

Effective 04/30/2025

**Raccoon Water Company**  
(An Illinois Not for Profit Organization)  
**Rules, Regulations, and Rates**

**Section 1. Application for Service and Tap Fee:**

Water service will be furnished only to corporation members upon execution of a water service contract on a form supplied by the corporation. Tap fee of \$2,000.00 (5/8" meter) or \$2,300.00 (1" meter) will be paid at that time.

**Section 2. Water Service Charges:**

A.) **Fees:** The fee required shall be paid at the time of application. If the application is not accepted the fees shall be refunded to applicant(s).

B.) **Water Rates:** The following rates shall be paid for water service.

1.) **Reinstatement Fee:**

When a water service is temporarily disconnected for less than 30 days, the bill is to be paid in full. To reconnect within 30 days, the fee is \$25.00. After 30 days, the fee is \$100.00. After 5 years, a new service fee is charged.

**Leak Rate: Given** only upon verification by company. One leak is allowed per 12-month period. Minimum leak must be 20,000 gallons above normal use.

To serve you better and to hold down the high cost of water for you and the company, please report any leaks or low pressure you may have for any reason.

**Reimbursements: Inquiries** for overpayment/overcharges to be refunded shall be completed within a 12-month period of the date in question.

**Reminder: Only one residence per tap is allowed. Violation will result in loss of service.**

**Emergency Phone Numbers:** 618-532-9201 \* 618-292-1310 \* 618-521-9459

All Raccoon Water customers are responsible for making sure that their water meter rim and lid are secured properly. Report any damage immediately. Customers must always keep the meter area free of obstruction/debris.

**A fee will be charged for all customer emergencies. During office hours \$75.00 and after office hours \$100.00 fees will be charged to your account.**

**If you feel your reading is incorrect, we will recheck the meter for a fee of \$75.00 during business hours and \$100.00 for after hours. If the recheck shows an error occurred on our part, the fee will be waived.**

**C.) Water Bills and Payment:**

1.) **Payment Date:** The water company will read the meter for the last half of the month or estimate the water usage if weather conditions do not permit reading. The bills will be sent out by the 1<sup>st</sup> of the month and will be due on the 15<sup>th</sup> of the month. They are considered late if not paid by 3:30 PM on the 15<sup>th</sup> of the month. The return fee is \$20.00.

2.) **Late Payment Penalties:** A penalty equal to 10% of the amount due shall be assessed upon and added to each bill not paid in full on or before the due date.

If water service charges remain unpaid for 30 days after their delinquent date, there shall be a lien placed upon the real estate to which the service was provided. The secretary is authorized to file a notice of lien, and the corporation may take such legal action as it deems necessary to collect the charges due.

**Code 1 Notice:** Past due account fees are printed on the monthly bill in the bottom left corner box. If a customer feels the past due amount is incorrect, they must contact the Raccoon Water office prior to the 15<sup>th</sup> of the month for resolution of the issue. It is also noted that there will be a \$75.00 fee for tampering with a lock put on a meter.

**3.) Termination for Non-Pay & Reinstatement (Shut off):** Reinstatement of terminated service. If upon expiration of 30 days from the due date a water service account remains unpaid, that membership and contract shall terminate, and water service will be discontinued. Before any terminated service may be reinstated, a \$100.00 service charge, plus all balances and penalties must be paid in full. Meters turned back on between 3:30 PM and 8:00 AM will incur an additional service fee of \$50. After 60 days, a reinstatement fee of \$100 will be charged, (in addition to all balances and penalties) and which must be paid in full. For services not being used after 5 years, materials will be removed from the property and a new service tap will be required for future water service.

### **Section 3. Corporation's responsibility and liability**

**A.) Ownership, Installation, and Maintenance:** A New Tap fee includes the service installed within 6' to 10' from the water main on a short side or 120' on the long side. Placement of the meter pit is at the water company's discretion. All installation/materials/supplies and maintenance beyond the allotted service (meter pit) provided by Raccoon Water, will be the sole responsibility of the customer.

**B.) Refusal of Service:** The Corporation may, at any time, refuse service to an applicant if in the judgment of the board of directors, the capacity of the system will not permit such use, or that such service is not economically feasible.

**C.) Liability:** The corporation shall not be liable, nor shall any claims be made against it for damages or injury caused by the reason of shutting off water for repair, relocation, or expansion of any part of the system or failure of any part of the system or concentration of water for such purposes as firefighting or restricted use of water.

**D.) Use of Water on Member's Premises:** The corporation reserves the right to use the water from the member's facilities for required tests at any time deemed necessary. The member shall make no charge for the use of the facilities and the member shall not be charged for the water used by the corporation.

**E.) New extensions:** All new extension installations will be paid for in full, and all easements signed prior to installation. Customers are responsible for all signed easements.

### **Section 4. Member's Responsibility:**

**A.) Installing & maintaining service lines:** The member shall be responsible for installation & maintenance of service lines between the meter & the residence or business. Such service lines must be at least 1" in diameter and must be installed at a minimum depth of 36". Service lines must have a minimum working pressure rating of 160 PSI at 73.4 degrees F and must be constructed of one of the following types of material: Copper (Type K), polyvinyl chloride (PVC), polyethylene, or such material as

may be generally authorized by the board. Service lines must not be covered until they are inspected and approved by a duly authorized corporation representative. The member must have a separate shut-off valve on the service line between the water meter and the house or business.

The member will not connect any service line or plumbing to any other water source. The service line must meet all requirements of the State of Illinois, the Environmental Protection Agency.

**B.) Easements:** The members shall give right-of-way easements as necessary & allow access for the purpose of construction, repair, maintenance, meter reading, relocation, or expansion of the water system. The board shall determine the necessity for right-of-way easements.

**C.) Damage to Corporation Property:** No member shall tamper, adjust, damage, or interfere in any matter with the operation of the water system owned by the corporation. Only a duly authorized representative of the corporation shall operate the shut-off valve. The penalty for tampering, damaging, or in any matter interfering with the components of the system shall be up to \$100, payable to the corporation. If the penalty is not paid within 30 days after the amount is determined, the corporation shall terminate the water service. The board of directors shall determine the amount of the penalty. In addition to the penalty, the member responsible shall reimburse the corporation for the actual cost of repairing any damage arising from the member's act. Members shall report any known evidence of tampering, adjusting, or interference with operation, to the Raccoon Water office. A charge of \$50.00 will be applied to your account for the replacement of a damaged meter antenna.

**D.) Authorized Uses of Water:** Water purchased from the corporation may be used for ordinary domestic, industrial, or farm use on the premises of the member, however:

- 1.) No member may resell or permit the resale of water purchased from the corporation.
- 2.) Separate uses upon the same premises shall each have its own service & water contract. For example, each trailer in a trailer court, each apartment in an apartment house or duplex, each separate residential or business use, although on the same premises, constitute a separate use. A separate shut-off valve, meter, and service shall be installed for each separate use. The board may, at its discretion due to special circumstances or conditions, authorize a single meter for separate uses upon such special terms and conditions as may be agreed upon.

**E.)** Customers must notify Raccoon Water Company prior to filling a swimming pool of any size, and we will schedule the filling date with them.

## **Section 5: Extension of the Main**

**A.) Payment of the cost of the extension:** Upon written request for an extension of the water system or any line thereof, the board shall determine if such an extension is within the service capacity of the system & it is economically feasible. If the extension is within the service capacity of the system and it is economically feasible, or exceptional circumstances exist, the corporation may install and pay the cost of the extension. If the corporation elects not to pay such costs, then the person or persons requesting an extension will be responsible for the cost.

**B.) Extension Reimbursement Policy:** After an extension is paid for by a new customer, and other potential customers wish to tie on to that line within five years, the cost paid by the original customer will be split evenly between all the new services on that extension. Raccoon Water Company will handle records of all transactions and enforcement of the charges.

**C.) Requirements if an extension is installed by someone other than the Corporation:**

- 1.) Raccoon Water Company must approve the extension.
- 2.) Before any extension is made, the plans & specifications must be reviewed & approved by the State of Illinois Environmental Protection Agency.
- 3.) Before any extension installed by someone other than the corporation is placed into service, title to all right-of-way easements and the extension must be conveyed to the corporation. The corporation will maintain the extension upon its acceptance.

#### **Section 6: Termination or transfer of Service**

**A.) Notice to Corporation:** Unless otherwise provided for in the member's water service contract, a member may terminate the water service contract at any time after the expiration of one year from the date of the contract. Then the member must give written notice of termination at least ten (10) days prior to the date the termination is requested to be effective, provided that all water service charges and penalties due under said contract have been paid. Upon the effective date of the termination, the meter shall be read by the corporation and payment for water used to the time of termination then must be made. Reinstatement of a water service contract shall be made upon compliance with the provisions of section 2-B-(3).

**B.) Responsibility for payment of service already consumed: Responsibility** for payment for water consumed prior to the date of termination shall be with the owner of the property served and the member tenant. If the water service is terminated, all payments shall revert to the reinstatement fee. Section 2-B-(3)

**C. Assume charges – new owner:** There will be a \$100.00 charge for transferring the water service to a new or succeeding member if service charges are paid at the time of the transfer and there is no interruption in service. No transfer shall be made until the transferee has signed an application for membership and executed a water service contract.

**\*\*Within 14 days of the "Final Reading" for the existing customer, if the new owner has not signed a contract and paid fee, the water will be shut off and after an additional 7 days with no contract, the water meter will be removed. \*\***

**Section 7: Revisions:** The rules, regulations & rates set forth herein may be revised, changed, or amended by the board as it deems necessary.

**Section 8: Cross Connection Control Rules and Regulations:** See the next 10 pages for IEPA Regulations.

## **CROSS-CONNECTION CONTROL RULES AND REGULATIONS**

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#### **13D.01 CROSS-CONNECTION CONTROL GENERAL POLICY**

##### **A. The purpose of these rules and regulations are:**

1. To protect the public water supply system from contaminant or pollution by isolating within the user's water system contaminants or pollutants; which could backflow through the service connection into the public water supply system.
2. To promote the elimination or control of existing cross-connections, actual or potential, between the user's potable water system, and non-potable water systems, plumbing fixtures, and sources or systems containing substances of unknown or questionable safety.
3. To provide for the maintenance of a continuing program of cross-connection control; which will prevent the contamination or pollution of the public and user's potable water systems.

##### **B. Application:**

1. These rules and regulations shall apply to all premises served by the public potable water supply system of the city.

##### **C. Policy:**

1. The Manager of the Water Company shall be responsible for protection of the public water supply system from the contamination due to back up or back siphonage of contaminants through the user's water service connection. If in the judgement of the manager, an approved backflow prevention device is necessary for the safety of the public water supply system, the manager shall give notice to the user to install such approved backflow prevention device at each service connection to the premises. The user shall immediately install such approved device or devices at his own expense. Failure, refusal or inability on the part of the user to install such device or devices immediately shall constitute grounds for discontinuing water service to the premises until such device or devices have been installed. The user shall retain records of installation, maintenance, testing and repair as required in Section 13D.05-D-4 for a period of at least five years. The manager may require the user to submit a cross-connection inspection report to the city to assist in determining whether or not service line protection will be required. All cross-connections inspections shall be conducted by a cross-connection control device inspector certified by the IEPA.

## **13D.02 DEFINITIONS**

- A. Terms used in this chapter can be found in Chapter 13E and Appendix A of this code.

## **13D.03 Water System**

- A. The water system shall be considered as made up of two parts: The public water supply and the user's water system.
- B. The public water supply system shall consist of the source facilities and the distribution system and shall include all those facilities of the potable water system under the control of the manager up to the point where the user's water system begins, as defined in Chapter 13B of this code.
  1. The source shall include all components of the facilities utilized in the production, treatment, storage and delivery of water to the public water supply distribution system.
  2. The public water supply distribution system shall include the network of conduits used to deliver water from the source to the user's water system.
- C. The user's water system shall include all parts of the facilities beyond the service connection used to convey water from the public water supply distribution system to points of use.

## **13D.04 Cross Connection Prohibited**

- A. Connections between potable water systems and other systems or equipment containing water or other substances of unknown, or questionable quality are prohibited except when and where approved cross-connection control devices or methods are installed, tested and maintained to insure proper operation on a continuing basis.
- B. Prohibition:
  - 1. No physical connection shall be permitted between the potable portion of a supply and any other water supply.
  - 2. There shall be no arrangement or connection by which an unsafe substance may enter a supply.

### **13D.05 Survey and Investigations**

- A. The user's premises shall be open at all reasonable times to the CCCDI for the inspection of the presence or absence of cross-connections within the user's premises, and testing, repair, and maintenance of cross-connection control devices within the user's premises.
- B. On request by the manager, the user shall furnish information regarding the piping system or systems or water use within the customer's premises. The user's premises shall be open at all reasonable times to the manager for the verification of information submitted by the user to the public water supply custodian regarding cross-connection inspection results.
- C. It shall be the responsibility of the water user to arrange periodic surveys of water use practices on his premises to determine whether there are actual or potential cross-connections to his water system through which contaminants or pollutants could backflow into his or the public potable water system. All cross-connection control or other plumbing inspections must be conducted in accordance with 225 ILCS 320/3 et seq.
- D. It is the responsibility of the water user to prevent backflow into the public water system by ensuring that:
  - 1. All cross-connections are removed; or approved cross-connection control devices are installed for control of backflow and back-siphonage.
  - 2. Cross-connection control devices shall be installed in accordance with the manufacturer's instructions.
  - 3. Cross-connection control devices shall be inspected at the time of installation and at least annually. The inspection of mechanical devices shall include physical testing in accordance with the manufacturer's instructions.
- 4. Testing and Records
  - a. Each device shall be tested at the time of installation and at least annually or more frequently if recommended by the manufacturer.

- b. Records submitted to the city shall be available for inspection by IEPA personnel in accordance with 415 ILCS 5/4 et seq.
- c. Each device shall have a tag attached listing the date of the most recent test, name of the CCCDI and type and date of repairs.
- d. A maintenance log shall be maintained and include:
  - I. Date of each test.
  - II. Name and approval number of person performing the test.
  - III. Test results.
  - IV. Repairs of servicing required.
  - V. Repairs and date completed.
  - VI. Service performed and date completed.

#### **13D.06 Where Protection is required**

- A. An approved backflow device shall be installed on all connections to the public water supply as described in the plumbing code, 77 Illinois Administrative Code 890 and the IEPA's regulations 35 Illinois Administrative Code 680. In addition, an approved backflow prevention device shall be installed in each service line to a user's water system serving premises, where in the judgement of the Superintendent and/or building and zoning commissioner, actual or potential hazards to the public water supply system exist.
- B. An approved backflow prevention device shall be installed on each service line to a user's water system serving premises where the following conditions exist:
  - 1. Premises on which any substance is handled which can create an actual premises having sources or systems containing process fluids or waters originating from the public water supply system which are no longer under the sanitary control of the manager.
  - 2. Premises having internal cross-connections that, in the judgment and zoning commissioner, are not correct Chapter 13D, page 5 able or intricate plumbing arrangements which make it impractical to determine whether or not cross-connections exist.
  - 3. Premises where, because of security requirements or other prohibitions or restrictions, it is impossible or impractical to make a complete cross-connection survey.
  - 4. Premises having a repeated history of cross-connections being established or reestablished.
- C. An approved backflow device shall be installed on all connections to the public water supply as described in the plumbing code, 77 Illinois administrative code 890 and the IEPA's regulations 35 Illinois Administrative Code 653. In addition, an



approved backflow prevention device shall be installed on each service line to a user's water system serving, but not necessarily limited to, the following types of facilities unless the manager determines that no actual or potential hazard to the public water supply system exists:

1. Hospitals, mortuaries, clinics, nursing homes.
2. Laboratories.
3. Food or beverage processing plants.
4. Chemical plants.
5. Metal plating industries.
6. Petroleum processing or storage plants.
7. Radioactive material processing plants or nuclear reactors.
8. Car washes.
9. Pesticide, herbicide or extermination plants and trucks.
10. Farm service and fertilizer plants and trucks.
11. Premises that are located on elevations relative to the water system which could, due to pressure decreases in the system, cause backflow from the user's water system into the public water supply system.

#### **13D.07 Type of Protection Required**

- A. The type of protection required under Sections 13D.06-B-1, 2 and 3 of these regulations shall depend on the degree of hazard which exists as follows:
  1. An approved fixed proper air gap separation shall be installed where the public water supply system may be contaminated with substances that could cause a severe health hazard.
  2. An approved fixed proper air gap separation or an approved reduced pressure principle backflow prevention assembly shall be installed where the public water supply system may be contaminated with a substance that could cause a system or health hazard.
  3. An approved fixed proper air gap separation or an approved reduced pressure principle backflow prevention assembly or a double check valve assembly shall be installed where the public water supply system may be polluted with substances that could cause a pollution hazard not dangerous to health.
- B. The type of protection required under Section 13D.06-B-4 and 5 of these regulations shall be an approved fixed proper air gap separation or an approved reduced pressure principle backflow prevention device.
- C. Where a public water supply is used for a fire protection system, reduced pressure principle backflow preventers shall be installed on fire safety systems connected to the public water supply when:
  1. The fire safety system contains antifreeze, fire retardant or other chemicals; and

2. Water flows by gravity from a non-potable source; or water can be pumped into the fire safety system from any other source.
- D. All other fire safety systems connected to the potable water supply shall be protected by a double check valve assembly on metered service lines and a double detector check valve assembly on unmetered service lines.

#### **13D.08 Backflow Prevention Devices**

- A. All backflow prevention devices or methods required by these rules and regulations shall be approved by the Research Foundation for Cross-Connection Control of the University of Southern California, American Water Works Association, American Society of Sanitary Engineering or American National Foundation to be in compliance with applicable industry specification.
- B. Installation of approved devices shall be made in accordance with the manufacturer's instructions. Maintenance as recommended by the manufacturing of the device shall be performed. Manufactured maintenance manual shall be available on-site.

#### **13D.09 Inspection and Maintenance**

- A. It shall be the duty of the user at any premises on which backflow prevention devices required by these regulations are installed to have inspection, tests, maintenance and repairs made in accordance with the following schedule or more often where inspections indicate a need or are specified in manufacturer's instructions.
  1. Fixed proper air gap separations shall be inspected to document that a proper vertical distance is maintained between the discharge point of the service line and the flood level rim of the receptacle at the time of installation and at least annually thereafter. Corrections to improper or bypassed air gaps shall be made within 24 hours.
  2. Double check valve assemblies shall be inspected and tested at time of installation and at least annually thereafter, and required service performed within five days.
  3. Reduced pressure principle backflow prevention assemblies shall be tested at this time of installation and at least annually or more frequently if recommended by the manufacturer, and required service performed within five days.
- B. Testing shall be performed by the CCDI. Proof of approval shall be in writing.
- C. Each device shall have a tag attached listing the date of most recent tests or visual inspection, name of tester and type and date of repairs.
- D. A maintenance log shall be maintained and include:
  1. Date of each test or visual inspection.

2. Name and approval number of person performing the test or visual inspection.
  3. Test results.
  4. Repairs or servicing required
  5. Repairs and date completed.
  6. Servicing performed and date completed.
- E. Whenever backflow prevention devices required by these regulations are found to be defective, they shall be repaired or replaced at the expense of the user without delay as required by Section 13D.09A.
- F. Backflow prevention devices shall not be bypassed, made inoperative, removed or otherwise made ineffective without specific authorization by the manager.

#### **13D.10 Booster Pumps**

- A. Where a booster pump has been installed on the service line to or within any premises, such pump shall be equipped with a low pressure cut-off device designed to shut off the booster pump when the pressure in the service line on the suction side of the pump drops to 20 psi or less.
- B. It shall be the duty of the water user to maintain the low pressure cut-off device in proper working order and to certify to the manager, at least once a year that the device is operable.

#### **13D.11 Violations**

- A. The manager shall deny or discontinue, after notice as provided in Section 13D.12-E of this ordinance to the occupants thereof, the water service to any premises wherein any backflow prevention device required by these regulations is not installed, tested, maintained and repaired in a manner acceptable to the manager, or if it is found that the backflow prevention device has been removed or bypassed, or if an unprotected cross connection exists on the premises, or if a low pressure cut-off required by these regulations is not installed and maintained in working order.
- B. Water service to such premises shall not be restored until the user has corrected or eliminated such conditions or defects in conformance with these regulations and to the satisfaction of the manager, and the required reconnection fee is paid.
- C. Water service to such premises shall not be restored until the user has corrected or eliminated such conditions or defects on conformance with these regulations and to the satisfaction of the manager.
- D. Neither the city or the manager or their agents shall be liable to any users of the city public water supply for any injury or lost revenue which may result from termination of said customer's water supply in accordance with the terms of this ordinance,

whether or not said termination of the water supply was with or without notice.

- E. The user responsible for back-siphoned material or contamination through backflow, if contamination of the potable water supply system occurs through an illegal cross-connection or an improperly installed, maintained or repaired device, or a device which has been bypassed, must bear the cost of clean-up of the potable water supply system.
- F. Any person found to be in violation of any provision of this ordinance shall be served with written notice stating the notice of the violation and, as provided in Section 13D.13 of this chapter, require the satisfactory correction thereof. The offender shall, within the period of time stated in such notice, permanently cease all violation.

### **13D.12 Backflow Prevention**

- A. All plumbing installed within the city shall be installed in accordance with Illinois Plumbing License Law, 77 Illinois Administrative Code 890. That, if in accordance with the Illinois Plumbing Code or in the judgement of the manager an approved backflow prevention device is necessary for the safety of the public water supply system, the manager shall give notice to the water customer to install such an approved device immediately. The water customer shall, at his own expense, install such an approved device at the location and in a manner in accordance with the Illinois Plumbing License Law, IEPA and all applicable local regulations, and shall have inspections and tests made of such approved devices upon installation and as required by the Illinois Plumbing License Law, IEPA and local regulations.
- B. No person, firm or corporation shall establish or permit to be established or maintain or permit to be maintained any connection whereby a private, auxiliary or emergency water supply, other than the regular public water supply of the city, may enter the supply or distribution system of the city, may enter the supply or distribution system of the city unless such private auxiliary or emergency water supply and the method of connection and use of such supplies have been approved by the manager and the IEPA.
- C. It shall be the duty of the manager to cause surveys and investigations to be made of commercial and other properties served by the public water supply to determine whether actual or potential hazards to the public water supply may exist. Such surveys and investigations shall be made a matter of public record and shall be repeated at least every two years, or as often as the manager shall deem necessary. Records of such surveys shall be maintained and available for review for a period of at least five years.

- D. The approved cross-connection control device inspector shall have the right to enter at any reasonable time any property served by a connection to the public water supply or distribution system of the city for the purpose of verifying the presence or absence of cross-connections, and that the manager or his authorized agent shall have the right to enter at any reasonable time any property served by a connection to the public water supply or distribution system of the city for the purpose of verifying information submitted by the user regarding the required cross-connection control inspection. On demand the owner, lessees or occupants of any property so served shall furnish to the manager any information which he may request regarding the piping system or systems or water use on such property. The refusal of such information, when demanded, shall, within the discretion of the manager, be deemed, shall, within the discretion of the manager, be deemed evidence of the presence of improper connections as provided by this section.
- E. The manager is hereby authorized and directed to discontinue, after reasonable notice to the occupant thereof, the water service to any property wherein any connection in violation of the provisions of this section is known to exist, and to take such other precautionary measures as he may deem necessary to eliminate any danger of contamination of the public water supply distribution mains. Water service to such property shall not be restored until such conditions have been eliminated or corrected in compliance with the provisions of this section, and until a reconnection fee of \$50.00 is paid to the city. Immediate disconnection with verbal notice can be effected when the manager is assured that imminent danger of harmful contamination of the public water supply system exists. Such action shall be followed by written notification of the cause of disconnection. Immediate disconnection without notice to any part can be effected to prevent actual or anticipated contamination or pollution of the public water supply, provided that, in the reasonable opinion of the manager or the IEPA, such action is required to prevent actual or potential contamination or pollution of the public water supply. Neither the city or the manager or their agents shall be liable to any user for any injury, damages or lost revenue which may result from termination of said customer's water supply in accordance with the terms of this section, whether or not said termination was with or without notice.
- F. The customer is responsible for back siphoned or back pressured material or contamination through backflow, if contamination of the potable water supply system occurs through an illegal cross-connection of an improperly installed, maintained or repaired device, or a device which has been bypassed, must bear the cost of clean-up of the potable water supply system.

### **13D.13 Penalty**

Unless another penalty is specifically provided by this chapter for the violation of any particular section hereof, any person violating any provision of this chapter or any rule or regulation adopted or issued in pursuance hereof, or any lawful order made by a city official hereunder, shall, upon conviction, be subject to a fine of not less than \$50.00 nor more than \$500.00, plus all costs of prosecution, including but not limited to filing fees, witness fees, attorney fees and the revocation of any permit for water or sewer service.