

CHAPTER 5 WATER

501.0 Water use generally

- 501.1 No Person shall connect to the Authority's* water system unless that Person has obtained a permit from the Authority.
- 501.2 No Person shall do any of the following without the written authorization of the Authority:
- .1 expose or make an opening of any kind in an Authority Water Main;
 - .2 make any connection with any approved Water Service Line; or
 - .3 make use of water supplied by the Authority.
- 501.3 Any Person who causes or allows water supplied by the Authority to be used in any fixture or for any purpose when there is no approved water contract on file with the Authority, upon discovery of the use, shall be charged the applicable water rate from the preceding January 1. The Authority shall terminate the supply of water to the Premises until an approved contract has been signed and filed with the Authority.
- 501.4 Without limiting its rights under the law, the Authority and its authorized agents and contractors may enter and inspect any property at reasonable times to ascertain the existence of unnecessary flow or leakage of water, to read the Meter or Remote Reading Device, or to repair or replace the Meter or Remote Reading Device.

502.0 Prohibited conduct

- 502.1 No Person shall:
- .1 damage, injure or displace, by willful, careless, or negligent act, any pipe, Curb Stop, hydrant, reservoir ground, engine or anything else pertaining to the Authority's water facilities;
 - .2 throw or place dirt, stones, animals, or any other articles or liquids into a reservoir;
 - .3 enter a reservoir;
 - .4 open or tamper with a reservoir cover;
 - .5 cause any waste of water;
 - .6 allow water to unnecessarily flow from his or her property or Premises; or
 - .7 use water for any purpose other than hygienic, culinary or other necessary household or business purposes without an agreement to that effect.

* Words with initial capital letters are defined in section 102.0 of these Rules and Regulations.

503.0 Water service connections

- 503.1 All applications for water service connections shall require separate Water Service Line connections, a Meter and Backflow prevention device for domestic water service, and a double detector check valve with a by-pass Meter for fire protection systems if fire protection systems are required by applicable building codes and/or are indicated on the application. Upon the request of the applicant and the recommendation of the applicant's engineer, a one tap, one service line connection capable of supplying the water volume demand for domestic and fire protection systems may be permitted at the discretion of the Authority.
- 503.2 Not more than one Premises shall be supplied with water from a single connection to the Authority Water Main without the written approval of the Authority.
- 503.3 No Person shall cross connect any well, cistern, spring or other source of water with any line supplying Authority water without the written consent of the Authority and in accordance with all applicable Rules and Regulations.

504.0 Conversion of Party Water Service Lines

- 504.1 Within 6 months of receiving a directive from the Authority to do so, Residential Property Owners whose properties are served by a Party Water Service Line, either metered or flat, and other Residential Property Owners whose properties are provided with water under a flat rate are required to have an individual Water Service Line installed, and to obtain and have installed an individual Meter of a size, type, and setting approved by the Authority. Installation and the cost of installation of the Water Service Line from the residence to the Curb Stop is the responsibility of the property Owner. Installation and the cost of installation of the Water Service Line from the Water Main to and including the Curb Stop is the responsibility of the Authority. No tap fee will be imposed under these circumstances, and the property Owner may apply to the Authority for the supply of a Meter without charge. All plans for installation of the Water Service Lines and the scheduling of such work is subject to the permitting process and the prior approval of the Authority.
- 504.2 Within 6 months of receiving a directive from the Authority to do so, Business Use Property Owners whose properties are provided with water under a flat rate or are served by a Party Service Water Line are required to obtain and install a Meter of a size, type, and setting approved by the Authority and a Backflow prevention device approved by the Authority. The installation and the cost of installing the entire Water Service Line, including the Corporation Stop or mechanical joint tee, is the responsibility of the property Owner. No tap fee will be imposed under these circumstances, and the property Owner may apply to the Authority for the supply of a Meter without charge. All plans for installation of the Water Service Lines and the scheduling of such work shall be subject to the permitting process and the prior approval of the Authority.

505.0 Specifications for water service connections

- 505.1 A sufficient Curb Stop shall be affixed to every Water Service Line or private water main 2 inches in diameter and smaller and, except with the written consent of the Authority, shall be placed within 12 inches of the curb line of the street in which the Water Main is located.
- 505.2 Specifications for water service connections to residential Developments larger than a Single Family Residential Development and for all Business Use Property Developments are contained in the Procedures Manual for Developers.

505.3 An approved Curb Box shall be installed over every Curb Stop, allowing free access to the Curb Stop. The Curb Box, including the lid, shall be even with the existing grade of the ground surface and readily distinguishable to facilitate Authority access to the Curb Stop.

506.0 Ownership and maintenance of Water Service Lines

506.1 For Water Service Lines of 1 inch in diameter or less serving a Single Family Residential Development, the Authority has maintenance responsibility for the Curb Stop, the Curb Box, and for that portion of the Water Service Line running from the Curb Stop to the Water Main. The property Owner owns and is responsible for the maintenance of that portion of the Water Service Line running from the Premises being served with Authority water to the Curb Stop, including the connection to the Curb Stop but not the Curb Stop itself.

- .1 Except as provided in section 506.1.3 below, where connection of the property Owner's Water Service Line to the Authority's Curb Stop is not possible due to the condition of the Curb Stop, the Authority will replace the Curb Stop, upon request, at no cost to the property Owner.
- .2 Should the property Owner observe any condition that interferes with the use or safety of the Curb Box, such as an open or damaged Curb Box lid, an uneven condition of the Curb Box and the adjacent ground surface, or a condition that could impair access to the Curb Box, the property Owner shall contact the Authority for repair or replacement of the Curb Box. Except as provided in section 506.1.3 below, the repair or replacement of the Curb Box will be performed at the Authority's cost.
- .3 Customers and property Owners may not cover, obscure, damage, tamper, or interfere with the Curb Stop or Curb Box. Customers and property Owners shall not interfere in any way with the Authority's access to or use of the Curb Stop. If the Curb Box or Curb Stop is damaged by the Customer or property Owner, or the Curb Box or Curb Stop is covered so as to preclude or interfere with access, the Customer or property Owner is responsible for the cost of the Authority's work in uncovering, repairing, or replacing the Curb Stop and/or Curb Box, and for the cost of restoring adjacent landscaping, sidewalks, or other property affected by the work. The Authority will invoice the Customer or property Owner for the Authority's costs of repair or replacement and restoration. Invoicing, payment, and collection will be in accordance with Chapter 3 of these Rules and Regulations.
- .4 Customers and property Owners may not use or operate the Curb Stop. When water service has been terminated in accordance with these Rules and Regulations, only the Authority or a Person authorized by the Authority shall operate the Curb Stop to restore service. Unauthorized use of the Curb Stop to restore service may be theft of water service subject to a fine in the amount of \$500.00 and to prosecution under applicable law. Further, such unauthorized operation of the Curb Stop will result in charges for all water used, termination charges, and such other deposits, charges, or fees authorized by these Rules and Regulations.

506.2 If the Owner of a Single Family Residential Development installs or wishes to have installed a Water Service Line greater than 1-inch in diameter, then ownership and maintenance responsibility for the entire Water Service Line, from the Premises being served with Authority water up to and including the connection of the Water Service Line to the Authority Water Main, including the Curb Stop and Curb Box, and the Corporation Stop or mechanical joint tee, lies with the property Owner. This section 506.2 shall apply to all installations of Water Services Lines to Single Family Residential Developments following the effective date of these Revised Rules and Regulations.

- 506.3 Ownership of Water Service Lines serving Business Use Properties and multi-unit Residential Properties, from the Premises being served with Authority water through the Curb Stop and Curb Box, and up to and including the connection of the Water Service Line to the Authority Water Main, whether that connection is made by a Corporation Stop or a mechanical joint tee, lies with the property Owner, and the property Owner shall be responsible for maintenance of the Water Service Line as so described.
- 506.4 Where a Person permits water to leak or flow unnecessarily from a Water Service Line or from any pipe, fixture or appliance onto property the Person owns or occupies, and the Authority gives written notice of the leak or other problem to the property Owner or Occupant, the property Owner or Occupant shall have 5 business days in which to make necessary repairs. Should no action be taken within the allowable 5-day period, the Authority may assess a daily charge for each day after such allowable 5-day period in which the waste of water continues or, in the Authority's discretion, may terminate water service to the Premises until the leak or other condition is repaired. The daily charge shall be equivalent to the monthly minimum Meter charge that is predicated upon the Meter size supplying a particular account.

507.0 Water metering requirements generally

- 507.1 In general, service connections to the Authority's Water Mains shall be measured by an Authority Meter and Remote Reading Device of a size, type and setting approved by the Authority for the purpose of recording usage and for billing and collecting charges for water and services provided by the Authority.
- 507.2 All Authority Customers shall, as a condition of continued service, have the following responsibilities:
- .1 provide access to the Customer's Premises for installation or replacement of a Meter and Remote Reading Device;
 - .2 allow the installation of a new or replacement Meter and/or Remote Reading Device;
 - .3 provide clear and free access to the area around the Meter and the Remote Reading Device; and
 - .4 provide a working shut-off valve and plumbing that is in good condition adjacent to the Meter.
- 507.3 Owners and/or Customers are required to notify the Authority immediately if there is no functioning Meter or Remote Reading Device for recording and reflecting usage at any Premises served by the Authority Water Mains.

508.0 Location of Meter and Remote Reading Device

- 508.1 The Meter location must provide ready accessibility for Meter installation, repair, or replacement. If it does not, the Authority may require the property Owner to change the plumbing at the property Owner's cost.
- 508.2 Where a Meter is installed inside a building, the Remote Reading Device shall be installed on the outside wall of the Premises or building being served at the driveway or at any other location that in the Authority's judgment is accessible under most conditions. It shall be securely attached to the building at a level between 3-1/2 and 4-1/2 feet above grade, outside of any fenced-in areas if possible, and clear of obstructions. It shall be located on the front of the building or on a side near the front. If two buildings are separated by a driveway, it shall be located on the sides of the

buildings facing each other to facilitate reading. Exceptions to these location requirements will be made only if approved by the Authority in writing.

508.3 See the Authority's Procedures Manual for Developers for requirements on Meter placement for new construction.

509.0 Ownership, maintenance, testing, and replacement of Meters and Remote Reading Devices

509.1 Meters and Remote Reading Devices are secured through the Authority. Upon installation, the Meter and the Remote Reading Device remain or become the property of the Authority and, subject to these Rules and Regulations, the Authority will test, maintain, repair, and replace the Meter and the Remote Reading Device so that they will perform in accordance with accepted utility standards.

509.2 Owners are responsible for protecting the Meter from damage and from freezing, and for protecting the Remote Reading Device from damage. Customers may not disconnect, move, or remove the Meter or Remote Reading Device without the written consent of the Authority.

509.4 The Authority shall designate a Meter size appropriate to the Customer's projected flows, so as to assure accurate registration of water use without excessive wear.

.1 If a Meter shows excessive wear due to excessive rates of flow (as defined by the Meter standards set by the American Water Works Association), the Authority may require the property Owner to increase the size of the service connection and Meter, or to provide an additional water service connection and Meter.

.2 If a Meter is registering low water use for the size of the chosen Meter, such that the Meter is inaccurately registering water use, the Authority may require the property Owner to decrease the size of the Meter to improve accuracy.

.3 The Authority may also direct the replacement of meters that are old, worn, or of outdated technology with new meters of the same or different size.

.4 The responsibility for plumbing leading to and from the Meter and for the container or structure supporting the Meter, including any modifications required by a change in Meter size or model, lies with the Customer or Owner.

509.5 A Customer experiencing or anticipating a reduction in flows may submit a downsizing request to the Authority, and the Authority will replace the existing Meter with a Meter of a smaller size at no cost to the Customer. The responsibility for changes in plumbing to support the smaller Meter lies with the Customer. Should the Customer later wish to further change the size of the Meter, the cost of the second replacement Meter will be the Customer's responsibility.

509.6 A Customer may apply to the Authority for a test of the accuracy of a Meter. The cost of the testing shall be billed to and paid by the Customer except as provided in this section 509.

.1 If, upon testing, the Meter is found not to be registering in accordance with the current American Water Works Association standard for that size and type Meter, then the Customer shall not be charged for the test. If the test demonstrates that the Meter was over-registering the customer's consumption, then the Authority shall review the billing history of the tested Meter for a period not to exceed twenty-four months on the basis of the corrected registration, and revise the account and the bill as necessary. Provided, however, that where the inaccuracy of the Meter is attributable to the Owner's or Customer's negligent failure to protect the Meter or Remote Reading Device from

damage, then the testing cost will be the Customer's responsibility and no adjustment of the bills will be made.

- 509.7 Except as may be otherwise provided by written agreement executed by the Authority, ownership of the Meter crock or vault, including the cover of the crock or vault, the piping, valves, and appurtenances, and the other supporting or protective structure for the Meter lies with the Owner or Customer, and the Owner or Customer has the responsibility to maintain and replace the crock or vault, and the cover of the crock or vault, as necessary for proper operation and reading of the Meter and for the public safety.
- 509.8 The Owner and/or Customer shall not arrange for, establish, or permit to continue any plumbing arrangement that can be used to bypass the Meter, or allow unmetered water to enter the Premises, or in any way limit the Meter's effectiveness in measuring water consumption. The Authority may suspend water service to any property with such an illegal connection or condition until that connection or condition has been corrected to the satisfaction of the Authority. Such connection or condition may constitute a theft of water service, and the responsible parties may be fined or otherwise prosecuted under applicable law.
- 509.9 Where a Meter or a Remote Reading Device malfunctions due to failure to maintain connected plumbing or is stolen, vandalized, or damaged by abuse or through neglect, a new Meter and/or Remote Reading Device must be secured from the Authority and installed at the expense of the property Owner. During the period the Meter malfunctions or is absent, the Authority shall assess double the flat rate charges as set forth in section 301.3 of these Rules and Regulations. The assessment shall be continued until a Meter of a size, type, and setting approved by the Authority is installed and operating properly. All work will be done at the expense of the property Owner.

510.0 Metering by Owner

- 510.1 Owners may install private, secondary meters or sub-meters in their properties to measure water used by tenants or otherwise for their own purposes. Such meters shall be purchased, maintained, and repaired at the property Owner's expense, and they may be installed only on the Premises side of the Authority Meter. Responsibility for use, operation, and maintenance of such secondary meters or sub-meters lies with the property Owner.

511.0 Backflow prevention

- 511.1 Water Service Lines serving Business Use Properties shall be equipped with an approved Backflow device as required by section 608 of the Health Department's Plumbing Code. Responsibility for supply, installation, and maintenance of the approved Backflow device lies with the property Owner. If the Owner of a Business Use Property fails to install an approved Backflow prevention device, or installs a Backflow prevention device not approved for the application, the Authority will give the property Owner notice of the required installation. Thereafter, the property Owner will have 45 days to have an approved device installed and tested and to deliver certification of the test to the Authority. Should the Business Use Property Owner fail to have the appropriate device installed and tested and to deliver the required certification to the Authority, the Authority may terminate water service to the property.
- 511.2 Owners of all Business Use Properties are required to have all Backflow prevention devices tested at the time of installation and annually thereafter and to certify to the Authority that the device is operating satisfactorily. The Authority will send the required annual test report form to the property Owner or the Owner's designated agent at the mailing address on file with the Authority. The property Owner must have the device tested by a certified tester, complete the test report form, and return the form to the Authority with the required certification within 30 days of receiving it. Test reports are subject to an administrative charge and, if submitted after the due date, a late fee, as reflected in section 304.1 of these Rules and Regulations. Should the

Business Use Property Owner fail to return the appropriately completed form within 45 days of receiving it, the Authority may terminate water service to the property.

512.0 Fire protection systems

512.1 The Authority does not warrant or represent that the existing water supply system is adequate in any location or circumstance for the successful operation of fire protection systems that may be required by law or selected by the property Owner. It is the responsibility of the property Owner, at the property Owner's expense, to evaluate the adequacy of the existing water supply system, and to secure any and all equipment and any necessary alternative power source should the existing water system be inadequate to start or maintain the operation of the fire protection system.

512.2 Fire protection systems must comply with National Fire Protection Association Standard 13D adopted by the Health Department.

512.3 The Authority's requirements for fire protection systems for Business Use Properties and for Residential Properties other than Single Family Residential Developments can be found in the Procedures Manual for Developers.

512.4 Where fire protection systems are required by law to be installed in Single Family Residential Developments or where the Owner of such a development elects to install a fire protection system, it is the responsibility of the property Owner, at the property Owner's expense:

- .1 to determine whether the existing water system has adequate pressure and/or volume to start and maintain the operation of the proposed fire protection system;
- .2 if the existing water system has inadequate pressure and/or volume to operate the proposed fire protection system, to redesign the fire protection system to adjust the pressure required or to install a pressure pump and any necessary alternate power source for the operation of the pump;
- .3 if necessary, to secure from the Authority and have installed a 1-inch Meter; and
- .4 to install an appropriate fire protection system, in accordance with all applicable codes, rules, and regulations.

512.5 The Authority shall have no responsibility and no liability for the design, installation, inspection, operation, or repair of fire protection systems, Backflow prevention devices, or any necessary pressure pumps or alternative power sources. The Authority has no responsibility and no liability for the failure of any such systems.

512.6 Should the Authority terminate water service to a Customer in accordance with these Rules and Regulations, the Authority shall have no responsibility to supply water to the Customer's fire protection systems and no liability for the failure of the fire protection systems to suppress a fire.

513.0 Hydrants

513.1 The Authority regulates the use of water from all hydrants, including private hydrants.

513.2 No Person other than the Authority and the City shall use any Authority hydrant without first securing a permit from the Authority. Use of the hydrant shall be on the terms stated in the permit. Permit fees are specified in section 304.8 of these Rules and Regulations.

513.3 A hydrant permit applies only to the specific hydrant or hydrants identified in the permit.

- 513.4 Except where expressly approved by the Authority, the use of Authority hydrants, by Persons other than the Authority or the City, in freezing weather or when the ground is frozen is not permitted, even if the Authority has issued a permit. The outside air temperature must be at least 40 degrees Fahrenheit and rising before a hydrant may be opened.
- 513.5 The Authority may decline to issue a hydrant permit or may cancel a hydrant permit in cases of water shortage, cold weather, damage to private or City property resulting from hydrant use, prior or existing violations of a hydrant permit, or whenever the public interest so requires.
- 514.0 Termination of water service connections; removal of abandoned or unused Water Service Lines**
- 514.1 An Owner of a Single Family Residential Development intending to terminate the water service connection to the property must complete a Tap Termination Permit Application.
- 514.2 Requirements for termination of water service connections to properties other than Single Family Residential Developments can be found in the Procedures Manual for Developers.
- 514.3 Removal of those portions of abandoned or unused Water Service Lines owned by the property Owner, as provided in section 506 of these Rules and Regulations, is the responsibility of the property Owner. Absent the written agreement of the Authority to the contrary, should the Authority remove an Owner's unused Water Service Lines, the cost of their removal shall be a lien upon the property.