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Support for Economic Growth and Institutional Reform:  
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**Aqaba Water Company  
Customer Service Policies and Regulations  
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**AQABA WATER COMPANY**  
**Customer Service Policies and Regulations**  
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## **ARTICLE 1. GENERAL PROVISIONS**

### **Sec.1.1 Purpose**

These Regulations are intended to provide the members of the Management Committee and the Company Staff with cost-efficient, transparent and customer service policies that provide the Company's customers with the lowest possible costs and the highest possible quality and reliability of service. The procedures also establish the method for receiving and addressing customer complaints

### **Sec. 1.2 Adoption**

The Management Committee has adopted these Policies and Regulations on the date indicated above as the Latest Revision Date. All previous versions are repealed and are null and void.

### **Sec. 1.3 Changes**

It is anticipated that changes or additions to these Policies and Regulations will be required from time to time to cover changes in procedures or new activities or duties within the Company Service Area.

Such changes or additions shall be accomplished only by the Management Committee at a duly constituted meeting, through the adoption of an Ordinance in accordance with Management Committee procedures. In the event of a change or an addition to these Policies and Regulations, the new Policy or Regulation shall be inserted into these overall Policies and Regulations, and those for which they are substituted shall be removed.

Any changes or additions shall be effective from the date of adoption by the Management Committee.

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## **ARTICLE 2 CLASSIFICATIONS OF WATER SERVICE**

### **Sec. 2.1 Residential Water Service**

Residential water service includes all water supplied to:

1. Single family dwellings
2. Multiple family dwellings (apartments, condominiums and other multiple family units)

### **Sec. 2.2 Nonresidential Water Service**

Nonresidential water service includes all water supplied to:

1. Hotels and resorts
2. Restaurants
3. Other commercial establishments
4. Individual industries and industrial estates
5. Construction site water.

### **Sec. 2.3 Urban Reuse Water**

Urban reuse water includes all nonpotable water produced at the wastewater treatment facility and pumped via the urban reuse water pumps at the plant to irrigation, industrial, and other uses within the City.

### **Sec. 2.4 Agricultural Reuse Water**

Agricultural reuse water includes all nonpotable water produced at the wastewater treatment facility and pumped via the agricultural reuse water pumps at the plant to agricultural uses inside and outside of the City.

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## **ARTICLE 3 APPLICATION FOR WATER AND WASTEWATER SERVICE**

### **Sec 3.1 Meter Location**

Each applicant for water or wastewater service shall sign an application and shall furnish the Company with a Plot Plan, and, in the case of water service, set a stake showing the desired location of the water meter. The final meter location will be determined by the Company's representative.

### **Sec. 3.2 Service Distance from Water Distribution and Wastewater Collection Systems**

Application for service will be accepted only where adequate water distribution piping or wastewater collection piping has been installed, and the proposed service is within 20 meters of the existing distribution or collection system.

Any proposed service greater than 20 meters from the existing distribution or collections system shall require the approval of the Company's representative. Any additional costs associated with services located greater than 20 meters from the existing distribution or collection systems, including additional pumping, shall be borne by the applicant.

### **Sec. 3.3 Nonresidential and Reuse Water Applicants**

All nonresidential and reuse water applicants, as previously defined, shall sign a Backflow Prevention Questionnaire (example attached) before applications will be processed.

### **Sec. 3.4 Use Fees**

Each applicant for service shall pay the Company "Use Fees" for water service, wastewater service, and reuse water, as may be adjusted from time to time, and any other applicable fees.

These fees for service are defined in Article 10.

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	Title: <b>Water Meter Regulations</b>	
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**AQABA WATER COMPANY  
BACKFLOW PREVENTION QUESTIONNAIRE  
For Nonresidential Water Users**

**Date:** \_\_\_\_\_ **Account Number** \_\_\_\_\_

**Customer Name:** \_\_\_\_\_

**Service Address:** \_\_\_\_\_

**Business Name:** \_\_\_\_\_

**Customer Type (Check One):** \_\_\_\_\_ **Industrial** \_\_\_\_\_ **Commercial**

**Type of Business:** \_\_\_\_\_

**Water Will Be Used For (Check all that apply):**

**Cooking/Drinking** \_\_\_\_\_ **Process** \_\_\_\_\_ **Boilers** \_\_\_\_\_ **Chillers** \_\_\_\_\_

**Cooling Towers** \_\_\_\_\_ **Equipment** \_\_\_\_\_ **(What type)** \_\_\_\_\_

**Other (define)** \_\_\_\_\_

**Are corrosion inhibitors, chemical treatments, or other additives used in processing?** Yes \_\_\_\_\_ No \_\_\_\_\_

**Will you use water for fire sprinkling system?** Yes \_\_\_\_\_ No \_\_\_\_\_

**If yes, will your sprinkling system use foaming agents?** Yes \_\_\_\_\_ No \_\_\_\_\_

**Will your sprinkling system use a booster pump?** Yes \_\_\_\_\_ No \_\_\_\_\_

**Type of backflow preventer installed:**

\_\_\_\_\_ **mm Air Gap**

\_\_\_\_\_ **mm Double Check Assembly**

\_\_\_\_\_ **mm Reduced Pressure Principle Assembly**

\_\_\_\_\_ **No Backflow Preventer Required**

\_\_\_\_\_  
**Signature of Company Principal**

\_\_\_\_\_  
**Date**

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	<b>Title: Water Meter Regulations</b>	
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## **ARTICLE 4                    WATER METER REGULATIONS**

### **Sec. 4.1        Meter Installation**

The Company will install water meters only after all applicable capacity fees, meter charges, outstanding water bills, and any other applicable charges have been paid.

### **Sec. 4.2    Meter Ownership, Operation and Maintenance**

The Company retains the ownership of meters and service connections. The Company shall operate and maintain all meters including performing periodic meter calibration checks.

### **Sec. 4.3        Meter Replacement**

The Company retains the right to change meters, as shall be necessary for calibration or replacement. Meter replacement due to faulty or worn out meters shall be at no additional cost to the customer.

The cost of meter replacement caused by tampering shall be borne by the customer, in addition to other penalties and fees that may be assessed.

### **Sec. 4.4    Meter Tampering**

No customer shall tamper or adjust the water meter in any way. Any tampering shall be the cause of a fine as prescribed in Article 10. Repeated tampering shall be cause for termination of service.

The determination of the penalty for tampering or other damage caused by a customer shall be as shown in Article 10.

### **Sec. 4.5    Discontinuing Service**

A customer may have service discontinued and the meter locked by notifying the Company in writing. During the period of temporary discontinuance, the customer will not be charged a monthly service. Fees will be charged for turning the service on and off as prescribed in the Fee Schedule.

In the event that a customer should wish to have water service restored, the customer shall pay the Company's standard fee, as prescribed in Article 10.

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**Sec. 4.6 Meter Deposit**

Each water service applicant shall pay a deposit to the Company, in accordance with the Fee Schedule. The deposit shall be returned to the customer upon termination of water service, provided all outstanding water bills and fees have been paid.

**Sec. 4.7 Shut-Off Valves**

The Company shall provide a shut-off valve on the customer's side of the meter. The shut-off valve is the property of the Company, and shall not be moved by the customer. The valve may be operated by the customer.

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	Title: <b>Cross Connections</b>	
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## **ARTICLE 5                    CROSS CONNECTIONS**

### **Sec. 5.1            Definition**

A cross connection is defined as any actual or potential physical connection between the Company’s water system or a customer’s water system and any source of non-potable liquid, solid or gas that could contaminate the potable water supply by backflow. This includes reuse water of any kind.

Backflow is the reversal of flow of water or other substances into the Company’s water system or consumer’s potable water system. Under backflow conditions, unprotected cross connections can introduce biological, chemical and/or physical contaminants into the drinking water supply. These contaminants can lead to waterborne disease outbreaks, chemical poisonings, physical injuries and sometimes death.

### **Sec. 5.2            Cross Connections Prohibited**

Cross connections, as previously defined, are prohibited throughout the Company’s system.

### **Sec. 5.2            Backflow Preventers**

All nonresidential customers, as previously defined, shall install a backflow preventer of a design and size acceptable to the Company. Allowed backflow preventer designs are air gap, reduced pressure principle, and double check valve types.

The customer shall bear all of the costs of the backflow preventer.

### **Sec. 5.3            Inspection and Testing of Backflow Preventers**

The Company’s cross-connection specialist will, at no charge to the customer, inspect and test the backflow prevention assembly or device upon installation.

Thereafter, it will be the customer's responsibility to have the backflow prevention assembly or device tested and, if necessary, repaired on an annual basis by a certified tester.

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	<b>Title: <i>Illegal Sewer Connections</i></b>	
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## **ARTICLE 6    ILLEGAL CONNECTIONS TO SEWERAGE SYSTEM**

### **Sec. 6.1      Connections to the Sewerage System**

No connection with, or extension of, any sewer line or any construction, alteration or repair of any pipe, conduit or facility between the sanitary sewer line and any building shall be made without previous permit authorizing the connection.

Any connection defined above that is performed without a prior permit will be deemed to be illegal, and will be subject to a fine in accordance with the Fee Schedule. Such connections may be removed by the Company, with the costs borne by the person or company responsible for the illegal connection.

Company employees must be present to witness and approve a connection or disconnection of a customer's sewer service.

### **Sec. 6.2      Prohibited Connections**

No person shall provide for, or permit, the drainage of any cellar, swimming pool, water cooled air-conditioned system, or any storm water or surface water, roof drains, foundation drains, sump pumps or area drains, directly or indirectly, into any sanitary sewer.

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## **ARTICLE 7      PAYMENT OF WATER AND WASTEWATER BILLS**

### **Sec. 7.1      Water and Wastewater Billing**

Water billing shall be based upon the customer's water usage as read on the water meter, and on the applicable water tariff, as may be adjusted from time-to-time.

Wastewater billing for sewered customers shall also be based upon a specified percentage of water usage as read on the water meter, and on the applicable wastewater tariff, as shown in Article 10.

### **Sec. 7.2      Frequency of Billing**

Residential water meters shall be read quarterly and delivered to the customer within 21 days of reading. Nonresidential water meters shall be read monthly.

### **Sec. 7.3      Billing**

Water and wastewater bills are due and payable within 14 days of receipt by the customer. Bills may be paid at the Company's offices or at designated financial institutions.

### **Sec. 7.4      Termination of Service**

The Company shall terminate the service for customers whose bills are not paid within the required 14 days, unless the customer has contested the bill, or has requested and received permission to make installment payments.

The Company shall notify the customer of its intent to terminate service 15 days prior to the termination date.

Service will not be terminated under the following circumstances:

1. There are any known life threatening consequences, or
2. During payment negotiations when the customer has requested a payment extension within 5 days of receipt of the bill.

Only Company employees are authorized to connect or disconnect a customer's service.

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**Sec. 7.5 Reconnection of Service**

The reconnection of service shall be initiated upon:

1. The full payment of outstanding bills and applicable penalties, and
2. A one-time reconnection payment. The reconnection payment for the first reconnection shall be as shown in Article 10. Any subsequent service terminations and reconnections shall be subject to a repeat reconnection fee, as shown in Article 10.

**Sec. 7.6 Adjustment For Meter Error**

Should a customer’s water meter fail to register within the billing period, or should the customer’s meter be determined to be inaccurate, the customer will be billed for the estimated use of water as determined from Company records for the customer’s prior water usage.

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	Title: <b>Unauthorized Usage/Resale</b>	
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## **ARTICLE 8      UNAUTHORIZED USAGE AND RESALE OF WATER**

### **Sec. 8.1      Unauthorized Usage**

No customer may use water upon any tract of land other than that covered by his application for service. No customer shall knowingly permit leaks or the wastage of water. No customer shall knowingly bypass or damage a water meter.

### **Sec. 8.2      Resale of Water**

No customer within the service area of the Company may enter into any contract or agreement to resell any portion of the water to which he is entitled without special permission of the Management Committee.

No customer outside of the service area of the Company may enter into any contract or agreement to resell any portion of water received by that customer under any condition whatsoever.

### **Sec. 8.3      Company Right of Inspection**

The Company and its employees shall have unrestricted access at reasonable hours to inspect the Company's distribution system, service connections, and water meters to ensure that the rules and regulations concerning the taking, metering, use, reselling or waste of water are being observed, and that its facilities are not damaged.

### **Sec. 8.4      Service Termination**

The Company reserves the right to terminate the service of any customer violating the rules and regulations concerning the taking, metering, use, reselling or waste of water, or found to deliberately damage the Company's facilities.

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	Title: <b>Customer Complaints</b>	
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## **ARTICLE 9     CUSTOMER COMPLAINTS**

### **Sec. 9.1     Company Customer Service Representative Duties**

A Company customer service representative must give his or her name to the customer, whether communication is in person or by telephone. The representative must have immediate access to the most current detailed information available concerning the customer's account and previous contact with the Company and shall be properly qualified and instructed in the screening and prompt handling of complaints.

### **Sec. 9.2 Telephone and Other Contact Information**

The Company's main telephone number, XXX-XXXX, is staffed during the business hours of 7:30 a.m. to 4:00 p.m., Sunday through Thursday (excluding holidays), to handle routine business questions and other communications.

Utility emergencies can be reported to this same number, which is attended after normal business hours for the handling of problems or complaints of an emergency nature.

### **Sec. 9.3 Complaint Procedure**

Complaints concerning the charges, practices, facilities, or service of the Company shall be investigated promptly and thoroughly. The Company shall keep records of written complaints sufficient to enable review and analysis of its procedures and actions.

Customers are required to submit previously unresolved verbal complaints in writing with the following information:

1. Name(s) of complainant.
2. Address(es) of complainant.
3. Telephone number(s) of complainant.
4. Nature of the complaint.
5. Remedy sought.

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#### **Sec. 9.4 Company Response to Customer Complaints**

Initial contact by a customer regarding a complaint shall be made with the customer service representative of the Company within 1 business day for routine problems, and within 2 hours with emergencies.

The complaint may be pursued with the appropriate supervisor or the appropriate manager, in that order, if the customer is not satisfied with the handling of the complaint.

#### **Sec. 9.5 Formal Complaint Procedure**

A written complaint may be filed with the Deputy General Manager if the customer is not satisfied with the supervisor or manager's handling of the complaint. The Deputy General Manager shall then establish a hearing date of the complaint.

A customer who is unable to travel need not appear before any Company official described in this section to explain the nature of their complaint. They may do so by telephone, via e-mail, in writing, or in some other mutually agreeable fashion. During the hearing, each side may present information/evidence regarding his/her side of the issue.

The Deputy General Manager shall weigh the facts in the case in accordance to the Company's customer service procedures with a written decision and any applicable findings. In the absence of the Deputy General Manager, the General Manager shall serve as the Hearing Officer.

#### **Sec. 9.6 Formal Right of Appeal**

The Deputy General Manager's decision may be appealed to the Management Committee, who shall make a final and binding decision.

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	Title: <b>Schedule of Fees</b>	
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## **ARTICLE 10 SCHEDULE OF FEES**

### **Sec. 10.1 Schedule of Fees**

The schedule of fees and user charges for Company services are as shown in Table 10.1, as may be adjusted from time-to-time.

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**Table 10.1: Summary of Company Fees and Penalties**

**WATER:**

Residential Monthly Minimum Water	JD
Nonresidential Monthly Minimum Water	JD
Residential Water User Fee, Per Cu M Metered	JD
Nonresidential Water User Fee, Per Cu M Metered	JD 1.0
Residential Initial Water Connection Fee, including cost of tap, meter and appurtenances	JD
Nonresidential Initial Water Connection Fee. including cost of tap, meter and appurtenances	JD
Meter Deposit	JD
Meter Replacement	JD

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**WASTEWATER:**

Residential Monthly Minimum Wastewater	JD
Nonresidential Monthly Minimum Wastewater	JD
Residential Wastewater Usage, % of Metered Water Usage	%
Nonresidential Wastewater Usage, % of Metered Water Usage	%
Residential Wastewater User Fee, Per Cu M	JD
Nonresidential Wastewater User Fee, Per Cu M	JD 0.5
Residential Initial Wastewater Connection Fee, including cost of tap, and appurtenances	JD
Nonresidential Initial Wastewater Connection Fee. including cost of tap, and appurtenances	JD

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**REUSE WATER:**

Residential Monthly Minimum Wastewater	JD
Nonresidential Monthly Minimum Wastewater	JD
Residential Reuse Water User Fee, Per Cu M	JD
Nonresidential Reuse Water User Fee, Per Cu M	JD
Residential Initial Reuse Water Connection Fee, including cost of tap and appurtenances	JD
Nonresidential Initial Reuse Water Connection Fee. including cost of tap and appurtenances	JD

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**PENALTIES:**

Water Service Initial Reconnection Fee	JD 10
Water Service Subsequent Reconnection Fee	JD 20
Penalty for Late Payment	JD
Interest Per Annum on Past Due Balances	%
Meter Damage Fee	JD