



NON-PREMISE SERVICES

Policy

Abstract

This policy outlines the fees and requirements associated with non-premise services, which are services not directly tied to a standard water account or regular monthly usage.



Effective Date: 09.01.2025

**Public Policy
Non-Premise Services
Fees and Requirements**

Last Revised: 06.17.2025

Overview

Del-Co Water Company is committed to providing reliable water services in a fair, transparent, and cost-effective manner. This policy outlines the fees and requirements associated with non-premise services, which are services not directly tied to a standard water account or regular monthly usage.

These include, but are not limited to:

- Development-related infrastructure reviews
- Subdivision connections
- Potholing
- Line Relocation
- System capacity impact fees
- Meter relocations or upgrades
- Damage repairs
- Custom service requests

Fee Principles

Fees are established to reflect the actual cost of providing each service. This includes:

- Labor and equipment
- Materials and supplies
- System capacity impact
- Administrative processing
- Associated operational and financial risk

Del-Co Water does not profit from these fees; they are designed to recover costs and ensure equitable treatment across all customer and project types.

Annual Review and Updates

Fees are reviewed annually by Del-Co Water's Finance Department in coordination with operational departments. Updated fee schedules are typically published in April of each year and take effect on May 1st. Del-Co Water reserves the right to update fees at other times to reflect significant cost changes or the introduction of new services.

Fee Schedule

Service	Fee(s)	Terms
Development plan review and inspection	3.5% of the construction costs \$500 Minimum	Payable at plan submission Non-refundable
Resubmission for cancelled projects	\$500	Payable at resubmission

Subdivision connections, potholing, line relocations, damages, hydrant installs, tap relocation, and tap resizing.	Materials, labor, and equipment	Payment terms vary and are determined on a case-by-case basis depending on the type of service or project.
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Payment Terms

- All fees must be paid per the terms provided in the estimate or invoice.
- Some fees may be non-refundable, especially when labor or materials are committed in advance.
- Past due amounts may be subject to penalties and collection actions.

Inactivity and Resubmission Policy

To ensure projects reflect current standards, costs, and operational considerations, Del-Co Water Company applies the following policy to any service request, development project, or fee-based submission that remains inactive:

Inactivity Threshold

- If a project or service request sits for **12 consecutive months with no material movement or communication from the applicant**, it will be deemed **Inactive**.
- At the 12-month mark, Del-Co Water will issue the applicant a Notice of Inactivity and Pending Cancellation.

Status Change and Revocation

- Once deemed Inactive, the service or project's **Acceptance is revoked**.
- All associated plans, estimates, or approvals for **development projects** are considered void, and **updated plans must be submitted** for further consideration.
- If no response is received within **30 days** of the Notice of Inactivity, Del-Co Water's system will formally cancel the project.

Resubmission Requirements

- Development Project Applicants may resubmit the project at any time following cancellation, subject to:
 - Re-evaluation of scope, standards, and capacity.
 - Submission of updated documentation.
 - Payment of applicable fees, which may include either the full original fee or a reduced resubmission fee, at the discretion of the Del-Co Water Company.

Exceptions

Requests for exceptions due to extenuating circumstances must be submitted in writing before the 12-month threshold is reached. Exceptions are granted at the sole discretion of Del-Co Water Company.

Policy Updates

Del-Co Water reserves the right to amend this policy and the associated fee schedule at any time. The most current version is always available on our website.

Dispute Resolution

If you believe a fee has been applied in error or have concerns regarding a charge, please contact Del-Co Water Company within 30 days of the invoice date.

Waivers and Exceptions

Fee waivers or adjustments may be considered in limited cases due to hardship, administrative error, or unique project circumstances. All exceptions must be reviewed and approved by Del-Co Water.