

WOODHAVEN WATER COMPANY

RATES, RULES AND REGULATIONS

Effective January 1, 2022

For

Water Service in Woodhaven Shores Subdivision

Served by

Woodhaven Water Company
7242-A Lakeshore Drive
Quinton, Virginia 23141-1153

By – The Board of Directors

SCC-Division of Energy Regulation
Accepted for Filing
Date

State Corporation Commission
Division of Utility Regulation
Accepted for Filing
December 30, 2021

WOODHAVEN WATER COMPANY - RATES, REGULATIONS AND RULES

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WOODHAVEN WATER COMPANY RATES, REGULATIONS AND RULES

I. Definitions

- A. “Company” as used herein is Woodhaven Water Company (WWC) whose primary purpose is to provide water service to Woodhaven Shores Subdivision in Quinton, Virginia.
- B. “Water service connection” as used herein shall mean a water service line connecting the Company’s water main to an owner’s premises.
- C. “Owner” or "Owner of Record" as used herein is the name that is listed on the Property Deed filed with New Kent County, Virginia.
- D. "Premises” as used herein shall mean a lot or parcel of land located in Woodhaven Shores Subdivision.
- E. "Improved premises” as used herein shall mean a lot or parcel of land upon which a dwelling is situated.
- F. “Connected premises” as used herein shall mean a lot or parcel of land to which a water connection has been made.

II. Rates and Fees

These rates and fees are applicable to all owners in Woodhaven Shores Subdivision, New Kent County, Virginia.

- A. **Water rates will be billed quarterly for the three (3) previous months of the calendar year.**

See Regulation and Rule

1. Improved premises:

Availability Fee	\$150.00	J. 3
1 – 9,000 gallons	\$4.00 per 1,000 gallons	
9,001 – 21,000 gallons	\$5.00 per 1,000 gallons	
21,001 – 30,000 gallons	\$6.00 per 1,000 gallons	
Over 30,000 gallons	\$8.00 per 1,000 gallons	

2. Connected premises:

Availability Fee	\$20.00	J. 2
1 – 9000 gallons	\$14.45 per 1,000 gallons	
9,001 – 21,000 gallons	\$5.00 per 1,000 gallons	
21,001 – 30,000 gallons	\$6.00 per 1,000 gallons	
Over 30,000 gallons	\$8.00 per 1,000 gallons	

See Regulation and Rule

3. All other premises:		
Availability Fee	\$10.00	J. 1
B. New Service Connection Fee:	\$4,500.00	C. 1
C. Application Processing Fee:	\$35.00	B. 2
D. Turn Off/On Fee:	\$75.00 (Violation) \$35.00 (Convenience)	O.
E. Returned Check Fee:	\$35.00	L.
F. Late Payment Fee:	1.50%	K.

III. Regulations and Rules (R&R)

The regulations and rules as herein set forth, or as they may hereafter be revised or amended with approval of the State Corporation Commission, shall govern the rendering of water service by Woodhaven Water Company.

A. GENERAL:

1. The WWC office is located at 7242-A Lakeshore Drive, Woodhaven Shores Subdivision, Quinton, Virginia 23141-1153.
2. The telephone number for billing and service questions is 804-932-4577.
3. In case of emergency or after hours, call the emergency number 757-603-5244 and leave a message. Someone will contact you as soon as possible.
4. The Company will maintain, operate and service the water facilities (up to and including the curb-stop valve and or meter) of all owners in return for prompt payment of fees.
5. The service pipe, meters and fixtures on the owner’s premises shall be accessible to the Company for observation or inspection at reasonable hours.
6. The Company shall have the right to require easement from owners for the installation of meters, and/or service connections and may condition the continuance of service on proper granting of such easements.
7. No person shall turn the water on or off at any street valve, corporation cock, meter cock or other connection, or disconnect or remove any meter, cut-off valve or valve box or disturb any connection pipe or service line without the consent of the Company. Penalties provided by law for any such unauthorized action will be enforced.

8. No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement, or representation contrary to the letter or intent of these rules and regulations.

9. Any complaint against the service of employees of the Company should be made at the office of the Company and preferably in writing.

B. APPLICATION FOR SERVICE:

1. The Woodhaven Water Company shall furnish the applicant a “disclosure packet” including these Rates, Regulations and Rules and a current Water Quality Report.

2. Before a water connection can be provided, the owner shall make application for such service. A WATER CONNECTION FORM (WWC-71A) is used for the purpose and must be signed by the property owner. Upon approval of the application the Company shall install the water connection within thirty (30) days after fees are paid. A \$35.00 application processing fee must be paid prior to service.

3. Whenever there is a change in the ownership and service is to be provided to a new owner, an application, CHANGE IN OWNERSHIP FORM (WWC-71C), is required. The Company reserves the right to require the applicant to establish that the applicant is the deeded owner of record of the premises. A \$35.00 application processing fee must be paid prior to service.

4. Whenever there is a change in name/billing address for an owner, an application, CHANGE IN NAME/BILLING ADDRESS FORM (WWC-71B) is required from the owner. No charge shall be made for this service.

5. Whenever the owner of record wants to change the name/billing address to that of his tenant, an application, TENANT/LANDLORD AGREEMENT FORM (WWC-71D) is required. No charge shall be made for this service.

6. Whenever the owner of record wants to turn the water service on/off at the main for convenience, an application, REQUEST FOR OFF/ON WATER SERVICE FORM (WWC-71E) is required. A \$35.00 application processing fee must be paid prior to service.

7. Should at any time the owner not comply with this section, service may be discontinued.

C. SERVICE CONNECTIONS:

1. **New Service Connection** - Before a water service connection is provided, the owner or his duly authorized representative, shall make application for water service using WATER CONNECTION FORM (WWC-71A). Upon approval of the application, the Company will install the service connection from the main in the street to (or near) the property line and will charge a connection fee of \$4,500.00. If a new service connection incurs more cost, the Company has the option to add gross-up for taxes and applicable charges, but in no event be less than \$4,500.00. All connection fees are to be paid before the application can be processed. The Company will maintain and replace all water service connections, including the cut-off valve from the main in the street to (or near) the property line.

2. The Company will install, maintain, and operate a main distribution pipeline or lines to the property line of each owner (or not more than ten (10) feet beyond). At these points, designated as "delivery points", cut-off valves or meters will be purchased, installed, owned and maintained by the Company. The cost of the service line or lines from the main distribution pipeline or lines of the Company to the cut-off of each owner shall be paid by the Company. The Company shall have sole and exclusive right to use such cut-off valve. However, the provisions of this rule shall not be construed to require the acquisition or installation of meters or curb-stop valves where the Company determines that the use of either or both of such devices is impractical and will not protect the system and the rights of the owner and/or is not economically feasible.
3. Each owner will be required at his own expense to have dug a ditch for the connection of the water service line or lines from the property line of the owner to his dwelling or other portions of his premises, and to purchase and have installed the portion of the service line or lines from his property line to the place of use on his premises. He will maintain such portion of such line or lines at his own expense. In addition, each owner shall pay such connection charge, if any, as may be imposed by the Company before such owner will be entitled to receive water from the system. (See R&R - D)
4. Each owner may be permitted to have additional service lines from the Company's water system at the discretion of the Company upon proper application thereof and the tender of payment not to exceed the then existing connection charge. Approval by the Company of additional service lines is necessary to protect the interest of other owners and to other properties that need service along the distribution lines of the system. Each service line shall connect with the Company's water system at the nearest available place desired by the owner. If the Company's water system is inadequate to permit the delivery of water through a water service line installed at such a place without interfering with the delivery of water through a prior line, then such service line shall be installed at such place designated by the Company.
5. Each owner may be permitted to purchase extra water from the Company pursuant to such agreement as may from time to time be provided and required by the Company, such as is needed by him for domestic, gardening, or other purposes as may be desired, subject, however, to the provisions of such rules and regulations. Only such water may be delivered through his service lines as may be necessary to supply the needs of each owner. The water delivered through each service line may be metered separately, irrespective of the number of service lines owned by the owner. (See R&R - F)
6. In the event the total water supply shall be insufficient to meet all the needs of the owner or in the event there is a shortage of water, the Company may prescribe a schedule of hours covering the use of water for gardening purposes and require adherence thereto or prohibit the use of water for gardening purposes. If at any time the total water supply shall be insufficient to meet all the needs of the owner for domestic or gardening purposes, the Company must first satisfy all of the reasonable needs for domestic purposes before supplying any water for other purposes and must satisfy all of the needs for all of the owners for domestic purposes before supplying water for other purposes. During the periods of shutoff of additional service lines, the cost, if any, of resuming the flow of water to such additional service lines shall be borne by the Company.

D. OWNER SERVICE PIPES:

1. The Company will specify the size, kind and quality of the materials which shall be laid between the meter cock (or cut-off valve) or property line and the structures on the premises to be supplied.
2. The water service pipe from the meter cock (cut-off valve) to the place of consumption shall be furnished and installed by the property owner at his own expense and risk.
3. The owner's service pipe(s) and all connections, fixtures, cross connections, and backflow valves attached thereto shall be subject to the inspection and approval of the Company before the water will be turned on.
4. The owner's service pipe(s) shall be laid at all points at least three feet below the surface of the ground and shall be installed in trenches at least two feet in a horizontal direction from any other trench wherein are laid gas pipes, service pipe, or other facilities, public or private, unless otherwise specifically authorized or approved by the Company. In backfilling the trench, rock or ashes shall NOT be permitted within one foot of a service pipe and clean soil shall be filled in to a depth of at least one foot over a service pipe.
5. Any repair, maintenance, replacement or relocation necessary on the owner's water service pipe or fixtures in or upon the owner's premises shall be performed by the owner at his/her expense and risk in a manner approved by the Company.
6. The property owner shall install a stop of a type approved by the Company on the water service pipe inside the foundation of the building being supplied and so located as to be easily accessible to the occupants and to provide a bleed-off for all the water lines at the building.

E. CROSS-CONNECTION AND BACK SIPHONAGE:

1. No pipe or fixture connected to the mains of the Company shall also be connected to pipes or fixtures supplied with water from any other source.
2. Piping systems supplying swimming pools or tanks shall be so arranged as to prevent water from re-entering the water distribution system by siphonage or other means. An independent supply pipe shall be provided in such a way that its discharge end is at least eight inches above the highest possible water level in such a swimming pool or tank. These installations shall in each case be approved by the Company.
3. The plumbing on all premises supplied from the Company's water system shall conform to the Commonwealth of Virginia Sanitary Code and any Sanitary Code of New Kent County which may be applicable.

F. METERS AND METER INSTALLATION:

1. The Company shall determine the type and size of any meter to be installed.

2. Meters will be furnished, installed, and removed by the Company and shall remain its property.
3. Meters will be maintained by the Company at its expense. Damage to any meter arising out of or caused by negligence or carelessness by the owner or others shall be paid for by the owner.
4. The owner receiving water through a meter shall promptly notify the Company of any defects in or damage to the meter or its connection.

G. METER TESTS AND TEST FEES:

1. All meters shall be accurately tested before installation. Meters shall also be periodically tested in accordance with the State Corporation Commission's Regulations. The Company may at any reasonable hour remove any meter for routine tests, repairs, or replacements.
2. The Company shall upon request of an owner, and if he so desires in his presence or that of his authorized representative, make without charge a test of accuracy of the meter in use at his premises, provided that the meter has not been tested within a period of two (2) years prior to such request. A written report of the results of the test shall be furnished to the owner.
3. If a meter test has been conducted within the past twenty-four (24) months, and the owner still desires a test, he must pay the actual cost of the test. If the meter is found to have an average error greater than two percent (2%), the test will be at no charge.
4. Whenever a test of a meter reveals it to have an average error of more than two percent (2%), the Company shall bill or refund to the owner, the amount determined in error for the previous six (6) months. If the meter was found to be in error at the time of the test, and it can be shown from the records of either party that the error found has existed for a greater or lesser period, the adjustment shall cover such actual period.

H. OWNER DEPOSITS:

1. The Company may at any time require of any owner a cash deposit of one quarter's water charge or other suitable guarantee to secure the performance by the property owner of the terms and conditions of the Company under which water service is supplied.
2. The deposit shall be refunded to the owner after not more than one year if satisfactory credit has been established or after settlement of the owner's account, whichever is first.
3. Interest on the deposit will be paid at the rate determined annually by the State Corporation Commission from the date of deposit receipt to the date of deposit refund. Credit of interest shall be made annually.
4. If the property owner fails to maintain satisfactory credit with the Company, it may require a deposit from the owner which will be held until the owner has established satisfactory credit for a period of not less than one year.

I. TERMS OF PAYMENT:

1. If a bill is not paid within twenty (20) days after the billing date, service may be discontinued upon ten (10) days written notice to the deeded owner of record. The owner's deposit, if any, may be applied against such bill and any other arrears due by the owner. Upon payment by the owner of all past due water charges, penalties thereon and any re-connection charge, the owner shall then be entitled to resumption of water service.
2. Owners are responsible for furnishing the Company with their correct address. Failure to receive bills will not be considered as an excuse for non-payment nor permit an extension of the date when the account will be considered delinquent.
3. If bills are to be sent to an address other than the premises served, the owner shall file with the Company an APPLICATION FOR SERVICE CHANGE IN NAME/BILLING ADDRESS FORM (WWC-71B).
4. The Company will send bills to and/or receive payments from agents or tenants. This will be done only when the owner has filed an APPLICATION FOR SERVICE TENANT/ LANDLORD AGREEMENT FORM (WWC-71D). The deeded owner of record will be notified of delinquent bills and will remain liable for all charges.
5. Payments shall be made to the Company.

J. AVAILABILITY FEES:

1. Water service is available to all lots or parcels of real estate located in Woodhaven Shores Subdivision. All property owners are obligated by contract or deed restriction to pay a water service fee. All owners who have not connected to the system shall pay a water service availability fee to the Company of \$10.00 quarterly as determined by the recorded subdivision plat until a water connection has been made.
2. Any owner who has connected to the system and has paid the connection fee, but has no dwelling on the lot, shall pay the Company a water service availability fee of \$20.00 quarterly.
3. Any owner who has a dwelling located on the premises shall pay the Company the sum of \$150.00 quarterly.
4. If any owner has adjoining lots or parcels to the one on which the above fees are being paid, that owner shall not be charged for water availability to those adjoining parcels until such time a dwelling has been erected on that (or those) adjoining parcel (s) or the lot or parcel is sold to another person.
5. Should the owner have more than one dwelling on any lot or parcel then the owner shall pay \$150.00 quarterly for each dwelling.
6. In the event of uncontrollable circumstances, the owner of improved premises may request that the status of his property be temporarily designated as connected premises. The owner shall submit a

written request to the BOD explaining the situation and timelines needed for this temporary status. The BOD may require certain documents relating to the request prior to making a decision allowing the status change.

K. LATE PAYMENT CHARGES:

Bills for service shall be rendered and due on the first day of April, July, October, and January for the previous three months water service. A late fee of one and one-half percent (1 ½ %) per month may be added thirty (30) days after the invoice date at the option of the Company.

L. RETURNED CHECK CHARGE:

1. There shall be a \$35.00 charge for checks returned for insufficient funds or for any other reason attributable to the owner.
2. The Company may require an owner's deposit (see R&R - H) when two (2) returned checks in a twelve (12) month period occurs and will no longer accept personal checks in payment of fees.

M. ABATEMENTS:

1. There shall be no abatement of the rates in whole or in part, by reason of the extended absence of the property owner. No abatement shall be made for leaks or for water wasted by improper or damaged service pipes or fixtures belonging to the owner. However, individual cases may be considered for adjustment or settlement of a disputed charge for water use due to excessive leaks. (See Attachment A, Water Bill Abatement Policy for details.)
2. Adjustments will not be considered for disputed bills for which **three (3) months** have elapsed from the date such charges were billed.
3. There will be no abatement of availability fees in whole or in part as listed in R&R - J whether water is used or not.

N. DISCONTINUANCE OF WATER SERVICE:

1. Water service may be discontinued by the Company after ten (10) days' written notice for any of the following reasons:
 - a. For willful or indifferent waste of water due to any cause.
 - b. Failure to protect and maintain the service pipe or fixtures on the property of the owner in a condition satisfactory to the Company.
 - c. For molesting or tampering by the owner or others, with any meters, connections, or service pipe, meter cock, seal, cut-off valve, curb-box, or any other appliance of the Company controlling or regulating the owner's water supply.
 - d. For failure to provide the Company's employees free and reasonable access to the premises supplied, or for obstructing the way of ingress to the meter, cut-off valve or other appliances controlling or regulating the owner's water supply.

- e. For non-payment of any account for water supplied, for water service or for any fee or charge accruing under these rules and regulations and the effective schedule of rates.
- f. For failure to complete and sign Application for Service form 71-C
- g. For violation of any rule or regulation of the Company.

2. Discontinuing the supply of water service to a premise for any reason shall not prevent the Company from pursuing any lawful remedy by action at law or otherwise for the collection of monies due from the owner. Such availability fees, if unpaid, shall constitute a lien against the premises, which lien shall be superior to all liens against the premises except those for governmental purposes.

3. When water service to an owner has been terminated for any of the above stated reasons, it will be renewed only after the conditions, circumstances or practices which caused the water service to be discontinued are corrected to the satisfaction of the Company, and upon payment of all charges due and payable by the owner in accordance with these rules and regulations and the effective rates.

O. TURN-OFF/ON CHARGE:

Violation:

1. When it has been necessary to discontinue water service to any premise because of a violation of these rules and regulations, or because of non-payment of any bill, a charge of \$75.00 will be made for turning on the water or providing service. This charge, along with any other charges against the owner and due the Company, must be paid before the water service will be resumed.

2. The Company will not be held responsible for any damage to the owner's property that may occur because of turning service on or off.

3. If at the time of such discontinuance of service for non-payment of any bill, the owner does not have a deposit with the Company, the Company may require a deposit as a guarantee of future bill payment before service is resumed. (See R&R - H)

4. If it becomes necessary to turn the water off four (4) times (not necessarily to run in consecutive billing periods), a one-year deposit may be required for turning on the water or providing service. (See R&R - H)

Convenience:

If the turn off/on is for the convenience of the owner to make repairs to the owner's property or for an extended absence from the property, the owner must file application for service, REQUEST FOR OFF/ON WATER SERVICE FORM (WWC-71E). A \$35.00 application processing must be paid prior to the performance of the service.

P. PRESSURE AND CONTINUITY OF SUPPLY

1. In high level sections where pressure is low, the owner may desire a higher pressure than that furnished at the mains of the Company and may install at his own expense a tank and/or booster pump of a type and installation approved by the Company.

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2. Where the pressure to an owner's premises is greater than he wishes, it shall be his responsibility to install the proper regulating device to reduce the pressure to the extent desired.

Q. INTERRUPTION IN WATER SUPPLY:

1. The Company may at any time shut off the water in the mains in case of an accident, or for the purpose of making connections, alterations, repairs, changes, or for other reasons and may restrict the use of water to reserve a sufficient supply for fire service or other emergencies whenever the public welfare requires such action.

2. While it is the intention of the Company to give notice in advance of any work which must be done that will necessitate any interruption of the water supply, such notice is to be considered an accommodation and not a requirement on the part of the Company. Property owners must so regulate their installations connected with the water supply system that damage will not occur if water is shut off without notice.

2. The Company will undertake to use reasonable care and diligence to prevent and avoid interruptions and fluctuations in the water service, but it cannot and does not guarantee that such will not occur.

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APPLICATION FOR SERVICE WATER CONNECTION FORM WWC-71A

The applicant should read all the regulations and rules prior to submitting this form. For specifics: New Service Connections, see R&R - C; Owner Service Pipes, see R&R - D; Meter Installation, see R&R - F.

Date _____

Lot # and Address _____

Owner of Record _____

Mailing Address _____

Email address _____

Telephone # or #'s _____

Date Needed _____

My signature below signifies my agreement with the Rules & Regulations for water service from Woodhaven Water Company.

Signature of Owner _____

*Race _____ *Gender _____

.....
Application Approved By _____ Date _____

Woodhaven Water Co. 7242-A Lakeshore Drive Quinton, Virginia 23141 woodhavenwater@gmail.com

Payment Made: Application Fee _____ (\$35.00)

 Connection Fee _____ (\$4500.00)

Meter installation will occur within 30 days of receipt of payment.

* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**APPLICATION FOR SERVICE
CHANGE IN NAME/BILLING ADDRESS FORM WWC-71B**

**The applicant should review the rules and regulations prior to submitting this form.
For specifics: see R&R - I.**

Date _____

Owner of Record _____

Telephone # or #'s _____

Old Mailing Address _____

New Mailing Address _____

Email Address _____

Date of Requested Change _____

Signature of Owner _____

*Race _____ *Gender _____

.....
Application Approved By _____ Date _____

Woodhaven Water Co. 7242-A Lakeshore Drive Quinton, Virginia 23141, woodhavenwater@gmail.com

There is no charge for this service.

* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**APPLICATION FOR SERVICE
CHANGE IN OWNERSHIP FORM WWC-71C**

The applicant should read all the regulations and rules prior to submitting this form. For specifics: see R&R - B.

Date _____

Lot # and Address _____

Previous Owner _____

Owner of Record _____

Mailing Address _____

Email Address _____

Telephone # or #'s _____

Date of Change in Ownership _____

Signature of Owner _____

*Race _____ *Gender _____

.....

Application Approved By _____ Date _____

Woodhaven Water Co. 7242-A Lakeshore Drive Quinton, Virginia 23141, woodhavenwater@gmail.com

Payment Made: Application Fee _____ (\$35.00)

* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

**APPLICATION FOR SERVICE
TENANT / LANDLORD AGREEMENT FORM WWC-71D**

The applicant should read the regulations and rules prior to submitting this form. For specifics: see R&R - I.

Date _____

Lot # and Address _____

Owner of Record _____

Owner's Mailing Address _____

Owner's Email Address _____

Owner's Telephone # or #'s _____

Name of Tenant _____

Tenant's Email Address _____

Tenant's Telephone # or #'s _____

Date of Requested Change in Billing _____

Signature of Owner _____

*Race _____ *Gender _____

.....
Application Approved By _____ Date _____

Woodhaven Water Co. 7242-A Lakeshore Drive Quinton, Virginia 23141, woodhavenwater@gmail.com

There is no charge for this service.

* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

APPLICATION FOR SERVICE REQUEST FOR OFF/ON WATER SERVICE FORM WWC-71E

The applicant should read the regulations and rules prior to submitting this form. For specifics: see R&R - O.

Date _____

Lot # and Address _____

Owner of Record _____

Mailing Address _____

Email Address _____

Telephone # or #'s _____

Date of Requested Off/On Water Service _____

Signature of Owner _____

*Race _____ *Gender _____

.....
Application Approved By _____

Date _____

Woodhaven Water Co. 7242-A Lakeshore Drive Quinton, Virginia 23141, woodhavenwater@gmail.com

Payments Made: Application Fee _____ (\$35.00)

* Information required for statistical purposes only as part of Federal Fair Housing Law. See reverse side.

Back of forms WWC-71A, 71B, 71C, 71D & 71E

FEDERAL FAIR HOUSING LAW DISCLOSURE

All applications are considered without regard to race or color, religion, sex, national origin, familial status, or disability of the members of the groups applying (provided the applicant has the capacity to enter into a legal contract), and service must be extended on the same basis. The information solicited on this application is requested by Woodhaven Water Company to ensure the Federal Government, acting through its Rural Development, that federal laws prohibiting discrimination against applicants is complied with. 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 to discriminate against you in any way. However, if you choose not to furnish it, the company is required to note the race/national origin and sex of an individual applicant based on visual observation or surname.