

Rules and Regulations for Water Service



January 2026



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SOUTH CENTRAL CONNECTICUT REGIONAL WATER AUTHORITY

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INTRODUCTION

The South Central Connecticut Regional Water Authority (RWA) has adopted the following Rules and Regulations to ensure uniformity and fair practice for all customers, consistent with the protection of the health and safety of the communities it serves. These Rules and Regulations are intended to inform the public of the administrative procedures, technical requirements, and rates and charges applicable to obtaining connection to and maintaining water service from the RWA's water supply system.

These Rules and Regulations, including any amendments or additions, constitute an integral part of the rates, terms and conditions governing water service provided by RWA pursuant to its statutory authority. The terms, conditions and policies set forth herein have been approved by the Regional Water Authority and its Representative Policy Board pursuant to Section 14 of Special Act No. 77-98, as amended, and are binding on all RWA customers, including applicants for service and former customers.

Customers are responsible for complying with these Rules and Regulations as a condition of receiving and maintaining water service.

GENERAL PRINCIPLES

1. The RWA may modify these Rules and Regulations at any time.
2. The RWA's regulations regarding the extension of water mains are available as a separate document.
3. Services performed after hours or on weekends or holidays are subject to special charges.
4. During drought conditions, or when it is in the best interest of the public, the RWA may curtail or suspend entirely the use of water for non-essential purposes. The RWA shall not be liable for any losses incurred as a result of the curtailment or suspension of service.
5. Without prior written permission from the RWA, no owner, tenant, or other party may supply water, whether metered or unmetered, to any other person or permit any connection for the purpose of supplying water to other premises. This prohibition applies regardless of whether the premises are owned by the same individual or by another party.
6. Customers must allow employees or duly authorized representatives of the RWA, when identified by proper badges, uniforms or written authority, to have access to their premises at all reasonable hours for the purpose of reading, testing, installing, changing and removing meters, inspecting all plumbing connections, fixtures and mains, collecting water samples for testing, and other purposes as are necessary under these Rules or when it appears that there is a violation of these Rules and Regulations.
7. All owners, lessees, agents, tenants, and users of water service must keep their pipes and fixtures in good working order and protected from frost, and make their water meters accessible.
8. Customers shall avoid all unnecessary waste of water. Under emergency conditions, and with the consent of the RWA, water may be left running to prevent freezing of the customer's pipes. The customer must pay for the water used for these purposes and take corrective action to protect the pipes before the next winter season. Customers shall be responsible for all water used for this purpose and must take corrective action to protect pipes before the next winter season .
9. Air conditioning or refrigeration installations totaling over a three-ton capacity must have water conserving equipment to reuse the water.
10. The RWA may offer water consumption monitoring and usage alert tools to customers at no cost. Customers retain sole responsibility for monitoring water usage at their location. These tools are provided as a courtesy only and do not create any legal duty or liability on the part of the RWA.

(A) DEFINITIONS

Abandonment - the condition in which water service to a building has been discontinued at the Owner's request for a period of at least one year and the Owner has made no commitment as to possible future use.

ANSI - American National Standards Institute.

Applicant - any person or entity, such as a developer, municipality, or business, requesting water service from the RWA.

ASSE - American Society of Sanitary Engineers.

Automatic Fire Sprinkler System - a plumbing system designed to spray water to extinguish fires.

AWWA - The American Water Works Association.

Backflow - the reversal of the normal flow of water or other liquids caused by back pressure or back siphonage.

Backflow Preventer (BFP) - a device installed on a service pipe that protects the public water supply from backflow.

CBYD - Call Before You Dig.

Combination Service Line - a single service connection which is separated at the curb line to provide an individual curb valve and/or valve for both domestic usage and fire protection. Separate service pipes for fire and domestic usage are required from the curb valve to the place of use.

Combined Service - an existing service which provides both fire and domestic service through a single service pipe. New Combined Service installations are not permitted.

Common Enclosure - property under common ownership which is bounded by one or more of the following: property lines, public streets, public highways or RWA mains installed in easements on private or public property.

Corporation Stop - the device used by the RWA to connect the service pipe to the main.

Cross Connection - as defined in the State of Connecticut Cross Connection Control Manual, "any actual or potential connection between a public water system and any other source or system through which it is possible to introduce into the water system any contaminating, polluting agent."

CT DPH - Connecticut Department of Public Health.

Curb Box - a vertical pipe or casting with a cover placed over the curb valve and extending to the ground surface to allow access to the valve.

Curb Valve - the valve located on the service pipe between the main and customer's place of use located in the vicinity of the curb and public right-of-way line.

Customer - the party (owner or lessee) contracting for water service to or for a premises.

Domestic Service - all service or use other than fire service.

Drought - a prolonged period of abnormally low precipitation resulting in water shortages.

Facilities Charge - a charge made for the purpose of collecting a fair contribution from the Applicant toward the capital cost of the utility system which has been paid by existing customers.

Fire Flow Test - the measurement of flow from a hydrant performed by the RWA in accordance with generally accepted engineering practices.

Fire Hydrant - a device, connected to a hydrant lateral and provided with the necessary valves and outlets, to which a fire hose(s) may be connected for the purpose of extinguishing fires.

Fire Service - a water connection used to extinguish fires as well as test fire equipment.

Frontage - the length of a building lot's perimeter boundary that abuts or is adjacent to the right-of-way of either existing or proposed public or private streets.

Hydrant Lateral - the pipe and fittings that run between the main and the fire hydrant.

Hydrant Permit - a written permit granted by the RWA for the temporary use of a hydrant.

Inch Foot Rate - the rate used to compute the annual fire service charge billed to municipalities within the RWA's water district, as further defined in Section E, Public Fire Service.

Jobbing Bill - a bill rendered for services and materials other than metered water service.

Lawn Sprinkler - an underground piping system which is used to irrigate lawns and other forms of vegetation.

Main(s) - water pipes owned by or to be owned by the RWA used for the purpose of conveying water to the customer's service connection.

Meter Setting - the pipe, valves, fittings, and appropriate spread necessary for the installation of a meter on a service pipe and provided by the owner at the property owner's expense.

Meter Vault/Pit - a subsurface enclosure that protects water meters and other facilities installed outside of buildings.

N.F.P.A. - National Fire Protection Association.

OSHA - Occupational Safety and Health Administration.

Owner - the person, persons, or legal entity holding title to the property or premises connected or proposed to be connected to the public water system.

PHC - Public Health Code of the State of Connecticut.

Premises - refers to but is not limited to the following:

- A building or combination of buildings in one common enclosure under common ownership occupied by one family, one company or one educational or institutional entity.
- Each unit of a multi-unit building under common ownership where such unit is equipped with its own separate water service pipe.
- A single building under common ownership.
- A single plot of land in one common enclosure used as a park or recreational area.
- A common interest ownership condominium complex, a building or buildings within a condominium complex, or a single unit within a condominium complex. The definition is dependent upon the number of service pipes and at the discretion of the RWA.

Pressure Reducing Valve (PRV) - a valve for reducing water pressure to a preset value.

Private Fire Protection - private water mains, fire pipes and other appurtenances installed on private property for the purpose of fire protection at a particular premises.

Proportionate Share - a charge made for the purpose of reimbursing the RWA or main extension applicant for the installation cost of the water main fronting the property to be served.

Public Fire Protection - the public water mains, hydrants, and appurtenances installed for the purpose of fire protection in a public right-of-way.

Remote Meter Reading Device - a receptacle that is installed and can be read at a location some distance from where the meter is located, or a metering system that sends data to a central collection system.

RWA - South Central Connecticut Regional Water Authority, also known as the Regional Water Authority.

Service Connection - the portion of the service pipe from the main to and including the curb valve, at or adjacent to the street line or the customer's property line and such other valves, fittings, etc. as the Authority may require at or between the main and the corporation stop, but not including the curb box.

Service Pipe - the portion of pipe that runs between the curb stop and the customer's place of use and includes private fire lines.

Siamese Connection - an inlet equipped with one or more couplings to which a fire hose can be attached and through which water can be delivered by a fire department pumper to an automatic fire sprinkler system.

Subsidiary Meter - a water meter installed downstream of the RWA-owned meter that is read by the customer for individual billing purposes.

Summer Season - the period from April 1 to November 1.

Tap - the process of drilling and threading a water main to accept a corporation stop.

Termination - the discontinuance of water service as defined by these regulations.

USC - University of Southern California USC Foundation for Cross Connection Control.

(B) SERVICE PIPE OWNERSHIP

RWA OWNERSHIP AND RESPONSIBILITIES

1. Service connections installed between October 18, 1966 and August 25, 1980 are the property of the RWA. See the definition of "service connection" in Section A, above.
2. The RWA will maintain all service connections from the connection at the main up to and including the curb valve for those connections located in accepted public streets or in properly executed and recorded easements.
3. The RWA will own and maintain all water mains and appurtenances located in accepted public streets or in properly executed and recorded easements.
4. Only authorized employees of the RWA will be allowed to tap or make connections to its water mains.
5. The RWA will furnish and install all new service connections larger than 2 inches in diameter. The customer will be responsible for the cost of this work.
6. Except for repairs, no one may turn on water service into any building or part of a building, or do any work in connection with any service pipe without consent from the RWA.
7. If the RWA determines a service connection should be replaced or repaired, the RWA will perform the repair or replacement at its expense. The expenses would include costs necessarily incurred in respect to the repair or replacement such as the cost of excavation, backfill, removal and replacement of paving for walks, curbs, roadways, etc.

OWNER RESPONSIBILITIES

1. Service connections installed prior to October 18, 1966, and after August 25, 1980, are the property of the customer but are maintained by the RWA. See the definition of "service connection" in Section A, above.
2. The customer will furnish and install all new service connections of 2 inches in diameter or smaller. The RWA will tap the main, furnish and install the corporation stop, install the meter, and inspect the installation. The customer contracting for service will be responsible for the cost of the permit, excavation, backfill, removal and replacement of pavement for walks, curbs, etc., necessarily incurred in installing new services.
3. The customer will furnish, install, own and maintain the necessary curb box and that section of the service pipe from the curb valve to the place of use and must keep them in good repair. The RWA has the right to access the curb box as necessary.
4. Replacement service connections will be considered as new service connections when the following conditions apply:
 - a. An existing service connection ceases to be adequate to meet the owner's water demands due to increased use by the owner;
 - b. A larger service connection or a relocation of the service connection is requested by the owner;
 - c. A service connection is initially installed to the curb line only, and subsequently cannot be located in order to make a connection to it.
 - d. The owner will be responsible for all of the charges applicable to a new service connection as shown on the RWA's current Rate Schedule.
5. The property owner will maintain, replace and repair summer season service lines connected to summer season mains.
6. The RWA will review and determine whether a service should be year-round or seasonal.
7. Customers who wish to convert from seasonal to year-round service should submit the request to the RWA (see 6 above) and if approved, must lower service to a minimum depth of 4-1/2 feet below ground level, with the installation of a meter vault.
8. When a premises is permanently abandoned, the property owners must immediately notify the RWA so that the service connection can be removed. The RWA will assume the cost for removing the service connection. Restoration of abandoned service will be considered a new service installation.
9. The customer will maintain all pressure reducing valves.
10. All water services located in a private right-of-way, whether serving one or

more properties, are considered private services or service connections and are the responsibility of the owner of the right-of-way.

11. The customer must comply with any mandatory water restrictions issued by the RWA. Mandatory restrictions will be imposed in accordance with RWA's Drought Response Plan contained in its Water Supply Plan. Customers not complying with mandatory water use restrictions are subject to 1) RWA's Mandatory Water Restriction Charge and 2) termination of water service in accordance with regulations.

(C) DOMESTIC SERVICE

1. All domestic services will monitor consumption with an RWA meter. Separate service pipes are required for domestic and fire use. Combined service pipes are not allowed for any new application for service.
2. Each service will have a curb box and a full way curb valve without drain.
3. One service pipe will service each premise. Any other arrangement must be approved in advance by the RWA. Where more than one building is involved, there must be independent curb valves for each building.
4. The location of the service pipe and connection must be approved by the RWA before the excavation is started.
5. If a premises is subdivided so that more than one premises results, additional service pipes will be required for the additional premises as provided in the RWA's Rules and Regulations. These additional service pipe(s) will be installed by the owner at the time the additional premises are created or within thirty (30) days of being notified by the RWA that additional service(s) is required.
6. All new domestic services shall have a meter located in a meter pit, installed in accordance with RWA requirements.

(D) PRIVATE FIRE SERVICE

1. Except for extinguishing fires or testing fire equipment, no branch connection will be made on, or water taken from, a private fire service or a public or private fire hydrant without written permission from the RWA. Water taken from hydrants under a hydrant permit will be paid for in accordance with established rates and must comply with RWA Cross Connection Control Policies as provided in Section G of these rules.
2. Fire services and automatic fire sprinkler systems (including residential) will be designed and installed in accordance with the provisions of the National Fire Protection Association (NFPA) Code and other applicable codes, including proper backflow protection, and will require separate fire and domestic service lines.

3. Domestic water use may include residential life safety automatic sprinkler systems to one- and two-family dwelling units in accordance with the provisions of the National Fire Protection Association (NFPA) Code Section 13D, "Sprinkler Systems for One- and Two-Family Dwellings and Mobile Homes." The entire service will be metered. The meter will be sized for the minimum allowable flow demand per NFPA 13D. The water service will not be a fire service.
4. All sprinkler systems or private fire services will be metered or equipped with a detector check valve with metered bypass. An alarm system may be substituted when approved by the RWA. The type of meter or alarm will be determined by the RWA.
5. Detector check valves with metered bypass and meter vault are required on private fire hydrants or fire services when the service pipe or lateral is over 200 feet in length.
6. The customer is responsible for the ownership, inspection, maintenance and repair of private fire hydrants. Hydrants shall be maintained per the requirements of AWWA M17: "Installation, Maintenance, and Field Testing of Fire Hydrants." Customers may contract with the RWA to perform maintenance services; such service fees will be negotiated between the parties on a case-by-case basis. The RWA shall have the right to inspect and operate private fire hydrants. If the hydrant is found to be inoperable or leaking, the Fire Marshal's office will be notified and the owner will have 30 days to make repairs. The RWA shall be notified when repairs are completed.
7. Water used through fire service meters will be charged at meter rates, but there will be no charge for water used in case of fire.
8. A reduced pressure principle backflow preventer (BFP) must be installed on all new service lines to fire sprinkler systems with a Siamese connection.
9. As of January 1, 1999, a reduced pressure principle BFP must be installed on all lines to existing fire sprinkler systems equipped with a Siamese connection. Prior to this date, a double check valve assembly BFP may be allowed if approved by the RWA.
10. The customer will own and maintain reduced pressure principle BFPs and double check valve assembly BFPs. The customer and RWA may enter into an agreement for the RWA to conduct the annual testing as a service for a fee.

(E) PUBLIC FIRE SERVICE

Except as otherwise provided by the terms of any acquisition of another water system.

1. Public fire service, when provided by the RWA, will be billed at the established inch-foot rate. Only mains 6 inches and larger, in service as of the last day of the year, will be used in computing the inch-foot charge for the next year.

2. The inch-foot calculation shall be performed as follows: the number of inch-feet will be calculated by multiplying the length of each pipe in feet by its diameter in inches. All inch-feet for 6-inch through 12-inch mains will be charged directly to the town in which the main is located. Inch-feet for mains larger than 12 inches will be apportioned to the town in proportion to the inch-foot allocation for 12-inch mains.
3. The requirements of the municipal fire departments will determine the need for and location of public fire hydrants.
4. The RWA will own and maintain the fire hydrant laterals, but the applicant will be responsible for the cost.
5. Public fire hydrants may be owned by the municipality or by the RWA. When the hydrant is owned by the RWA, the installation cost will be the expense of the applicant. When it is owned by the municipality, the installation cost will be the responsibility of the municipality or the applicant as directed by the municipality.
6. When hydrants are owned by the RWA, an annual charge at the established rate will be made to the municipality to cover the capital and maintenance costs of the hydrants. Maintenance costs will include repairs, replacement, preventive maintenance and painting. The RWA is not responsible for snow removal and grass cutting around public hydrants. Municipally-owned hydrants shall be inspected and maintained by the municipality in accordance with the requirements of AWWA M17. The RWA shall have the right to inspect municipally-owned hydrants, and maintain, repair or replace municipally-owned hydrants if found to be leaking or operationally defective without prior notice to the customer. Municipally-owned hydrants can be replaced by the RWA at the expense of the municipality. Repairs to municipally-owned hydrants, if made by the RWA, will be charged at cost plus applicable overheads. The RWA retains the right to utilize public fire hydrants for distribution system operations regardless of ownership. The RWA will advise the municipality of these uses. Municipalities that own their own hydrants may contract with the RWA for maintenance services.
7. The charge for the installation of fire hydrants on the same side of the street as the main (short side) when connected to existing mains will be the average unit cost of installing hydrants and laterals on existing mains during the previous year. The charge for the installation of fire hydrants (including laterals) on the opposite side of the street from the main (long side) when connected to existing mains will be the actual cost of the installation. Refer to the definition of hydrant lateral in Section A above.

8. The RWA will add to the cost of new main extensions a charge to cover the cost of fire hydrant installations (including laterals). This charge will be included in the cost on a per-foot-of-main-installed basis. The per-foot charge applied will be based upon the prior year cost of fire hydrant installation (including laterals) on new main extensions. Refer to the definition of hydrant lateral in Section A above.
9. Use of public fire hydrants is for the purpose of fire suppression and the RWA's operations. Any other use will be by mutual agreement of the municipality and the RWA.
10. Use of water from a fire hydrant for purposes other than extinguishing fires will only occur pursuant to obtaining a hydrant permit at the discretion of the RWA and must comply with the RWA's Cross Connection Control Policies.
11. Fire flow tests will only be performed by the RWA on public hydrants in order to estimate available flow across the RWA's distribution system. These tests indicate the flow conditions only at the specific time and location of the test. Flow test data, therefore, should not be applied to other sites or locations.
If so requested, the RWA will conduct a fire flow test at the requesting person's expense.
12. Tampering with a hydrant without prior authorization by the RWA is considered theft of service and will be subject to the tampering of hydrant fee for first and subsequent offenses. See the RWA Miscellaneous Rates section of the Rate Schedule for further information.

(F) *PRESSURE AND CONTINUITY OF SUPPLY*

1. Although the RWA is committed to providing reliable water service, we cannot guarantee a specific or uniform pressure or an uninterrupted supply of water. Customers, therefore, are cautioned to provide sufficient storage of water where an absolutely uninterrupted supply must be ensured, such as for steam boilers, domestic hot water systems, gas engines, etc.
2. It is the intention of the RWA to give notice in advance of work that will necessitate any interruption of the supply or change in pressure. The RWA, however, is not liable for any damage to person or property sustained as a result of this interruption in service or change in pressure unless due to the RWA's negligence. Property owners, therefore, should regulate their installations connected with the water supply system so that damage will not occur if water is shut off or pressure changes without notice.
3. In case of accident, or for the purpose of making connections, alterations, repairs, changes or for other reasons, the RWA may at any time shut off the water in the mains.
4. The RWA may also, whenever the public welfare may require it, restrict the use of water in order to reserve a sufficient supply for public fire service or for other emergencies.

5. Under normal operating conditions, the RWA will endeavor to maintain pressures within its distribution system between 25 and 125 pounds per square inch (p.s.i.). For premises where pressures will be below 35 p.s.i. at the point where the service enters the building, execution of a low pressure agreement will be required. In these cases and in cases where the customer requires higher pressures than available, a booster pump system should be installed on the water service on the customer side of the meter at the customer's expense. Future maintenance of such booster pump system will be the customer's responsibility.

For new premises where pressures may exceed 115 p.s.i. at the point where the service pipe enters the building, execution of a high pressure agreement will be required. In these cases, a pressure reducing valve (PRV) should be installed by the customer. Future maintenance of the PRV will be the customer's responsibility.

6. When the RWA finds it necessary to increase pressures in the distribution system and the increased pressures result in a customer's pressure exceeding 80 p.s.i. at the point where the service line enters the building, the RWA will offer to provide a PRV to the customer at no cost. Installation, future maintenance, and replacement of the PRV will be the customer's responsibility. In those cases where the increased pressure will result in the customer's pressure exceeding 115 p.s.i. at the point where the service line enters the building, the RWA will furnish and install a PRV at no cost to the customer. Future maintenance and replacement of the PRV will be the customer's responsibility.

(G) CROSS CONNECTION CONTROL

1. All state regulations governing Cross Connection Control currently located within Section 19 of the Public Health Code (PHC) of the State of Connecticut as issued by the Connecticut Department of Public Health (CTDPH) must be adhered to strictly.
2. In addition to requirements of the PHC, the RWA may require a backflow preventer (BFP) on a water service line when additional protection of its distribution system is required. The following list provides examples, not limited to those listed, of the types of premises where additional protection may be required:
 - Sites with auxiliary water sources
 - Sites maintaining active private wells
 - Sites where toxic/objectionable materials may be used in conjunction with RWA-supplied water
 - Sites with existing fire sprinkler systems tapped off domestic lines

- Sites maintaining fire services
 - Sites maintaining irrigation systems
 - Sites with connection to shipboard potable water systems
 - Water service connection to offshore customers
 - Sites where cross connection inspections are not possible due to intricate restrictions or where a repeated history of establishment or reestablishment of cross connections has been documented
 - Temporary water services
 - Water haulers
 - Mobile/portable washing units
3. Upon request, the RWA will provide information regarding the specific requirements for the type of BFP and for the specific circumstances pertaining to various facilities including those mentioned above. Installation of BFPs is the responsibility of the customer.
 4. All BFPs must be approved by AWWA, ANSI, ASSE or USC and installed in strict accordance with CTDPH and manufacturers' specifications. Improperly installed BFPs are unacceptable and will be recorded as violations. Reduced pressure zone type backflow preventers are prohibited from underground/vault installations without positive gravity drainage.
 5. All BFPs must be installed at the point of entry where the service enters the building, not more than 5 feet from the finished floor, in well-lit areas and be readily accessible for inspection and testing. Particular attention should be paid to confined spaces, hazardous environments, flooding potential, freezing temperatures or other mechanical damage due to vandalism or other causes. Where such situations are present, every effort should be made to relocate BFPs away from these hazardous environments. BFPs should be set horizontally, and may only be set vertically upon review and approval by the RWA.
 6. All projects involving the use of BFPs must be submitted to the RWA for approval prior to installation. The submission must include mechanical and plumbing drawings and text describing the proposed BFP. A letter will be sent to the tap applicant stating the RWA's requirements for Backflow Prevention for that specific project. The tap applicant must contact the RWA's Cross Connection Department after installation of the backflow device is complete in order to have the backflow device installation tested and inspected.
 7. Containment backflow prevention devices shall be implemented on the domestic water service and the internal domestic or process water supply. These devices are necessary to protect the entire public water supply system from contamination by non-potable sources that could reverse flow due to pressure changes.

- a. At the RWA's discretion, backflow prevention devices used to separate the premises from the RWA's water distribution system, referred to as a containment backflow prevention device, will be installed on the domestic water service to the premises. The appropriate type of containment device will be determined by the RWA. Only the RWA meter and an appropriate control valve can be located upstream of the containment valve; all other plumbing components must be located downstream of the containment valve. This valve will be installed within the foundation of a building wherever possible and be available for testing by the RWA. If necessary, for the continued availability of water, a bypass around the containment valve is permitted; however, it too must include a backflow prevention device of the same type as the primary backflow prevention device.
 - b. At the RWA's discretion, backflow prevention devices used for the purpose of separating an internal area within a business, due to reasons including security or presence of a hazard, will be installed on the water supply line to that area. The type of backflow prevention device will be determined by the RWA depending on the degree of hazard present. There shall be no domestic water use downstream of this device (eyewash/safety shower, bathrooms, sinks, water fountains, etc.). If necessary, for the continued availability of water, a bypass around the primary valve is permitted; however, it too must include a backflow prevention device of the same type as the primary backflow prevention device. These devices should be installed in such a way that they are accessible for inspection and testing without the aid of a ladder.
8. All testable BFPs must be tested annually by a CTDPH-certified and RWA-recognized backflow prevention device tester. All results must be submitted in writing to the RWA immediately following completion of the test. The RWA will exclude individuals who fail to provide this information from our list of recognized testers and will notify the CTDPH. RWA testing services are available at the rate approved in the most recent rate schedule.
9. The RWA may at any time, with cause, and at its own expense, check and test any BFPs in the water system. If annual tests have not been performed per paragraph 8 above, the RWA will charge the BFP owner for the test at the rate found in the RWA's rate schedule. CTDPH-mandated plumbing inspections and routine BFP testing will be conducted during normal RWA business hours. Special arrangements can be made in advance as needed.
10. If a continuous water supply is necessary within a premise, the property owner must make alternate arrangements to provide for the continuation of flow during times of BFP testing, repair or replacement. This arrangement may include a parallel installation or the installation of a bypass around the BFP. All such bypasses are required to also include a BFP of equal or superior type to ensure equal or superior protection.

(H) BILLING

1. All metered water, whether used or wasted, will be billed in accordance with RWA's established Rate Schedule, except under conditions for billing adjustments as described in the RWA's One-Time Waste Adjustment Policy.
2. All bills for service are payable upon receipt.
3. Regular annual metered service will be billed monthly, at the discretion of the RWA.
4. Seasonal metered service will be billed a minimum of twice per year. A seasonal service charge will be billed upon meter installation for the summer season. A water usage charge will be billed when the meter is removed at the end of the summer season. Additionally, it is the customer's responsibility to call for removal. Failure to do so may lead to additional charges if meter becomes inoperable. The RWA may bill at shorter intervals for water usage at its discretion.
5. Fire service will be billed in accordance with RWA's regularly established Rate Schedule.
 - Private fire service connections will be billed monthly in arrears.
 - Public fire service will be billed semi-annually for the preceding six-month period.
6. Miscellaneous non-water charges, as approved in the RWA's rate schedule, may be included on all metered bills, private fire service bills and jobbing bills.
7. Jobbing bills are rendered upon completion of projects. Anyone requesting the RWA to perform jobbing work may be required to make a deposit in advance for the estimated cost of the work.
8. Effective April 1, 2025, amounts unpaid after 28 days from the billing date incur interest at 1.5% per month, as set by the Representative Policy Board.

Unpaid invoices constitute an automatic lien on the premises served, taking precedence over all other liens or encumbrances except taxes, and may be foreclosed in the same manner as a lien for taxes.

Customers are responsible for all costs incurred by the RWA in collection activities.
9. If a meter fails to register, it will be repaired or replaced. Customers will be charged based on average daily consumption for a similar period.
10. New or existing premises receiving unmetered service prior to meter installation will be charged a fee for unmetered use under Connecticut General Statute §16-259a. Charges will be estimated based on actual meter registration. An Unmetered Active Service Fee may also apply.
11. Meter billings may not be combined into one cumulative billing.

12. Unless otherwise notified, the RWA will bill the owner of the premises for its rates and services. If tenants are billed directly and fail to pay, any unpaid amount after 90 days, due to shut-off, or upon termination of service due to the tenant vacating the premises, shall be billed to the property owner and become immediately due. In the event the RWA subsequently receives payment from the tenant on past balance, any payments previously made by the owner for those charges shall be refunded or credited to the owner. Failure by the owner to make payment shall constitute an automatic lien on the premises.
13. With each billing invoice the RWA will notify customers of the availability of information describing their rights as customers.
14. When multiple tenants share a single service, and any fail to pay or comply with RWA rules, the property owner must provide access to RWA equipment or establish separate services for each tenant.
15. The RWA may, in its sole discretion, require a customer to make a cash deposit. Simple interest, at the rate designated in the Connecticut General Statutes, Section 16-262j, will be applied with the deposit to any amount due from the customer. Deposits that are no longer required will cease to draw interest on the date service is terminated, the date notice is sent to the customer's last known address, or upon return of the deposit.

(I) ADJUSTMENT OF BILLS

Bills that are incorrect due to meter or billing errors will be adjusted as follows:

1. Whenever a meter in service is tested and found to have over-registered by more than 2%, the RWA will adjust the customer's bill for the excess amount paid, as determined below:
 - a. If the period during which the meter over-registration occurred can be definitively determined, the adjustment will be based on that period.
 - b. If the period cannot be definitively determined, it will be assumed that the over-registration existed for one-half of the time since the meter was last tested. If more than one customer received service through the fast meter during the applicable period, a refund will be issued to the current customer only for the period during which they received service through that meter.
2. Whenever a meter in service is found not to register, the RWA will estimate water charges based on historical consumption for the same period during the previous year. Billing adjustments resulting from a meter register jump or abrupt increase in registration caused by trauma to the meter will be calculated on the basis that the meter should have been registering at 100% accuracy. The adjustment amount will be based on the difference between the prior meter's registration error and the accurate registration of the replacement meter.

3. When a customer has been overcharged as a result of incorrect meter reading, incorrect bill calculation, incorrect meter connection or other similar reasons, the amount of the overcharge will be adjusted, refunded or credited to the customer.
4. When a customer has been undercharged due to incorrect meter reading, incorrect bill calculation, incorrect meter connection, or other similar reasons, the amount of the undercharge may be billed to the customer in accordance with Connecticut General Statute §16-259a. Pursuant to CGS §16-259a, total consumption billing is permitted when the customer, by affirmative act, causes inaccurate billing or fails to provide reasonable access to the premises during normal business hours.

(J) TERMINATION OF SERVICE

1. The RWA may refuse or discontinue service without notice in the event of:
 - a. A hazardous condition;
 - b. Illegal or unauthorized provision of service;
 - c. A cross connection which represents a public health threat.
2. The customer is responsible for complying with these Rules and Regulations, maintaining all customer-owned service lines, plumbing, and equipment, providing reasonable access to RWA equipment, and taking timely corrective action when notified by the RWA of conditions requiring repair or compliance.
3. Whenever there is a local and/or state-wide drought declared, the RWA will require that all leaks found on a customer's service line be repaired within 72 hours to avoid disconnection of water service.
4. The RWA may refuse or discontinue service with 7 days, written notice for any of the following reasons:
 - a. Fraud or material misrepresentation in obtaining service;
 - b. Customer tampering with pipes, meters, or other RWA equipment;
 - c. Failure to make payment under an agreement to amortize an unpaid account balance and/or failure to keep the account current as charges continue to accrue;
 - d. Use of equipment by the customer in a manner that adversely affects RWA equipment or service to others after the customer has been given an opportunity to correct the condition;
 - e. Non-compliance with these Rules and Regulations, except as provided in Subsection J-1 above;
 - f. Furnishing service in violation of any municipal, state, or federal law, ordinance, or order;
 - g. Failure to furnish service, equipment, permits, certificates, or rights-

of-way specified by the RWA as a condition of obtaining service, or withdrawal of such permissions;

- h. Failure of a non-residential customer to fulfill any obligation under their contract with the RWA;
- i. Failure to take corrective action to repair a leak on the service line that is the responsibility of the customer under these Rules and Regulations;
- j. Failure to comply with mandatory water restrictions.

5. The RWA may refuse or discontinue service with 15 days, written notice for the following reasons:

- a. Non-payment of a delinquent bill after reasonable collection efforts, provided termination does not violate any applicable provision of the Connecticut General Statutes.
 - A termination notice will be sent following a monthly invoice for delinquent balances.
 - A delinquent account is defined as unpaid utility service for more than 33 days from the billing date.
- b. Failure of the customer to provide reasonable access to RWA equipment;
- c. Failure of the customer to maintain required plumbing provisions in accordance with these Rules and Regulations.

6. Each notice regarding termination of service will contain the grounds for termination and an explanation of the customer's rights with respect to termination of service.

7. Conditions Under Which Service Will Not Be Terminated

The RWA will not terminate service under the following circumstances:

- a. During periods when a resident of the household is seriously ill, provided the customer submits a registered physician's certificate within 15 days of the mailing of the termination notice. The certificate must be renewed every 15 days or by the expiration date specified by the physician. In such cases, the customer must make reasonable arrangements to amortize any unpaid balance and keep the account current in accordance with the Connecticut General Statutes.
- b. During a billing dispute, provided the customer notifies the RWA within 15 days of the mailing of a termination notice. Customers may request a copy of the Important Notice for Residential Customers – Customer Rights.
- c. When the customer makes a payment of at least 20% of the outstanding balance and enters into a reasonable amortization

agreement. Customers may utilize this option once in any 12 month period. Default on such agreement will result in issuance of a new termination notice.

- d. When an owner, agent, lessor, or manager of a residential dwelling is billed directly for service furnished to a building in which they are not the exclusive occupant, unless provisions have been made for occupants to receive service in their own name without liability for charges incurred while the owner was billed. If such provisions are not feasible, the RWA will not terminate service but may pursue remedies permitted under the Connecticut General Statutes.
- e. For delinquency on any Friday, Saturday, Sunday, legal holiday, the day before a legal holiday, or at any time when the RWA's business office is closed or within one hour of office closing.

(K) METERS AND METER TESTING

1. The RWA will determine the type, size, and location of the meter and reading device to be installed.
2. The RWA will not install subsidiary meters. Property owners will install, own, maintain and read subsidiary meters, if desired. Subsidiary meters will be installed downstream of the RWA's meter(s) and bills will be computed based on the RWA's meter(s) only. Property owners considering subsidiary meter installation shall obtain approval in advance from the RWA.
3. The RWA will own, install, maintain and remove meters and associated remote reading devices. The customer will pay for a replacement meter or meter reading device required due to freezing, hot water, faulty connections, tamper, theft or customer's negligence. However, if after a RWA inspection of the meter vault/ pit it finds the meter and vault/pit to be installed and maintained to RWA specifications, then the RWA may waive the frozen meter charge.
4. The customer will provide an accessible and protected location for the meter. The location will be subject to the approval of the RWA according to the following criteria:
 - a. For all services, meters must be set in external vaults. When the main is located within an easement which is also the primary travel way through a development, the edge of easement will be considered the same as a street line when determining the need for a meter vault.
 - b. Exterior settings will be in vaults built and installed to RWA specifications at the customer's expense. Meter vaults and pits will be owned and maintained by the property owner and will be installed on the customer's property as close to the street line as possible. Meter vaults in disrepair or dangerous condition must be repaired to the Authority's standards; any vault that prevents access due to its

condition may be subject to a penalty for non-access.

Unless otherwise approved by the RWA, all meters will be in meter pits located by the front property line. The RWA may allow these meters to be located inside a building, only if no suitable location is available outside the building. If allowed by the RWA, a meter may be located inside a building when it is equipped with an external remote reading device. If the RWA allows a meter to be inside the building being served, then the meter shall be located within a basement with normal walking height and width. Normal walking height is a minimum unobstructed vertical height of 6-1/2 feet as measured from floor to ceiling. Normal width is a minimum unobstructed horizontal width of 2-1/2 feet as measured perpendicular to the line of the pathway and over the full walking height. Also, an inside setting must provide adequate accessibility, protection against freezing or other damage to the meter, where no goods subject to water damage are stored and where walls and floors are not susceptible to water damage. Such inside settings will be located at a point where the service pipe enters the building.

- c. Under no circumstances should meters be installed in crawl spaces, garages, finished basements, closets, entryways, finished levels, or hazardous or dangerous environments.
 - d. If the RWA finds that alterations, renovations, obstructions or other conditions have made the meter installation non-compliant as defined in Section K, the customer will be required to relocate the meter to a meter vault at the customer's expense as directed by the RWA.
5. The customer is responsible for maintaining piping on either side of the meter, which includes service line from the curb valve to the point of entry to the building, to ensure that it is in good condition and that it is valved on both sides of the meter so that the meter may be removed or replaced conveniently and without draining the interior piping. The customer is responsible for any repairs or changes to piping necessary to comply with these requirements.
6. When meters 1-1/2 inches and larger are installed, a bypass around the meter with valve, locking device and seal will be installed so the meter can be changed, tested, or repaired without shutting off the water supply to the premise. In all cases where water cannot be shut off temporarily, these requirements will prevail and will be at the customer's expense. All meters sized 3 inches or larger which are installed in a basement or sub-basement shall have a dry pipe installed from the 2 inch test tee and piped to the outside of the building. The piping shall be either 2 inch copper tubing or 2 inch plastic schedule 80. Where the tubing exits the building, a 2 inch female or male thread shall be installed with a cap or plug. A drain valve shall be installed on the dry pipe above the test tee so water can be drained after use

to prevent freezing. The pipe should exit the building at street level in an area that is accessible to RWA personnel so a fire hose can be connected to it in order to test the meter in accordance with industry standards.

7. If a customer has reason to believe that a meter is not registering accurately, the RWA will, upon written request, test the meter. The RWA will test the meter at no charge if the meter has not been tested in the previous year. The customer or authorized representative may be present during the test based on pandemic protocols.
8. Swimming pools or other facilities which might require considerable quantities of water may be required to be separately metered and to have separate services. Customers are not permitted to fill pools with water directly from hydrants. The RWA may pursue appropriate enforcement action and may assess a usage fee based on estimated metered consumption.
9. Meters are set and sealed by RWA employees. No one other than authorized employees of the RWA may break a seal or disconnect, open, adjust or otherwise interfere with a meter.
10. Plumbing must be arranged at the customer's expense so that each meter will be independent of any other meter.
11. Meter yokes 5/8 inch through 1 inch must be installed on all new services and on all replacement services.
12. Copper setters 5/8 inch through 1 inch must be installed on all new and replacement services where a meter vault is required.
13. Custom setters 1-1/2 inches and 2 inches must be installed on all new and replacement services installed inside the building or in a vault.

A meter will not be placed in service or remain in service if:

- a. at the minimum test flow rate the meter registers less than 95% or more than 101.5% of the water passed through it; or
 - b. at the intermediate and maximum test flow rates, it over-registers or under-registers more than 1-1/2%.
14. The RWA will adopt a periodic test schedule for its meters in accordance with applicable meter testing requirements.
 15. All meters removed for periodic complaint tests, or for any other reason, will be tested in the condition in which they are found in order to determine the average meter error. Tests will be made at the intermediate and maximum rates of flow and the average meter error will be one-half the algebraic sum of the errors of the two tests.
 16. The RWA will maintain meter testing equipment which will be checked annually by the State of Connecticut, Department of Consumer Protection, Division of Weights and Measures.
 17. Test meters used for comparative testing in the field will be tested at least

once every 30 days when being used.

18. Meter testing will be in accordance with test procedures contained in AWWA Meter Specifications or Manual M6 - Water Meters.
19. The decision of what type, style, and location for a remote reading device is solely within the discretion of the RWA. Meter readings supplied by the customer will not be accepted for billing purposes. Any customer who refuses the installation of an electronic remote reading device shall be required to pay a manual meter reading charge each billing period.

(L) APPLICATIONS FOR SERVICE

1. The owner of the premises to be supplied, or their authorized agent, must apply for water service at the RWA's office. The RWA may require a government-issued ID such as a driver's license or state-issued identification card. By submitting an application, the applicant, directly or through an authorized agent, agrees to take water from the RWA subject to the RWA's Rules and Regulations. All applicable charges, as detailed in the RWA's Rates, Fees, and Charges for Water Service, must be paid at the time of application. The RWA will not accept an application for service from any customer with a delinquent water account until such account has been paid in full. The customer is responsible for notifying the RWA to request discontinuance of service or to report a change in ownership. The customer shall remain responsible for all charges until the RWA receives such notice and service is discontinued in accordance with these Rules and Regulations.
 - a. To ensure adequate pressure and volume for all users and comply with health and safety standards, the number of manifolded services will be limited to 4 services on a single supply line. Any other arrangement must be approved in advance by the RWA.
2. Applications for taps must be made at least 5 days, excluding weekends and holidays, prior to the time of installation. Arrangements for the installation of the tap must be made at least 2 days in advance of the desired schedule date. Arrangements should be completed and confirmed before any excavation work is started. Scheduling of work will be at the discretion of the RWA.
3. Applications for service connections 4 inches and larger should be made sufficiently in advance of the required installation date so that the RWA can prepare an estimated cost of installation and contracts. Applicant shall submit estimated water demands for proposed developments when applying for new service. Upon receipt of the signed contract with the required estimated payment, the RWA will schedule the work.
4. A facilities charge will be paid by each applicant for domestic or combined water service. The charge will be based on the number of meters and the size of the meters to be installed.
5. A service connection charge and meter installation charge will be paid for

each new service connection.

6. When, within one year of the date of a meter installation that was subject to a facility charge, a customer requests an increase in meter size or number of meters, the customer will pay an additional charge which will be the difference between the original charge and the charge for the new meters being installed.
7. Each applicant for each domestic or combination water service connected to a main that was installed at the RWA's expense will pay a proportionate share. A maximum of 200 feet will be used in determining the proportionate share for each service connected to the main.
8. A proportionate share will also be paid by applicants for each domestic water service connected to a main extension which was installed under the terms of an Advance Payment Extension Contract as defined in the Rules, Regulations and Rates Governing the Extension of Water Mains.
9. At the time of application, the applicant must furnish the RWA with the information necessary to properly review the size of the service pipe and tap for conformance with the RWA standards. If services are improperly sized, they will not be accepted.
10. Where service is to be installed to the curb valve only, the applicant and their assigns will be responsible for permanently maintaining the location of the service lateral and the curb box. They will be responsible for installing the service pipe from curb box to place of use and insuring it is properly inspected and approved by the RWA.

Should the location of the service connection not be permanently maintained, and if after the reasonable assistance of the RWA, it cannot be located in such a way as to make connection to it, the applicant or his/her assigns will be responsible for its replacement. Replacement service connections in this circumstance will be considered new service connections and the applicant or his/her assigns will be responsible for all of the charges applicable to a new service connection.

11. If the applicant's water service demands exceed the capacity of an existing main, the RWA may require, at the applicant's expense, the replacement/upgrade of the main to maintain adequate service.
12. Applications for the extension of water mains should be made at the RWA office and are subject to the provisions of the RWA's Rules, Regulations and Rates Governing the Extension of Water Mains.
13. Applications for use of water for construction purposes must be made to the RWA before such use, and such uses will be charged at the RWA's scheduled rates. Permits or receipted bills will be issued and must be shown on the job site upon request of authorized RWA employees. All water use must be metered.
14. Applicants for water service will pay for the extensions of water mains to limits

defined in the Rules, Regulations and Rates Governing the Extension of Water Mains. If mains exist to those limits, the applicant will pay the proportionate share of the cost of the extension(s) according to such Rules.

15. Customers or their authorized agents seeking to convert from seasonal to year-round service must apply to the RWA and shall be responsible for all applicable charges associated with such conversion.

(M) TECHNICAL STANDARDS AND PROCEDURES FOR THE INSTALLATION OF 1- INCH THROUGH 2-INCH WATER SERVICES

1. Except where service pipes are not intended for use during freezing weather and are actually drained during such periods, all service pipes will be laid a minimum of 4-1/2 feet below the finished grade in order to prevent freezing. If at any time the grade is changed so that any part of the service pipe is covered by less than 4-1/2 feet, the owner will be responsible for lowering the pipe before freezing weather occurs. Where the service pipe from the curb to the building is not laid to depth, a separate drain valve with curb box must be provided adjacent to and on the house side of the curb valve.
2. Service pipes are to be installed on undisturbed ground and left uncovered so that a representative of the RWA can make an inspection to see that the installation conforms to these Rules and Regulations. The customer will schedule the inspection prior to backfilling the service connection excavation. Backfill material should be compacted around and 1 foot over the pipe. When excavation is in rock, there should be no projecting rock within 6 inches of the outside of the pipe side, top and bottom. The bottom 6 inches of the trench should be refilled with sand and properly compacted before the pipe is laid. All excavated rock should be disposed of and the trench refilled with sand, gravel or other suitable material.
3. The contractor shall be responsible for ensuring the stability and safety of the trench and adjacent structures by using such trench support and bracing as deemed necessary by applicable OSHA standards or RWA standards – whichever are more restrictive. Copies of the most current RWA standards are available at RWA headquarters.
4. If a safe trench and work area are not maintained by the contractor, Authority personnel will refuse to work until the trench or area is made safe. In this event, the excavator will bear the responsibility and liability for maintaining a safe and adequate trench excavation at all times and at any depth.
5. Since the contractor must maintain all excavations in proper condition for carrying on the work, the contractor will do all bailing, draining or pumping which may be necessary to keep the trenches or other excavations free of water, and will not, under any conditions, allow groundwater to enter the pipes.
6. In accordance with the application Regulations of Connecticut State Agencies,

the contractor will notify "CALL BEFORE YOU DIG" (1-800- 922-4455 or "811") prior to the start of any excavation.

7. Clearances, wherever possible, should not be less than 12 inches where service pipes cross other underground utilities.
8. No service pipe should cross any portion of a subsurface sewage disposal system or be installed less than 10 feet away from any portion of a subsurface sewage disposal system.
9. Service pipes must be installed perpendicular to the water main from tap to curb valve and in a straight line from the curb valve to the point of entrance to the building. Any deviation from this requirement must be approved in writing by the RWA before installation.
10. The scheduling of a tap may require up to several weeks' notice from the applicant. The length of the notice period is dependent upon materials availability and the availability of RWA field crews. Applicants are advised to inquire about current scheduling at the time of application. When taps are required on concrete pressure pipe, the excavation should be made in accordance with plans furnished by the RWA. Extreme care must be used in order not to damage concrete pipe while excavating.
11. Service pipes will not be in the same trench with other underground facilities, except as approved by the RWA and in accordance with the requirements of the Connecticut Public Health Code.
12. Service pipes will enter the property to be served through its frontage along an RWA-owned main located in either a public street or an approved easement and will not cross intervening or enter onto adjacent properties.
13. Lots to be serviced must have a minimum of 10 feet of deeded frontage along a public or private right-of-way which contains a water main extension.
14. In accordance with current state laws, rules and regulations, blue warning tape is required on all water service installations. Warning tape will be installed no less than 12 inches and no more than 18 inches above each service pipe.
15. Copper trace wire or blue warning tape manufactured for trace application shall be installed above plastic pipe to assist with future identification of the pipe's location.
16. For underground service pipe 2 inches and smaller, all new fittings from the corporation stop in the main up to and including the service valve on the upstream (street) side of the meter shall be flared, iron pipe size (I.P.S.) thread or compression connection fittings. Interior exposed fittings shall be flared or I.P.S. thread connections only.
17. In all cases, soldered connections will not be allowed anywhere along the service line from the corporation stop at the main up to the point where the service enters the place of use and within the meter setting.

18. In no case will connections be allowed on the service pipe upstream of a water meter.
19. Check valves, pressure reducing valves, backflow prevention devices, booster pumps and other such equipment must be located downstream of the meter.
20. In cases where the length of service pipe exceeds 50 feet from the curb valve to the building, the RWA may allow the use of polyethylene tubing with prior review and approval as well as the conditions outlined in Section N.
21. Polyethylene tubing may not be used within 500 feet of any landfill area or any area with underground fuel tanks.

(N) MATERIAL SPECIFICATIONS

1. Service Pipe

Size

- Service pipes must have a minimum 1-inch nominal inside diameter; 2-1/2 and 3-inch diameter pipe is prohibited.

Material

- Service pipes 1-inch through 2-inches in diameter must be of Type K soft temper copper tubing and must conform to the latest revision standard specification for seamless copper water tube, ASTM B43-58.
- Where allowed in advance by the RWA and only located on the customer side of a meter vault or pit, plastic service pipes 1 inch through 2 inches in diameter shall be polyethylene pressure tubing, Pressure Class 200 p.s.i., SDR 9, CTS. It should conform to the latest revision of AWWA Standard C901 and should be marked with the size, material and pressure class. Plastic piping must transition to copper tubing from the meter vault towards entering the building. Trace wire made of copper 18-gauge is required for all plastic service lines. Trace wire must be wrapped around the polyethylene tubing and be clamped to copper tubing exiting the meter vault and entering the building. Cross-linked polyethylene (PEX) piping is not acceptable for underground installation.
- Service pipes 4 inches in diameter or larger should be of ductile iron cement-lined minimum Class 52 or a class with a wall thickness suitable for pressures and loads encountered. Ductile iron pipe should conform to the latest revision of AWWA Standard C151. Ductile iron pipe should be furnished with a double cement-mortar lining. The lining should conform to the latest revision of AWWA Standard C104.

2. Fittings

- Fittings for underground copper service pipe shall be flared, iron service size (I.P.S.) thread or compression fittings that conform to the latest revision of AWWA Standard C800.

- Fittings for underground polyethylene tubing should be of the mechanical type with stainless steel inserts, conforming to the latest revision of AWWA Standard C901.
- Fittings for service pipes 4 inches and larger should be restrained mechanical joint, or push-on joint only. Flanged fittings should not be used underground. All fittings should be made of double cement mortar lined ductile iron and should conform to the latest revision of AWWA Standard C110.

3. Valves

Curb Valves

- Curb valves 2 inches and smaller should be Teflon (PTFE)-coated ball type without drain and 90° stops. Brass components should conform to the latest revision of AWWA Standard C800/ASTM B-62 (85-5-5-5).
- Curb valves 4 inches and larger should be resilient-seated, fusion-bonded, epoxy-coated M.J. gate valves and should open right (clockwise). Valves should conform to the latest revision of AWWA Standard C-509. Interior and exterior fusion-bonded epoxy coating should conform to the latest revision of AWWA Standard C-550.
- Buried valves must have a 2-inch square operating nut.

Service Valves

- Service valves 2 inches and smaller should be PTFE-coated ball type, without drain, furnished with locking provision and integral meter saddles as approved by the RWA. Brass components should conform to the latest revision of AWWA Standard C800/ASTM B62 (85-5-5-5). The use of gate valves is prohibited.
- Service valves 4-inches and larger should be resilient seated, fusion bonded, epoxy coated flanged gate valves and should open right (clockwise). Valves should conform to the latest revision of AWWA Standard C-509. Interior and exterior fusion bonded epoxy coating should conform to the latest revision of AWWA Standard C-550. Non-buried service valves will have an operating wheel.
- Outside stem and yoke (OS&Y) valves are required on fire services 4 inches and larger.

4. Curb Boxes

- Curb boxes for 1-inch curb valves must be of the Buffalo Screw Type with a 2-1/2-inch diameter shaft. Whenever a curb box is exposed to vehicular traffic, it must be of the Roadway Type.
- Curb boxes for 1-1/2-inches and larger curb valves should be of the Buffalo Type with a 5-1/4-inch diameter shaft.
- All curb boxes should be of cast iron and fitted with a cast iron cover

marked with the word "WATER" and installed with the cover flush with the finished grade.

- Plastic curb boxes and curb box covers are prohibited.

5. Meter Vaults and Manholes

- Meter vault and manhole specifications and diagrams along with piping arrangements will be furnished on request by the RWA.
- Plastic meter pit top sections are prohibited.
- Composite covers or hatch doors are required for meter pits/ vaults, and must be pre-approved by the RWA.

6. Meter Setters

- Meter setters for 5/8-inch through 1-inch meters, basement installation, should be Ford Series 500 or RWA-approved equal.
- Meter setters for 5/8-inch through 1-inch meters, vault installations, should be Ford Series 70 or RWA-approved equal.
- Meter setters for 1-1/2-inch meters, vault or basement settings, should be Ford custom setters VVB66-B or RWA-approved equal.
- Meter setters for 2-inch meters, vault or basement settings, should be Ford Custom setters VVB77-B or RWA-approved equal.

7. Other

- Warning tape will be plastic or metalized plastic, blue in color, a minimum of 4 inches in width and have the words "CAUTION - WATER LINE BURIED BELOW" imprinted on it in black letters.
- Trace wire will be made of copper, 18-gauge.
- Backflow prevention device (BFP) will be manufactured in accordance with the latest revision of AWWA Standard C511 and pre-approved for use by the RWA.

Rules, Regulations and Rates Governing the Extension of Water Mains



Our STARs Values

Service | **T**eamwork | **A**ccountability | **R**espect | **S**afety

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I. DEFINITIONS

Applicant - the party requesting service, the provision of which requires an Extension.

Deferred Extension - in cases where the Applicant can connect to an existing main, the RWA may defer installation of all, or a portion, of an Extension required by its regulations until further extension is determined to be required on the street by the RWA.

Extension - the linear footage of water main required in order to service property(ies) according to the terms and conditions set forth by these rules.

Extension Contract - an Advanced Payment Extension Contract executed by the RWA and the Applicant providing for the installation of an Extension pursuant to which the cost of such Extension is paid by the Applicant to the RWA as described in these Rules. The Contract shall define the period in which the Extension is to be installed and the duration of the contract.

Main(s) - water pipes owned by or to be owned by the RWA, used for the purpose of conveying water to the Taker's service connections.

Proportionate Share - a charge made for the purpose of reimbursing the RWA or main extension applicant for the installation cost of the water main fronting the property to be served.

Proportionate Share Agreement - the agreement for payment of a proportionate share of an Extension Contract.

Proportionate Share Applicant - the party entering into a Proportionate Share Agreement with the RWA for water service to a property which is subject to the proportionate share provisions of these Rules and Regulations.

RWA - the South Central Connecticut Regional Water Authority, also known as the Regional Water Authority.

Taker - any party connected directly to an existing Extension by a service line on which an Extension Contract is in effect.

II. GENERAL PRINCIPLES

1. Title of ownership in an Extension is vested in the RWA.
2. An Extension is under the sole control and jurisdiction of the RWA. This includes the right to connect additional customers without the consent of the Applicant; to make further extensions beyond or running laterally from the Extension; or to connect the Extension with any other portion of the distribution system of the RWA. The RWA may take these actions without incurring any obligations to the Applicant or Takers receiving service from the Extension except as provided.
3. All Extensions will be installed, owned and maintained by the RWA. Installations will be performed by the RWA with its own resources, or by an approved subcontractor hired by the RWA.
4. If the property to be supplied by an Extension is at such an elevation that pressure will be below 35 p.s.i. or above 115 p.s.i. where the service enters the building, the Applicants for such an Extension will be obligated to execute either a Low Pressure Agreement or a High Pressure Agreement with the RWA prior to final acceptance by the RWA of the application. These Agreements will be recorded in the Land Records of the municipality in which the property is situated. In the case of an application for service to new construction or developments, the RWA may, in its sole discretion, require the Applicant to pay for any main replacement in, or main extension of, the RWA's existing distribution system in order to provide service within the p.s.i. levels described above.
5. Water mains will be extended from the existing service area or pressure zone in accordance with the RWA's long-range plans for service area coverage, which are designed to assure an optimum range of pressures throughout the RWA's distribution system, and to minimize construction of new pumping stations and storage facilities. Extensions will not necessarily be initiated at the nearest water main. Applicants will be responsible for the cost of the entire Extension regardless of the distance required.
6. If additional facilities, such as storage tanks and booster pumps, are required to provide adequate service to an Extension and only that Extension, the costs associated with the planning, design and construction of such facilities will be charged to the Applicant. The facilities will be constructed in accordance with the RWA's Standards for the Development of Satellite Water Systems. These standards are available as a separate document.
7. If additional facilities as described above will benefit the RWA's existing system or will be required to serve additional extensions by future applicants, the RWA will construct the facilities at its expense.

8. Extensions will be made in streets that are accepted and maintained by the municipality or in rights of way granted to the RWA. Extensions will also be made in new streets subject to the following:
 - a. the street will be constructed to line and grade conforming to the plan and profile as accepted by and recorded with the municipality;
 - b. a bond has been posted with the municipality by the owner, to insure satisfactory completion of said street according to the specifications of the municipality;
 - c. there is written confirmation of all the items listed above by the proper municipal authority.
9. Private rights of way for mains must be located within the access road to the area being served.
10. Mains will be located to the extent possible within the paved portion of a street or right of way.
11. The Applicant for water service is responsible for all new main extensions required to provide service to a proposed subdivision, development, etc. This responsibility includes approach mains, "loop" mains and replacement/upgrade of mains required to connect the project to the RWA's water distribution system and to meet and maintain minimum design pressure, needed fire flow and water quality criteria.
12. The RWA will determine the required length, size, material, routing and location of an Extension, based in general on the following principles:
 - a. The terminal point of an Extension installed in streets not within a development will be the property line beyond the last Taker to be serviced by the Extension, including the installation of a main required to cover the entire frontage of a subdivision tract.
 - b. An Extension installed in streets within a development or subdivision will include all mains required to cover buildings to be served by the development or subdivision to intersecting streets.
 - c. The size of main to be installed will be based on the existing and future needs of the RWA's water system and/or prevailing municipal fire ordinances, and the costs will be allocated as provided in Section II-17 of these Rules. The minimum size for new mains will be 8-inch diameter, except in state roads, where the minimum size for new mains will be 16-inch diameter.
 - d. Phased construction within a development or subdivision may be allowed upon prior written approval by the RWA.
13. With the exception of new developments, when an Extension passes corner properties having access to a main on an adjacent street, the RWA will install at its expense that corner property's portion of the Extension from the existing main to the far property line. If this distance is sub-dividable in

accordance with the zoning regulations of the municipality, the RWA will only install the corner property's portion of the Extension from the existing main to the subdivided line. In no case, however, will the distance contributed by the RWA exceed 150 feet.

14. Where the Rules and Regulations require main extensions as shown on the site plan approved by the municipal Planning and Zoning agency, but on streets which will not be constructed, the RWA may defer installation of the Extension until an additional main is required in the street.
15. Each Extension will terminate at the farthest property line of the last potential Taker to be served by such Extension. In cases where the Applicant can connect to an existing main, the RWA may defer installation of all, or a portion, of an Extension required by its regulations until further extension is required on the street. At the time of application, the RWA will notify the Applicant of its obligation to pay for the installation of a deferred extension. The Applicant shall pay, prior to the installation of the deferred extension, the estimated cost of the deferred extension based on the deferred length times the RWA's average cost of installation of extensions of the required size.
16. When an Extension is made in unfinished streets, the Applicant is responsible for damages to the main and all such fixtures and appurtenances such as hydrants, gate boxes, blow-off boxes, etc., including its relocation, if damaged, or if relocation is necessitated by acts or omissions of the Applicant or his agents. If, after the Extension is installed, the grade is changed to reduce the required minimum cover of the mains, fixtures or appurtenances, then the Applicant will pay the cost of lowering the mains to the depth required to correct this deficiency. This responsibility will remain in force until such time as the street is officially accepted by the proper municipal authority.
17. The RWA will determine the size of the main required for each Extension. In those municipalities with fire ordinances in effect which specify the size of water mains, the RWA will comply with the ordinance requirements except where the size stipulated in the ordinance would have a detrimental effect on the RWA's system. In such a case the main will be sized for the overall best interest of the water system. The Fire Marshal in the affected municipality will be advised of the deviation from the ordinance. Costs will normally be based on sizes not larger than 8 inches, unless it is necessary to install main larger than 8 inches to satisfy the requirements of the Applicant. In that case, the cost will be based on the cost of the main size actually required.
18. Lots to be serviced must have a minimum of 10 feet of deeded frontage along a public or private right-of-way to contain the Extension.
19. The cost of each Extension installed by the RWA will be the actual cost of the main, encompassing labor and equipment used, plus overhead at the RWA's prevailing overhead rates for the main size required. If pavement excavation and replacement or repairs are required for the Extension, the additional costs will be added to the cost of the Extension. Cost of deferred extensions will be

the deferred length times the RWA's average cost of installing extensions of the required size.

20. All requests for the installation of public fire hydrants must be made directly to the municipality and are subject to order by the municipality.
21. When the RWA installs fire hydrants in connection with an Extension, the RWA will add a charge to cover the installation of the fire hydrant (including laterals) as a cost per foot. The per foot charge applied is based upon the prior year cost of fire hydrant installation (including laterals) on new main extensions.

III. APPLICATIONS

1. Applications for Extensions will be accepted only from the owner of public record of the property which the Extension will serve.
2. Applications must be made at the RWA offices and will not be processed until all information requested by the RWA is supplied.
3. The Applicant, if a development is involved, will be required to furnish with the application one reproducible subdivision map of the property to be supplied. This map must be a facsimile of the one approved and filed with the proper municipal authority. The applicant, if requested by the RWA, will furnish plan and profile drawings of the street(s) in which the main is to be installed as approved by and filed with the municipality. Only maps, plans, profiles or other drawings prepared and stamped by an engineer or surveyor licensed in the State of Connecticut will be accepted.
4. The Applicant of a development or subdivision must notify the RWA at the time of application if phased construction is proposed. Phasing should be indicated on a property map supplied to the RWA.
5. Application for the Extension will automatically expire 90 days from the date of application if, within this period, all conditions required for acceptance of such application are not fulfilled. Upon cancellation of an Extension application, the Applicant may renew the application and will be subject to the Rules and Regulations in effect at the date of renewal.
6. Contract proposals for Extensions will automatically expire 90 days from the date transmitted to the Applicant, if within this period the RWA has not received all fully executed required documents, including but not limited to the Extension Contract, High or Low Pressure Agreements and easements, and payments due at the time of contract execution. Upon expiration of a contract proposal, the Applicant may request the proposal be subject to the Rules and Regulations in effect at the date of the renewal.

IV. ADVANCE PAYMENT EXTENSION CONTRACT

1. An Applicant, on execution of an Extension Contract, will deposit with the RWA an amount equal to the RWA's estimated cost of the Extension. Any additional amount which may result from increased costs, as determined by the RWA, must be paid on demand to the RWA. The RWA may delay installation of any Extension or service taps in an Extension until the additional amount has been received.
2. Upon completion of the Extension, the RWA will determine the actual cost of the Extension. If the actual cost is less than the deposit, the RWA will refund the difference to the Applicant. If the estimated cost is less than the actual cost, then an additional charge will be made to the Applicant, payable within 15 days of being invoiced. If not paid within 30 days after the due date, the Applicant will be assessed interest at a rate of 1.5% per month. The RWA may delay the installation of any service taps in such Extension until the additional amount has been received.
3. No interest will be paid by the RWA on any or all of the amount paid by the Applicant.
4. If an Extension under an Extension Contract is installed in a street or highway which property is abutted by other than that of the Applicant, the RWA agrees to require that the other property owners, before making any connection for water service, will pay their proportionate share of the cost of the extension. These property owners, referred to as "Proportionate Share Applicants", will pay their share in full at the time of their application for water service. When received by the RWA, these amounts will be refunded to the Applicant, unless the Extension was installed at the expense of the RWA, in which case the RWA will retain any funds so collected. Total refunds on the Extension Contract to the Applicant will not exceed the total amount paid by the Applicant. The Proportionate Share Applicant for water service will be subject to all of the terms, conditions, and provisions of the contract.
5. The Applicant will be entitled to receive the proportionate share amounts collected by the RWA from the Proportionate Share Applicant for a 10-year period starting from the date of the completion of the main installation. Liability for payment of refunds for proportionate sharing will cease at the end of that 10-year period, and any part of the amount paid by the Applicant not refunded within the contract period will be the property of the RWA.
6. The Applicant or a Proportionate Share Applicant may not assign the Extension Contract or the Proportionate Share Agreement or any money due by reason of the terms of these agreements, without the written consent of the RWA.
7. The proportionate share provisions of the Extension Contract will not apply to existing RWA customers whom the RWA decides to connect to the newly installed extension.

8. All Takers connected to extensions installed in accordance with the terms of an Extension Contract will be subject to the applicable rates, rules, regulations, terms and conditions of service of the RWA. However, when the municipality does not pay the fire service charge for a particular Extension, these charges will be paid on a pro rata basis by all Takers on the Extension.
9. The RWA reserves the right to require that an Extension Contract cover all mains needed to supply a real estate development or subdivision in its entirety.

V. INSTALLATION

1. Extensions will be scheduled for construction after the Applicant has fully complied with all conditions and contractual obligations.
2. Each main will be installed in a public street that has been approved by a municipality, or in a private right of way if given the written consent of the RWA. In the case of a right of way, the Applicant must provide an executed Right of Way Agreement and related documentation as specified by the RWA, prior to the main installation.
3. Extensions will normally be scheduled for construction in the order in which all requirements have been met. However, the RWA may vary such scheduled in order to integrate timing with other previously approved projects, in consideration of weather conditions, or based on the availability of materials or the immediacy of need.
4. It is the responsibility of the Applicant to erect and maintain stakes to indicate correct street lines and grades, lot lines and hydrant locations in order to facilitate proper installation of the mains and appurtenances as determined by the RWA.

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