

**HARNETT REGIONAL WATER**  
Equal Opportunity Provider and Employer

**RESIDENTIAL WATER/SEWER USER AGREEMENT**

**\*COPY OF RECORDED DEED & PICTURE ID ARE REQUIRED\***

( ) Water Tap, size \_\_\_\_\_

( ) Sewer Tap

( ) Retrofitted Sprinkler Connection

\_\_\_\_\_  
TAP SERVICE ADDRESS

*Office Use Only:*

\_\_\_\_\_  
LAND OWNER'S NAME

\_\_\_\_\_  
AMOUNT PAID

\_\_\_\_\_  
SPOUSE'S NAME

\_\_\_\_\_  
CUSTOMER NUMBER

\_\_\_\_\_  
MAILING ADDRESS

\_\_\_\_\_  
CITY, STATE, ZIP

\_\_\_\_\_  
ACCOUNT NUMBER

\_\_\_\_\_  
TELEPHONE NUMBER

\_\_\_\_\_  
SPOUSE'S TELEPHONE NUMBER

\_\_\_\_\_  
NUMBER OF PERSONS LIVING IN HOME

\_\_\_\_\_  
OWNER SOCIAL SECURITY & DRIVERS LICENSE #

\_\_\_\_\_  
SPOUSE'S SOCIAL SECURITY & DRIVERS LICENSE #

\_\_\_\_\_  
EMAIL ADDRESS

\_\_\_\_\_  
EMPLOYER, ADDRESS AND PHONE NUMBER

\_\_\_\_\_  
SPOUSE'S EMPLOYER, ADDRESS AND PHONE NUMBER

This Agreement, made and entered into this the \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_, between Harnett Regional Water (HRW), as operator of the water supply and distribution system indicated above, (hereinafter "County") and \_\_\_\_\_ (hereinafter "Owner").

WITNESSETH:

Harnett Regional Water, as operator of the water supply and distribution system indicated above, sells water to citizens and residents of Harnett County. HRW also treats wastewater for its citizens and residents where such treatment facilities are located within Harnett County. The Owner above named desires to purchase water and/or sewer treatment services from the County and further desires to enter into this Agreement with HRW to obtain these services described.

NOW THEREFORE, In consideration of the mutual promises herein set forth, it is agreed by HRW and Owner as follows:

1. The property which is the subject of this Agreement and to which water shall be supplied and/or sewer treatment services provided is described as follows:
2. Owner agrees to pay to HRW the amount of \_\_\_\_\_ per connection as a tap-on charge, said amount being due upon the execution of this Agreement by Owner.
3. HRW, pursuant to its Rules and Regulations, agrees to provide a water and/or sewer service connection on the above described property and to provide potable water and treatment of said wastewater to the Owner, provided that there is an existing water line capable of providing a connection on said property. **IN THE EVENT HRW DETERMINES THAT THERE IS NO EXISTING WATER AND/OR SEWER LINE CAPABLE OF PROVIDING A WATER SERVICE CONNECTION TO THE PROPERTY DESCRIBED ABOVE, ALL MONIES PAID PURSUANT TO THIS RESIDENTIAL WATER/SEWER USER AGREEMENT WILL BE REFUNDED TO OWNER.**
4. Property owners shall not be required to make a deposit provided they are approved by the On-line Utility Database procedure described in Section 19 (d) of the County Rules and Regulations. If not approved by the above-mentioned procedure, the owner agrees to pay a minimum of Fifty Dollars (\$50.00) as a water deposit (and \$50 as a sewer deposit, if water and sewer tap requested, \$100 total). This deposit will be returned without interest after one year of no penalties as provided by said Rules and Regulations. Said deposit shall be due upon the execution of this Agreement by Owner.
5. Owner grants HRW, its successors and assigns, a perpetual easement in, over, under, and upon the above described land with the right to erect, construct, install, lay and thereafter use, operate, inspect, repair, maintain, replace and remove water and/or sewer lines, meters, meter service facilities and appurtenant facilities thereon, together with the right of ingress and egress over adjacent land for the purposes mentioned above.
6. Owner shall install and maintain at Owner's own expense a 3/4 inch cut-off valve on the Owner's side of the HRW's water meter and a service line which shall begin at the meter and extend to the dwelling or place of use, and such other facilities as may be required by the Inspections Section of the Harnett County Planning and Inspections Department. The service line shall connect with the water system of the County at the nearest place of desired use by the Owner, provided HRW has determined in advance that the county water system is of sufficient capacity to permit the delivery of water at that point.
7. Owner agrees to comply with all requirements, rules and regulations applicable to water users adopted by the Division of Health Services of North Carolina Department of Human Resources. Owner further agrees that upon and after the date a plumbing connection is made between the Owner and HRW, Owners shall allow no cross connection to exist between HRW's system and any pipeline containing a contaminant or any pipeline connected to other present or future sources of water.
8. Owner agrees to pay for water and/or sewer service at such rates, time, and place as shall be determined by HRW and agrees to the penalties for non-compliance with the above, as set out in HRW's Rules and Regulations.
9. HRW shall install a water and/or sewer service connection for the Owner, and Owner user charges shall commence when the water meter is requested by the owner and installed by HRW. Consumers shall be responsible for paying the minimum monthly water and/or sewer bill whether or not water and/or sewer is actually used as long as the service is not turned off by request of the consumer.

2/23/2024

**9A. THIS PARAGRAPH APPLIES ONLY TO AGREEMENTS FOR RETROFITTED SPRINKLER CONNECTIONS.**

No monthly minimum charge will be made to Owner except during those months when the connection has been used. The Bill rendered will be for gallons used, but in no event less than the applicable minimum bill. A separate bill will be provided for the connection and the same schedule of rates applicable in the service District shall apply to it. No sewer charges will be made to Owner for water used through the connection. The Retrofitted Sprinkler Connection shall not be connected to any plumbing or other pipeline where residential water there from is required to be discharged into the public sewer system.

10. Owner agrees to abide by the Rules and Regulations of HRW as from time to time promulgated by the Harnett County Board of Commissioners, and further agrees to abide by such other HRW ordinances, rules and regulations with respect to water and/or sewer service connections, as are adopted by the Harnett County Board of Commissioners. Additionally, Owner agrees to obtain the necessary inspections and permits related to water and/or sewer service connections as required by the Building Inspections Division of the Harnett County Development Services.

11. HRW shall purchase and install a cutoff valve and water meter for each service. HRW shall own said meter and shall have the exclusive right to use it.

12. Owner agrees that there shall be one water and/or sewer connection for each building or structure requiring connections on the above described property. A tap-on charge shall be due for each such connection.

13. HRW shall have final jurisdiction on any question of location of any service line connection to its distribution system; shall determine the allocation of water to Owner in the event of a water shortage and may shut off water to Owner if Owner allows a connection or extension to be made to Owner's service for the purpose of supplying water and/or sewer service to another user.

14. In the event User transfers title or agrees to transfer title to the above described property, before or after such connection, User agrees that this agreement shall run with the property title thereto and agrees to advise the new owner with respect hereto and furnish new owner a copy thereof.

Signed by Owner this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

\_\_\_\_\_  
Owner

\_\_\_\_\_  
Owner

\_\_\_\_\_  
Witness

Signed by County this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_.

**HARNETT REGIONAL WATER**

BY: \_\_\_\_\_  
Steve Ward, Director

**WHEN RETURNING THIS AGREEMENT BY MAIL PLEASE SEND TO:**

Harnett Regional Water  
Post Office Box 1119  
Lillington, NC 27546

APPLICATION COST & DIRECTIONS

DATE: \_\_\_\_\_

\_\_\_\_\_ is requesting a water and/or sewer service at the location as noted below. This request is for a \_\_\_\_\_ inch water service and/or a residential sewer service. The cost of the service will be as follows:

**Residential Water tap total cost:**

- 3/4" \$4,200 (\$1,200 + \$3,000sd)**
- 1" \$5,200 (\$2,200 + \$3,000sd)**
- 2" \$6,500 (\$3,500 + \$3,000sd)**

**Residential Sewer tap total cost:**

- 3/4" to 2" \$5,500 (\$1,500 + \$4,000sd)**
- \*Tap cost may vary due to main depth and bore length**

**BUNNLEVEL & RIVERSIDE Sewer tap-Step Tank**

- 3/4" to 2" \$6,800 (\$2,800 + \$4,000sd)**
- \*Tap cost may vary due to length of connection to main**

**Retrofitted sprinkler tap fee:**

- 3/4" \$500 + \$325 3/4" meter & mxu fee = total cost \$825**
- 1" \$650 + \$450 meter & mxu fee = total cost \$1,100**
- 2" \$2000 + \$2050 meter & mxu fee = total cost \$4,050**

\*There will also be a deposit on all new accounts for water and/or sewer as required.

For all other sizes and commercial refer to Harnett Regional Water @ (910) 893-7575.

DIRECTIONS TO LOCATION OF REQUESTED TAP: Detailed Map/Description

CUSTOMER'S SIGNATURE \_\_\_\_\_

\_\_\_\_\_

## VOLUNTARY SURVEY OF CUSTOMER DEMOGRAPHICS

The following information is requested by the Federal Government in order to monitor compliance with Federal laws prohibiting discrimination against applicants seeking to apply for water service. You are not required to furnish this information, but are encouraged to do so. This information will not be used in evaluating your application or discriminate against you in any way. However, if you choose not to furnish it, we are required to note the ethnicity, race, and gender of the individual applicants on the basis of visual observation or surname.

<b>Gender:</b> <input type="checkbox"/> Male (1) <input type="checkbox"/> Female (2)
<b>Ethnicity:</b> <input type="checkbox"/> Hispanic or Latino (0) <input type="checkbox"/> Not Hispanic or Latino (9)
<b>Race:</b> <input type="checkbox"/> American Indian/Alaskan Native (3) <input type="checkbox"/> Asian (4) <input type="checkbox"/> Black or African American (5) <input type="checkbox"/> Native Hawaiian or Other Pacific Islander (6) <input type="checkbox"/> White (7) <input type="checkbox"/> Other (8)
<input type="checkbox"/> I respectfully decline to provide this information.

## REQUIREMENTS FOR CONNECTION TO THE HARNETT REGIONAL WATER SYSTEM

1. You must first obtain a plumbing permit at the Harnett County Development Services Central Permitting Division (located at 420 McKinney Parkway in Lillington). The cost of this permit is \$40 for water and \$50 for sewer. If you are building a new house, this permit may be included in your building permits; check with Central Permitting (910-893-7525).

**NOTE: If you live in another county and are connecting to the HRW's system, go to the inspection department for that county to obtain your permits and requirements.**

2. Upon receiving your plumbing permit, and after the taps are installed, you may proceed with your work.

3. Contact a licensed plumber and arrange a time that your line can be installed. You may install your own service for your residence. If the new service is for a rental property, you are required to hire a licensed plumber. If you are hiring a plumber, you may want to obtain several estimates for your job. It is not permissible for a friend or neighbor to connect your service. It must be the property owner or a licensed plumber.

4. Before you or your plumber begin digging, especially in State right-of-ways, you should contact North Carolina One-Call Center at 811 and have the area marked for under-ground power, cable, or phone lines. You will need to contact NC One-Call 48 hours prior to beginning the work in order to allow adequate time for notification to all pertinent utilities. You should advise the operator of the date and time you will be performing the work and a detailed location of the service. They will contact all the necessary utilities in that area.

5. You are required to install a minimum of a 3/4" water line from the building to the water tap and a 3/4" cut-off valve on your side of the water tap. The cut off valve installed on the customer side of the tap must be in a separate box. It is not permissible to install the customer cut-off valve inside the meter box. This will benefit you should you need to turn your water off for repairs or leaks. Excessive water could be lost while waiting for a meter technician if this valve is not installed. For standard connections, 3/4" pipe should be used from the meter to the residence/building being connected, with a minimum pressure rating of 160 psi. We recommend that you also install a pressure reducing valve at your service to control the amount of pressure feeding into your line and prevent excessive pressures. This reducer is especially important on residences with older plumbing. The Inspections Department also requires a cut-off valve at the house or building.

6. After the customer cut-off valve has been installed within 12" of the water tap and attached to the setter, contact our office at 910-893-7575 to order the installation of your meter at least **48 business hours prior** to when you actually need the meter set. **Be sure that the cut-off valve has been installed on your side of the meter box before calling for your meter. This cut off valve must be within 12 inches of the meter box in a box of it's own. Second call outs for meters will be charged a service fee. (This cut off valve is required by ALL customers in all counties.)**

**Before requesting the meter to be installed, make sure the cut off valve on your side is in the off position. The valve on HRW's side is turned on when the meter is installed. HRW is not responsible for water damage or loss.**

7. The licensed plumber shall not remove the water meter box. The water line leaving the meter box shall be 18" deep for the first 5 feet leaving the meter. This is to insure that the meter is at the desired depth set by your contractor to prevent frost damage inside the meter. Our meter is installed so that the meter is 9" below the top of the meter box, therefore putting the water line 18" from the top of the ground. Our meter reader will not install a meter if the meter setter has not been left at the proper depth inside the box, which is a minimum of 8" below the box lid.

8. Your well water lines must be completely disconnected from the building that is to be serviced by the HRW system. State Health Laws do not permit cross-connections. You cannot tie or plumb your well to the county system in any way either inside or outside of the building. They cannot be physically connected together by using cut-off valves between the HRW system and private wells or building plumbing. The N.C. Division of Health Services requires a 10 foot physical separation between private well systems and a public water supply. This code will be strictly enforced. Failure to comply will result in fines and disconnection of service from HRW.

9. This notice is valid for one house or unit only. **Two properties cannot be connected to the same service.** If this is found, the water will be disconnected. Application must be made for a separate water tap at the prevailing rate.

10. If this service is for a rental account, please have the tenant come into our office before the service is connected. All tenants will be required to pay a water deposit (and sewer deposit, where applicable), which is refundable when they discontinue service and their account is paid in full. A \$15 connection fee is also due at the time of application (non-refundable). If water is used and the tenant has not made application, the owner will be responsible for the water charges. If you have rental property that has a water tap and have requested the meter to be installed, but you have not connected this property, you will receive a flat rate bill until you make the service available for the tenant and the tenant applies for service in their name.

11. Upon completion of your service by your plumber, you are to call the Harnett County Inspections Department for a final inspection at 893-7525. If your connection is found to be out of compliance, you will have 5 days to make the necessary corrections. Failure to comply with the Building Inspections Division of the Harnett County Development Services will result in disconnection of your service. A \$40 reconnect fee will be assessed from HRW.

We look forward to serving you. Should you have any questions, please contact our office Monday through Friday, 9 AM to 4 PM at 910-893-7575. For questions regarding inspections, please call the Inspections office at 910-893-7525, Monday through Friday, 8 AM to 5 PM.

# **NOTICE ON CUT OFF VALVES**

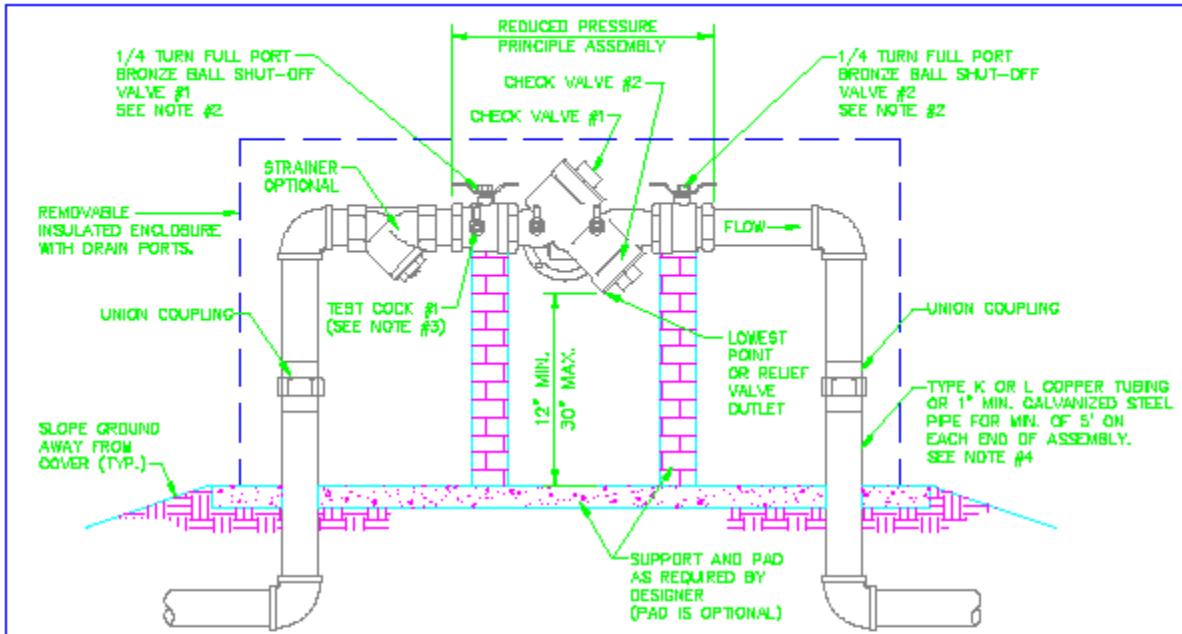
Per Harnett Regional Water Rules and Regulations,  
meters will be installed in new services  
only  
if the customer has installed  
a separate box for their cut off valve.

Cut off valves installed inside the meter box  
will not  
be issued a meter until this has been corrected.

Please ensure your cut off box is installed  
according to the installation handout  
before requesting your meter.  
Additional trips to install meters  
can be charged a service fee.

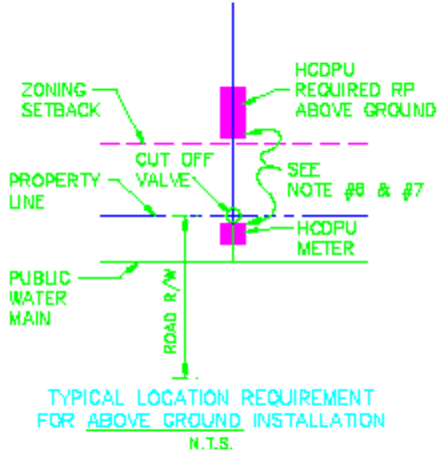
Please ensure residence or facility is prepared for  
water connection. Harnett Regional Water is not  
responsible for water damage or loss; please ensure  
the cut off valve on your side is in the off position.  
The valve on the county side is turned on when the  
meter is installed.





SIZE 3/4" - 2"

SPRINKLER REQUIREMENTS



NOTES:

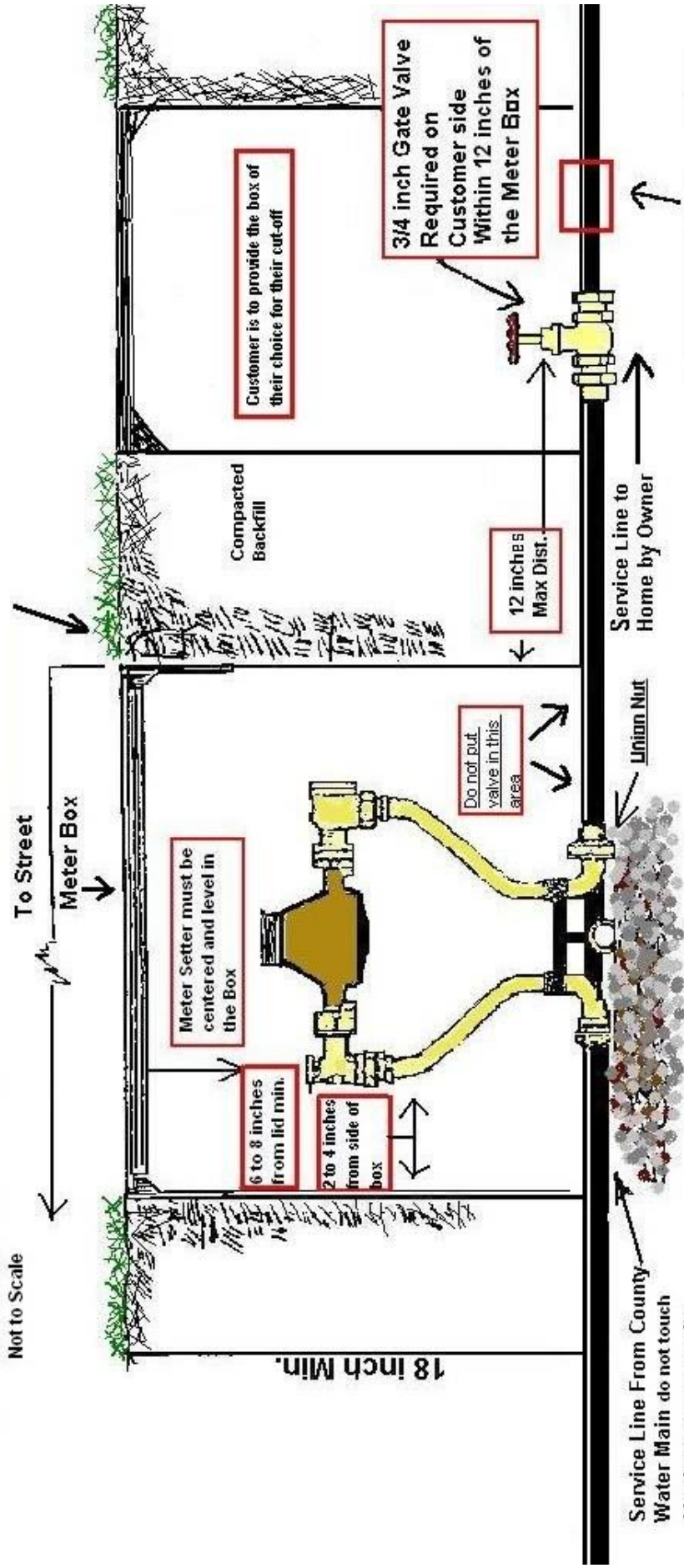
1. REDUCED PRESSURE PRINCIPLE ASSEMBLIES (RP) MUST CONFORM TO HCDPU SPECIFICATIONS. REFER TO HCDPU APPROVED LIST OF RP'S.
2. HCDPU APPROVED RP INCLUDES SHUT-OFF VALVES #1 AND #2 AS PART OF THE ASSEMBLY. NO SUBSTITUTIONS SHALL BE PERMITTED.
3. TEST COCK #1 SHALL BE UPSTREAM OF SHUT-OFF VALVE #1 AND IS PART OF THE APPROVED ASSEMBLY.
4. PIPE MATERIAL AND FITTINGS SHALL BE AS SPECIFIED IN HCDPU STANDARDS & SPECIFICATIONS.
5. INSULATED ENCLOSURE SHALL BE AS SPECIFIED IN HCDPU ENCLOSURE INFORMATION.
6. ALL LOCATIONS FOR RP'S REQUIRE HCDPU APPROVAL.
7. NO TAPS, BRANCHES, FH'S OR OTHER ACCESSORIES ARE PERMITTED ON THE PIPING BETWEEN THE RP & METER, EXCEPT FOR REQUIRED CUT OFF VALVE TO BE LOCATED WITHIN 12" OF THE METER BOX.

**HARNETT COUNTY UTILITIES**  
**SYSTEM PROTECTION DIVISION**  
**HARNETT COUNTY, NORTH CAROLINA**

Job No. _____	File No. _____	<b>BACKFLOW PREVENTION STANDARD DETAIL</b>
PLAN Section _____	N.T.S.	
PROFILE Hor. _____	Vert. _____	
As Built _____		<b>REDUCED PRESSURE PRINCIPLE ASSEMBLY (RP) 3/4" - 2" ABOVE GROUND</b>
Surveyed By _____	Designed By _____	
Drawn By _____	Project-Eng _____	Approved By _____
Date _____	Date _____	4-5-98
Revision		Sheet 1

# Typical Meter Box Installation

Pay careful attention to anything written, outlined or underlined in red. All is required before meter is installed by technician.



Cut-off valve requirement as specified in "AN ORDINANCE REGULATING THE USE OF WATER AND SEWER FACILITIES OPERATED BY THE COUNTY OF HARNETT, SECTION 32" AUTHORIZED BY THE HARNETT COUNTY BOARD OF COMMISSIONERS, SEPTEMBER 6TH 1994

- The meter will not be installed if the setter is not centered in the box, the setter has been pulled up on one end, the setter is laying on its side, the setter is to close to the box lid, the box is below grade or broken, the customers service line is not hooked to the union nut, the 3/4 gate valve has not been installed within 12 inches of the meter box.
- The meter box must have easy access at all times. Do not plant bushes within 4 feet of the meter box.
- Do not install a fence where the meter box will be inside.
- The customer is responsible for leaks at the union nut and their service line.

Brass fittings are recommended for all connections to the county water system.