

**THE
COMMISSIONERS OF PUBLIC WORKS
OF THE
TOWN OF SUMMERVILLE**



**WATER AND SEWER SERVICE
RULES AND REGULATIONS**

215 N. Cedar Street
Summerville, SC 29483
(843) 871-0810
www.summervillecpw.com

Effective July 1, 2023

BILLING PROCEDURES

1. The due date is one month from the bill date. The customer has thirty (30) days to pay the current bill.
2. If payment is not received by the close of business on the due date, a \$10.00 Late Fee will be assessed to the account at 8:00 am the following business day. If the past due amount remains unpaid for eight (8) days, service will be disconnected, and a Disconnect Fee of \$30.00 will be assessed. The Disconnect Fee, Late Fee and past due bill must be paid before service is restored.
3. If service is requested to be restored after normal business hours, an additional \$100.00 After Hours Service Fee will be assessed to the account. This fee must be paid the next business day along with the past due bill, the Late Fee and the Disconnect Fee.
4. All water services are metered. If it is not possible to obtain a meter reading, bills will be calculated by taking the average consumption. If a bill is disputed, it must be paid by the due date and any adjustment that may be due will be applied to the account.

SERVICE CHARGES

SCPW Account Origination Fee (per meter for multiple meter accounts)	\$ 30.00
NCSD Account Origination Fee	35.00
New Service Deposit	100.00
Late Fee	10.00
Disconnect Fee	30.00
Meter Tampering Fee – 1 st Offense	150.00
Meter Tampering Fee - 2 nd Offense	300.00
Meter Tampering Fee – 3 rd Offense	600.00
Hydrant/Service Line Tampering Fee	300.00
After Hours Service Fee	100.00
Returned Payment Fee	35.00
Sewage Blockage Charge - Customer Side*	250.00
*Additional Labor @ \$50.00 per hour	

MONTHLY FEES

IN TOWN:

3/4" or 5/8" Meter Water Base Charge (No Water Usage)	10.75
Residential/Commercial Water Volume Per 1,000 Gals	2.08
1" or Above Meter Water Base Charge Based on Meter Size	
Residential/Apartment Sewer Rate (flat rate)	24.00
Hotel/Commercial Sewer Base Rate (No Water Usage)	24.00
Hotel/Commercial Sewer Volume Per 1,000 Gals Water	3.00

OUT OF TOWN:

3/4" or 5/8" Meter Water Base Charge (No Water Usage)	13.44
Residential/Commercial Water Volume Per 1,000 Gals	2.60
1" or Above Meter Water Base Charge Based on Meter Size	
Residential/Apartment Sewer Rate (flat rate)	30.00
Hotel/Commercial Sewer Base Rate (No Water Usage)	30.00
Hotel/Commercial Sewer Volume Per 1,000 Gals Water	3.75

NORTH CHARLESTON SEWER DISTRICT FEES:

Sewer Base Charge	11.87
Sewer Rate-Per 1,000 gallons of water usage	6.82
Minimum Sewer Charge	27.17
Maximum Residential Sewer Charge*(13,000 gals or greater)	100.53

* Only available for single 1 house, 1 meter residential customers

RULES AND REGULATIONS

These rules and regulations are established in an effort to provide dependable service to our customers at the lowest possible rates. They are intended to provide the allocation of costs for service to the recipient of the service.

1. Bills for water and sewer service will be issued monthly. While every reasonable effort will be made to ensure that every customer receives a bill for services rendered, it is the responsibility of the customer to ensure that the Commission has a current mailing address, email address (if applicable) and telephone number.

2. All charges for water and sewer are due and payable within thirty (30) days of the bill date. Office hours are 8:00 am to 5:00 pm and drive-up hours are 7:30 am to 5:30 pm Monday through Friday except for holidays. A 24 hour drop box is available at the drive-up window.

A one-time non-refundable Account Origination Fee of \$30.00 (per meter for multiple meter accounts) will be charged for each account that is established in our billing system. A \$100.00 New Service Deposit will also be required. An additional \$35.00 non-refundable Sewer Account Origination fee will be charged for residents being served by North Charleston Sewer District.

New services initiated after normal business hours will be charged the After Hours Service Fee of \$100.00 if the customer requests activation prior to the next business day. Customer must be present and/or assure private fixtures are off to avoid additional charges for return visits.

3. Summerville CPW residential and apartment customers will be charged a flat rate for sewer each month. Commercial and hotel customers will be charged a monthly sewer base rate and a volumetric charge per 1,000 gallons of water used.

4. When a bill remains unpaid for more than thirty (30) days, a Late Fee of \$10.00 will be assessed at 8:00 am the business day following the due date and water service may be discontinued without notice. If the water service is disconnected, a Disconnect Fee of \$30.00 will be assessed.

5. Tampering with meters is unlawful and is subject to the penalties provided by law. The Commissioners may assess a Meter Tampering Fee of \$150.00 for the first offense, \$300.00 for the second offense and \$600.00 for the third offense.

Further tampering will result in abandonment of service (termination of account), assessment of the current service abandonment fee, payment of fees and charges including current and past due balances, fees assessed for tampering and abandonment, current water connection fee, account origination fee and a new service deposit.

If at any time during the process SCPW's equipment is damaged or missing, charges to repair or replace these items will also be assessed.

6. Due to circumstances outside of Summerville CPW control, services are not guaranteed, and Summerville CPW shall not be liable for disruptions, damages and failures caused by these events.

7. Plumbing code requires a water shut-off valve on the customer's side of the water meter. Please locate or install a water shut-off valve to isolate your house in case of an emergency.

8. In case of a sewer blockage, it is the responsibility of the customer to contact Summerville CPW. If the sewer service is opened by Summerville CPW personnel at the request of the customer and the blockage is not in Summerville CPW's line, a \$250.00 service charge will be assessed (additional labor at \$50.00 per hour) or the customer will be required to clear the blockage at their expense. Summerville CPW work crews are not authorized to work on customer owned sewer lines. Please see our Sewage Blockage Policy.

9. It is also the customer's responsibility to ensure the premises where service is being requested is in proper condition to receive water and/or sewer service. Please have all faucets and other fixtures in the off position. Property damage that may result from the provision of water and/or sewer service is not the responsibility of Summerville CPW.

10. No claim that a customer may have against the Commission shall be considered as an offset against the payment for services furnished under these Rules and Regulations. Services to customers shall be contingent upon acknowledgment of the agreement to comply with these Rules and Regulations.

MEDICAL/EMERGENCY REQUIREMENTS

Summerville CPW operates and maintains a reliable water and wastewater system but due to construction, line breaks and other emergency situations, it cannot guarantee uninterrupted service. If you have a medical or special need for a continuous water supply, you should make provisions for a backup system.

NORTH CHAS SEWER DST SEWER BILLING

Summerville CPW performs the sewer billing services for customers in specific areas of North Charleston Sewer District's service area. If you have questions concerning their fees, a problem with your sewer service, sewer inspection or a sewer backup, please contact North Charleston Sewer District at 843-764-3072.

PAYMENT INFORMATION

Mail	P.O. Box 63070 Charlotte, NC 28263-3070
In Person	215 N. Cedar St Summerville, SC 29483
24 Hour Drop Box	215 N. Cedar St Located at drive-up window
Online Payment	www.summervillecpw.com
Telephone Payment	1-844-733-4758
Free Auto Draft:	Contact Customer Service at 843-871-0810 for details

CheckFreePay System* Convenience fee \$1.50
Over 30,000 locations nationwide www.checkfreepay.com

***Please Note:** Customers must know their account number, payment amount and biller zip code of 294840817.

You agree, in order for us to service your account or to collect any amounts you may owe, we may contact you by telephone at any telephone number associated with your account, including wireless telephone numbers, which could result in charges to you. We may also contact you by sending text messages or emails, using any email address you provide us. Methods of contact may include using pre-recorded or artificial voice messages and/or the use of an automatic dialing device, as applicable.

View Summerville CPW's water quality report online:

<http://www.summervillecpw.com/waterqualityreport>