflow Preventers:

Any backflow prevention device or assembly installed on the Water System to protect the Water System against the possibility of backflow from a customer's water service prior to the adoption of this policy/ordinance shall be governed by this policy/ordinance. Existing backflow preventers shall be inspected and tested within ninety (90) days of identification.

6. Review of Meter Applications:

The Water System, acting through its authorized agent, shall review all applications for new meters to determine if a cross connection will be created. The Water System shall require the installation of an approved backflow preventer at all new connections where a cross connection will be created.

7. Inspections:

The Water System, acting through the authorized agent, will periodically inspect any connection to the water system as deemed necessary to ensure cross connections have not been created.

These inspections may be conducted without prior notice to the customer.

8. Record Keeping:

The Water System shall maintain records of the type, size and location of each backflow preventer installed in the system, when each backflow preventer is due to be tested, and the results of each test. Records shall be maintained for five (5) years from the date of test and inspection.

Section 5. TESTING BACKFLOW PREVENTION DEVICES.

1. Tests Required:

Each reduced pressure principal backflow prevention assembly, double check valve assembly, and pressure vacuum breaker shall be tested immediately after installation, after repairs of any kind, and annually. Any backflow preventer found to be non-functional shall be repaired and re-tested within fourteen (14) days of the initial test.

2. Certified Testers:

Only backflow preventer testers certified by the Mississippi State Department of Health shall test backflow preventers located in the Water System.

3. Notification:

The Water System shall notify the owner of each backflow preventer sixty (60) days prior to the date that the backflow preventer is scheduled to be tested.

Section 6. VIOLATIONS AND PENALTIES

1. Refusal of Inspection:

If the owner refuses to let the authorized agent of the Water System Perform the necessary inspections to determine if a cross connection exists, the Water System shall require that a reduced pressure principal backflow prevention assembly be installed at that service connection.

2. Maintaining a Cross Connection:

If the owner, after having been informed that a cross connection exists at his property, refuses to eliminate or protect the cross connection through the use of the appropriate backflow preventer, water service to the connection shall be terminated until such time as the owner complies with MSDH Regulations.

-Appendix C-
Customer Problem / Complaint Form
McHenry Utility Association, Inc.

Date: _____

Customer Name: _____

Address: _____

Phone Number: _____

Account Number: _____

Briefly Describe Concern: _____

Improper Payment Credit			
Balance stated on Water Bill	Payment Not Credited	Date of Payment	Proof of Payment

Meter Reading Error			
Previous Meter Reading on Water Bill	Current Meter Reading on Water Bill	Reading Recorded by Customer	Date of Customer's Reading

Other			

Problem Resolved: _____

-APPENDIX D-

DEFINITIONS

The following words and terms when used in this ordinance are intended to mean and shall mean as follows, to wit:

Association shall mean the McHenry Utility Association, Inc.

“The Board”, “Trustees” or “Board of Trustees” shall mean the Board of Trustees that have been duly elected in accordance with the by-laws of the Association.

Person shall mean any member, firm, or association, either as principle or as agent for another.

“Customer”, “Member” shall refer to any household or business that is receiving water supplied by the Association.

Water shall mean the water service belonging to and furnished by the Association.

May shall mean the possibility of.

Shall means the inevitable; will/must be implemented, occur or transpire.

Qualified shall mean officially recognized as having attended and completed training in accordance with Mississippi State Department of Health regulations through the Mississippi Rural Water Association’s Board Member Management Training, within 60 days of election to said position (or the immediate, next available training if one is not available within the initial 60-day window).

Cumulative Voting shall be defined as a system of voting in an election in which each [member](#) is allowed as many votes as there are candidates and may give all to one candidate or varying numbers to several.

Service Connection shall refer to the physical tap, line, curb stop, meter, and meter box supplied by and owned by the Association. Where the Customer is required to pay for the installation of the above-mentioned equipment and to pay a security deposit to use the Service Connection, the Association retains full ownership and control of the Service Connection. The Customer is benefited by being the sole customer who has access to the Service Connection.

Delinquent shall refer to a customer’s account if any portion of the account is over 1 day beyond due date.

Terminate shall mean to lock or remove the meter for the purpose of discontinuing water service to the customer and removing them as a member of the Association.

Theft of Water shall refer to any violation of MS Annotated Code 1972, Title 97, Chapter 25, Paragraph 3 which states that anyone who tampers with, including the adjustment or removal of locking devices on a utility meter shall be held in violation and will be subject to the fines and

imprisonment contained in the law. The customer who is benefiting from Theft of Water will be held accountable, not necessarily the person that has removed or tampered with the meter lock. The Board will seek to prosecute any customer that is engaged in the Theft of Water.

Service Extension shall mean any extension of the water system's existing facilities including but not limited to the installation of meters, service connections or main line extensions.

Applicant for Service shall mean any person or entity applying to the Association for new water service.

Notice of Intent shall be issued by the MSDH, in reference to an individual proposing to install the on-site wastewater (sewerage) disposal system recommended by the MSDH.

Engineer refers to a professional certified civil engineer with extensive experience in the hydraulic design and construction of potable water systems.

Certificated Area refers to the delineated franchise boundary established by the Mississippi Public Service Commission establishing McHenry Utility Association, Inc. as the sole water utility provider within the service area.

Users Agreement refers to a contractual agreement between applicants for water service and MUA.

Cross Connection refers to any potential hazard that exists past a customer's Service Connection that could introduce contaminants into the system's water supply. All cross connections shall have approved backflow / back-siphonage prevention devices installed at the service connection at the customer's expense.

Certification of Adoption

This is to certify that the above Cross Connection Control Policy/Ordinance was adopted by: McHenry Utility Association, Inc. on 30th day of December, 2025 and is being routinely enforced on the public water system.

Mark Blackwell

President

McHenry Utility Association, Inc.

Signed Mark Blackwell

