



2638 Old Stagecoach Road, Cassatt, S.C. 29032
(803) 432-8235
www.cassattwater.com

Inactive Meter Policy – Frequently Asked Questions

WHAT IS AN INACTIVE METER?

An inactive meter is an account, meter or connection to which water service installation has been paid for by the customer, installed by Cassatt Water, and is not taking water delivery. There may or may not be a water meter in place, although there is a connection, installed by Cassatt Water, to which the water meter can be quickly connected. Inactive connections, whether a meter is in place or not, are attached to the Cassatt Water system and have immediate access to water delivery service when requested. Many such accounts are located on vacant, undeveloped property.

WHY SHOULD I HAVE TO PAY A CHARGE WHEN I AM NOT RECEIVING SERVICE?

Customers not actively using water delivery still receive entitlement and availability of water service, whenever they are ready for it and that comes at a cost. Many of Cassatt Water's costs are fixed, meaning that they are incurred whether water is delivered or not. The water system infrastructure requires constant upkeep and maintenance to ensure safe and reliable drinking water upon request. Costs to support such accounts have been ongoing for years in an effort to maintain a readily available service.

WHY IS THIS A CONCERN?

Cassatt Water is a special purpose district that provides water service to approximately 11,000 homes and businesses throughout a large portion Kershaw county and Lee county and a small portion of Lancaster county and Sumter county. The approximately 11,000 homes and businesses are active customers paying for water service. There are another additional 3,000 (approximate) inactive meters and/or connections not using water service that are not being charged a monthly Base Fee. Cassatt Water owns and operates significant water system infrastructure for the benefit of the community it serves. The water system includes over 886 miles of pipeline, 14 wells pumping over 3 million gallons of water a day, 10 booster pump stations and 37 storage facilities that hold a capacity of 7.5 million gallons of water. Cassatt Water relies on the Base Fee to contribute to funding the costs of operating and maintaining the water system infrastructure that requires constant upkeep and maintenance. Cassatt Water believes it is in the best interest of the community it serves to move forward with a more equitable method, requiring all customer accounts that are connected to the water system to contribute equitably towards maintenance costs.

WHICH CUSTOMERS ARE REQUIRED TO PAY THE AVAILABILITY FEE?

All customer accounts are subject to the monthly Base Fee.



2638 Old Stagecoach Road, Cassatt, S.C. 29032
(803) 432-8235
www.cassattwater.com

I DON'T NEED MY WATER METER AND DON'T WANT TO PAY AN AVAILABILITY FEE.

Property owners can elect to "Opt Out" to avoid payment of the monthly Base Fee. Opting out will require them to sign a form stating that they understand that they relinquish all entitlement to water service until they or the successor property owner complies with all the Rules & Regulations and other requirements and pay all fees and charges in effect at the time when water service is requested in the future. Since costs and requirements are continually under review and subject to change, Cassatt Water cannot estimate the costs or requirements to opt in at a future date when service is once again requested. Opting out will eliminate entitlement to water service and the requirement to pay the monthly Base Fee and the meter and appurtenances will be removed from the property. Property owners will not receive any refund from Cassatt Water for opting out and relinquishing all entitlement to water service. Cassatt Water has already performed the work required to install a water service connection and has provided entitlement to and availability of water service since that time, whether the property owner elected to take water delivery or not.

WHAT IS REQUIRED IF I WANT THE WATER METER INSTALLED FOR MY INACTIVE ACCOUNT SO THAT I CAN RECEIVE WATER DELIVERY?

Cassatt Water requires the customer to complete the application process. The application process includes identity verification, completion of application paperwork, payment of account turn on fees and deposit, if required. In addition, payment of any past due charges associated with the inactive account (including the inactive meter fees) must be paid before water delivery can be initiated.

WHAT IF I DO NOT PAY THE MONTHLY BASE FEE FOR MY INACTIVE WATER ACCOUNT?

Cassatt Water reserves the right to use any legal means available for collecting unpaid accounts including filing liens against the property, transferring unpaid balances to other open accounts held in the name of the same owner, requiring payment before new accounts are established and sending said account to collections.

WHEN WILL THE INACTIVE METER POLICY BEGIN?

Customers with inactive meters will have until October 1, 2025 to setup their account with the office without penalty and begin paying the monthly Base Fee. After October 1, 2025, customers will be required to pay the fees associated with the Inactive Meter Policy before water service will be restored.