

Policy #1

Water Distributors Company, Inc. has a duty to construct and maintain distribution lines to its various water users to best serve the people of Leflore and Latimer County. In conjunction with this duty, it is further recognized that various equipment and machinery is required to make, repair and provide uninterrupted service as well as monitoring the flow of water delivered. Therefore, in order to establish guidelines for the acquisition, operation, maintenance and disposal of machinery and equipment owned by Water Distributors, The Board of Directors does hereby adopt and promulgate the following policy to be implemented by the manager of Water Distributors.

1. Manager shall insure that all use, care and preventative maintenance of machinery and equipment shall be in conformity to recognized standards and that this supervision shall include careful and prudent use of the same.
2. Acquisition of machinery and equipment in excess of \$500.00, shall be by bids, in writing, except in cases of emergencies when telephone bids are authorized, and solicitations from all dealers and appropriate state agencies shall be approved by five board members or an emergency Board meeting shall be called. In normal circumstances, where no emergency exists, bids will be submitted for board approval.
3. Disposition of equipment and machinery needing replaced, including trucks and related rolling stock, shall first be offered for trade in value and if no trade-in value is available or the value is deemed insufficient by the board, then the same may be offered for sale by such means as the board finds practicable, before the same is discarded for salvage of junk.
4. Use of machinery and equipment for other than official business of Water Distributors is unauthorized and any employee violating this guideline will be terminated. Official business is defined to include authorized maintenance and repair on behalf of Water Distributors and associated water users.
5. Support of water users shall be limited in scope, so as not to be in competition with area contractors and confined to emergency or good-will purposes. In regard to individual extensions and construction, the price of membership and meter set would bear the expense and do the work of the individual of a maximum of 100 feet of pipe line from the existing line to the individual's property line. If an individual extension requires more than 100 feet of pipe line from the existing line to the individual's property line, Water Distributors would consider and possibly approve, subject to the Board, the installation of an additional 400 feet of line with the proposed customer being responsible paying Water Distributors for the digging and installation of the line and the customer being responsible for the 400 feet of pipe. The size of pipe will be a matter for decision of the Board upon the recommendation of the Engineer and Manager. The Board would not undertake any individual extension under any circumstance, over 500 feet.

Last Update 12/13/2016

Policy #2-Meeting Agenda

Any Member of Water Distributors Co., Inc may request that a matter be placed on the agenda for consideration by the Board by appearing in the corporation office in person, and advising the office secretary, or other party that prepares the agenda for the meeting. Once a member appears and requests that a matter be included in the agenda for consideration of the Board, said matter may not be deleted from the agenda by direction from any other board member or corporation employee and may only be deleted from the agenda upon request from said member made by personally appearing in the corporation office in the same manner as having the item initially placed on the agenda, as outlined above.

Updated: 02/08/1994

Policy #3-Membership Certificates

No membership certificate will be issued to a renter. (Article V section 3 of the By-laws) When a renter has put up a deposit as required by Water Distributors Co., Inc, the renter and not the membership holder or landowner, shall be responsible for payment of the costs of water, water services or any other amounts owed to Water Distributors Co., Inc by said renter. In other words, Water Distributors Company, Inc will not seek payment from a membership holder or landowner for any charges incurred by a renter as long as said renter has made the required deposit with Water Distributors Company, Inc

Updated: 04/12/2000

Policy #4-New Owner

New owners must show proof of ownership when they purchase property or a home. Non-refundable New Owner transfer fee decreased from \$200.00 to \$35.00.

Updated: 05/12/2024

Policy #5-Board Delivery of Paperwork

To allow the Board Members to deliver the paperwork for meter sets, but the completed papers to be returned to the manager.

Updated: 07/13/1993

Policy #6- Bad Debts

After an account becomes 30 days delinquent, the following procedures are to be followed:

- A. The member whose account is delinquent shall be left with Notice at his/her residence advising that the account is delinquent and that the meter will be pulled unless the member contacts the

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Summerfield office at Water Distributors Company, Inc in regards to said bill and satisfactory arrangements for payment has been made. Upon the response of the member, if any, corporation employees shall set up a plan for payment sufficient to clear said account in a three (3) to (6) month period and to keep the current water billing up to date.

- B. If no reasonable effort is made by the member, in regard to said account, the corporation employees shall disconnect /remove said meter and leave a Notice at the residence of said member advising the member the total amount due, and leaving the corporation telephone number for the member to contact if able to pay the outstanding balance and a reconnection fee for return of service.
- C. The above represents the Bad Debts Policy of the corporation as formulated June 12, 1989, and the employees are instructed to adhere to said policy, with deviation only in extraordinary circumstance upon the decision of the corporation manager.

Updated: 06/12/1989

Policy #7-Leak Adjustment Policy

Any and all leak adjustments are done away with completely.

Updated: 11/14/2024

Policy # 8-Collection Fee

A collection fee of \$50.00 will be charged for those accounts which are delinquent and the corporation must visit the property in an effort to collect the bill. The measure will apply to those accounts which are delinquent in excess of (30) days.

Updated: 09/14/2011

Policy #9-Return Check Fee

Return Check fee of \$30.00 will be charged for all returned checks.

Updated: 11/15/2006

Policy #10-Renter's Deposit

To Change the way renter's deposit was handled. To write two checks on the Renter's deposit account. One to the Revenue for the amount of the water bill and the other for the balance due after the bill has been paid. And on a quarterly basis transfer any interest earned, less the service charge to the Emergency Account

Updated: 05/11/1993

Policy #11-Renter's Deposit

Renter's deposit is increased from \$125.00 to \$150.00

Updated: 09/14/2011

Non-refundable service charge increased from \$50.00 to \$75.00

9/14/2021

Policy # 12- Fire Station Direct Line Pumping

If the fire department purchase filler plugs that we would install them, with the understanding they were for filling only and no direct pumping off the line, except at Fanshawe where they have access to the 8" line. Subject to the current ability of the company to undertake such a task.

Updated: 03/08/1994

Policy #12A Fire Hydrants

The primary focus of WATER DISTRIBUTORS CO., INC is to furnish water for domestic and residential use. WATER DISTRIBUTORS CO., INC offers fire protection to all it's customers, however WATER DISTRIBUTORS CO., INC cannot guarantee fire flows at any location within the distribution system. The fire hydrants throughout the system are to be used only by authorized personnel such as employees of WATER DISTRIBUTORS CO., INC and fire department personnel.

Update: 05/10/2005

Policy #13-Inventory Work Orders

To Take inventory and use work orders on all incoming and outgoing materials.

Updated: 08/8/1988

Policy #14- Copier use

To use copier for company business only.

Updated 03/10/1992

Policy #15-Notary

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Notary to be used for company business only.

Updated: 03/10/1992

Policy #16- Service Contract

Copy of service contract.

Updated: 8/12/2020

Policy #17- Agricultural use

Any residential meter to be connected on to for agricultural use, has to get permission from the Board of Directors before doing so.

Updated: 07/13/1993

Policy #18- Residential use only

Acknowledgement of residential use form.

Updated: 03/08/1994

Policy #19-Agricultural Use Verification and Agreement

Form.

Updated: 05/09/1995

Policy #20-Storage Tank Agreement

Form.

Updated:01/14/1991

Policy #21- Hilltop Agreement

Form

Updated: 05/09/1995

Policy #22-Special Water Service Agreement

Form.

Updated 07/11/1995

Policy #23-Septic System Requirements

Any restroom facility to which Water Distributors Company, Inc supplies water must be serviced by a septic system that meets the requirement of Oklahoma and Federal Law.

Updated: 10/10/1995

Policy #24-Deadline for Approved Meter Sets

Approved meter sets must be made within 6 months after board approval or must be reapproved by the Board of Directors.

Updated: 05/14/1996

Policy #25- Rate differences

Any and all payments required for the right to serve any customer(s) shall be calculated in to the rate to be charged to such customers so that Water Distributors Company, Inc does not experience a loss on providing the services and the other district members do no bear the cost of service to said particular customer, when in comparison with the rest of the customers of Water Distributors Company, Inc

Updated: 03/09/1999

Policy #26-Mechanical Failure of Meter

In the event of a meter malfunction where the water registers not all or any water used, the member will pay an estimated amount based on previous usage, environmental conditions, and other relevant factors. The manager shall have primary responsibility for such determinations. However, if member is not satisfied with the manager's determination, or the amount owed, they may have the matter reviewed by the Board.

Updated:09/12/2000

Policy #27-Aditiional fees for use

Water Distributors Company, Inc is a non-profit water supplying entity. Water Distributors Company, Inc cannot adequately serve and meet the needs of its customers if it furnishes water service at a loss to an individual or entity. Some individual or entity accounts may have certain, use, permit or other fees that are required to be paid by Water Distributors to provide service to such customer. Because the payment of such fees ultimately has the effect furnishing such water at a loss in comparison to other customer

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accounts(s) without such fees, it is the policy of Water Distributors Company, Inc that in the event that Water Distributors Company, Inc is required to pay any, use, permit or other fees that are required to be paid by Water Distributors Company, Inc to provide water to a customer, any such fees will be charged back to and will be reimbursed to Water Distributors Company, Inc by the customer that requires such fee to be paid. Such amounts paid by Water Distributors Company, Inc will be billed to said customer after payment by Water Distributors Company, Inc and the customer's failure to pay such fees in accordance with established billing deadlines and billing and collection policies may result in a disconnect of service in accordance with such billing and collection policies.

Updated: 01/08/2008

Policy #28-Returned Checks

If any customer has three (3) returned checks for insufficient funds (NSF) in a twelve (12) month period, Water Distributors Company, Inc will not accept checks from that customer in payment of their bill and will require that the bill be paid with cash, money order, or cashier's check.

Updated: 2/12/2008

Policy #29-Travel

When an employee is out of town on company business for more than 8 hours, company will pay for lunch expenses.

Updated: 10/08/2013

Policy #30-Employee Policies

Termination: General inability of any employee to perform satisfactorily the services for which they were hired, shall be cause for termination. Specific infractions of rules as insubordination, lack of dependability, theft, alcoholism, drug abuse and/or misconduct and/or any action on the part of the employee that reflects poorly on the image of Water Distributors Co., Inc shall be cause for immediate termination.

Employee misconduct: Any employee may be terminated immediately for commission of a felony, theft, misdemeanor, intoxication on duty or other actions considered unbecoming to an employee of Water Distributor Co., Inc.

Employees are expected to represent Water Distributors Company, Inc to the public in a positive and professional manner. They are expected to perform their jobs in a professional manner at all times.

An employee that commits any act or behavior that in the opinion of Water Distributors Co., Inc System Manager compromises or violates moral standards, will be subject to possible immediate termination.

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Absenteeism and Tardiness: Absence: not being present on a normal work day. Tardiness: any time an employee is NOT on time to begin work on a normal work day.

- A. If an employee is going to be absent or tardy, they should call their System Manager as early as possible to allow for arrangements to be made.
- B. Absence without notification, on three consecutive work days, or three occasions of absence without notification will be deemed evidence of voluntary resignation without notice.
- C. Chronic tardiness will be construed as three or more tardy situations in any one pay period.

Progressive Discipline:

Chronic Tardiness: A. First case-Oral Warning, B. Second Case- Written Warning, C. Third Case-immediate termination.

Excessive absences: A. 2 or more occasions of absence within a 2-week period. -Oral Warning, B. 3 or more occasions of absence within a 2-week period, C. 5 or more absence within a 2-week period-Immediate Termination.

Notification: In any absence, the employee is responsible for notifying their System Manager prior to the work period they are absent (or at earliest possible time in an emergency), the System Manager will determine if the Employee gave notification at the earliest possible time.

Punctuality and regular attendance are essential to the proper functioning of Water Distributors Company, Inc

Policy #31-Road Crossings

Road crossing to supply water from Water Distributors Company, Inc will be the customer's responsibility at the customer's expense and to be done according to Water Distributors Company, Inc specifications.

08/09/2016

Policy #32-Inappropriate Water Use

In situations where water is obtained from the system without authorization of the board or manager of Water Distributors Company, Inc and such water is used for recreation or other purposes not directly involving fire protection for the member of the system, the following payments will be due to Water Distributors Company, Inc from the person or entity that obtained the water, in addition to the amount for amount of water used:

First Incident: \$100.00

Second Incident: \$200.00

Third Incident: \$300.00

This policy does not apply to use of water for directly providing fire protection. Water Distributors Company, Inc has the right to report unlawful obtaining of water to the appropriate law enforcement authorities.

Updated: No record of approval or update date.

Policy #33-Weapons

Employee shall not have in his/her possession fire arms, explosives or any dangerous instruments while in company buildings and/or company vehicles.

Updated: 09/09/2020

Policy #34-Vacation Buy Back

Water Distributors Co., Inc will buy back up to one week vacation time from employee that have earned two weeks of vacation time and would buy back up to two weeks of vacation from employees that have earned three weeks of vacation. Water Distributors Co., Inc will only buy back vacation time at the end of the employee's anniversary date.

Update: 01/09/2007

Policy #35-Office Lunch

It is mandatory for office workers to take a 30-minute lunch. Lunchtime will be from 12:00pm-12:30pm at which time the office will be closed.

Update: 01/14/2004