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PLAN FOR OPERATION AND MAINTENANCE OF WATER OR WASTE SYSTEM

The association will adopt a resolution or ordinance establishing rules, rates and regulations for operation of its utility. In addition, a "Sewer Use Ordinance" will be adopted for sewer systems. These ordinances will set forth the responsibilities of the association and the users.

In addition the association must submit to Rural Development for approval a plan for operation and maintenance of its water or waste system relative to the following:

1. User Connection Program to insure connection by all users within its boundaries or service area as soon as service is available. (For new systems and extensions only.) It should include:

a. Plans for an aggressive information program to be carried out during the construction period. The association should send written notification to all signed users at least three weeks in advance indicating the date service will be available, the date users will be expected to have their connections completed, and the date user charges will begin.

b. Positive steps to assure that installation service will be available to the user. The association should be familiar with firms interested in providing these services and make the list available to the public. These services may be provided by small contractors, local plumbing companies, the system contractor, the property owners or other qualified interested parties.

c. Plans for detecting and assisting users needing financial assistance to install the service connection.

2. Plan for facility operator or manager selection, training and certification to include:

a. Sources of potential operators and managers.

b. Available sources of training.

c. Obtaining services of a qualified operator during the training period.

3. Job description of facility operator or manager to include:

a. Authority of position.

(1) Relation to governing board.

(2) Authorization for decisions.

(3) Other

b. Duties of employee.

(1) Meter reading, water loss detection.

(2) Inspection of installation of new services and extensions.

(3) Plant operation and water quality control.

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(4) Repairs and maintenance of system or facility.

(5) Reports to board and other agencies.

(6) Other.

4. Plan for facility maintenance (other than that conducted by the operator or manager).

a. Inspections by engineer.

b. Major maintenance and repairs.

(1) Tank or building painting, maintenance, major repairs.

(2) Emergency water line repair.

(3) Other.

5. Explanation of proposed accounting and billing system and plan for maintaining management and audit reports to include:

a. Copies of proposed accounting system.

b. Designating the person responsible for accounting and billing including job description.

c. Agreement with auditor.

d. Agreement with bookkeeper.

e. Bonding of employees handling funds.

f. Procedure to be followed to apprise customers of the system of an opportunity for a hearing before disconnecting utility service. (Case of Memphis Light, Gas & Water Div., et al. v. Craft, et al. 56 L. Ed. 2d 30).

The plan for operation and maintenance must be completed and adopted by the Board prior to loan closing. Any significant variations from the approved plan should be concurred in by Rural Development

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