

# Rules and Regulations for Water Service

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## Introduction

The South Central Connecticut Regional Water Authority (Authority) has adopted the following Rules and Regulations to ensure uniformity and fair practice to all customers consistent with the protection of the health and safety of the community we serve. These regulations are intended to inform the public as to the administrative procedures and technical requirements for obtaining connection to and maintaining service from the Authority's water supply.

The Rules and Regulations and all subsequent changes or amendments and additions are a part of our contract with every person, corporation, or property owner supplied with water service by the Authority. Every person, corporation or property owner using the Authority's supply, therefore, will be considered as having expressed consent to be

bound by these Rules and Regulations, whose meaning and application will be determined and interpreted by the Authority.

## **Mission Statement**

The Authority was created for the primary purpose of providing and assuring the provision of an adequate supply of pure water at a reasonable cost for the benefit of the people residing in our water district.

We believe that of equal importance is providing quality customer service. Quality customer service means being responsive to our customers' needs in a prompt, courteous, and professional manner. Our goal is to consistently provide our customers with the best possible service, while supplying water of the highest quality.

## **General Principles**

1. The Authority may modify these Rules and Regulations at any time.
2. The Authority'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. When it is in the best interest of the public, the Authority may curtail or suspend entirely the use of water for non-essential purposes. The Authority will not be liable for any losses incurred because of the curtailment or suspension of service.
5. Without special written permission from the Authority, no owner or tenant may supply water, whether metered or otherwise, to other persons. Individuals, moreover, may not permit any connection to be made on their premises for the supply of water to other premises. This prohibition applies whether or not the other premises are owned by the same individual or another party.
6. Customers must allow employees or duly authorized representatives of the Authority, 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.
8. Customers should avoid all unnecessary waste of water. Under emergency conditions, and with the consent of the Authority, water may be left running to prevent

freezing of the customer's pipes. The customer must pay for the wasted water, and take corrective action to protect the 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.

## (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 three years 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 Authority.

### ASSE

American Society of Sanitary Engineers.

### Authority

The South Central Connecticut Regional Water Authority.

### Automatic Fire Sprinkler System

A plumbing system designed to spray a water source for fire protection.

### 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 providing both fire and domestic service through a single service pipe. New installations of Combined Services 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 Authority mains installed in easements on private or public property.

**Corporation Stop**

The device used by the Authority to connect the service pipe to the main.

**Cross Connection**

As defined in the State of Connecticut Cross Connection Control Manual means 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.

**CTDPH**

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.

**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 Authority 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 Authority 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 Authority's water district.

**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 Authority 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 his expense.

Meter Vault

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 Authority.

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 particular premises.

Proportionate Share

A charge made for the purpose of reimbursing the Authority 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 an outside location some distance from where the meter is located.

### 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 curb 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.

### Summer Season

Refers to 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.

## **(B) Service Pipe Ownership**

### **Authority Ownership and Responsibilities**

1. Service connections installed between October 18, 1966 and August 25, 1980 are the property of the Authority.
2. The Authority 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 Authority 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 Authority will be allowed to tap or make connections to its water mains.
5. The Authority 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 Authority.

7. If the Authority determines a service connection should be replaced or repaired, the Authority 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.
2. The customer will furnish and install all new service connections of 2 inches in diameter or smaller. The Authority will tap the main as well as furnish and install the corporation stop. 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 Authority 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.
5. The property owner will maintain, replace and repair summer season service lines connected to summer season mains.
6. Customers who wish to convert from seasonal to year-round service must lower service to a minimum depth of 4-1/2 feet below ground level.
7. When a premises is permanently abandoned, the property owners must immediately notify the Authority so that the service connection can be removed. The Authority will assume the cost for removing the service connection. Restoration of abandoned service will be considered a new service installation.
8. The customer will maintain all pressure reducing valves.

## **(C) Domestic Service**

1. All domestic service will be metered.

2. Separate service pipes are required for domestic and fire use. Combined service pipes are not allowed.
3. Each service will have a curb box and a full way curb valve without drain.
4. One service pipe will service each premises. Any other arrangement must be approved in advance by the Authority. Where more than one building is involved, there must be independent curb valves for each building.
5. The location of the service pipe and connection must be approved by the Authority before the excavation is started.
6. 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 Authority'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 Authority that additional service(s) is required.

## **(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 Authority. Water taken from hydrants under a hydrant permit will be paid for in accordance with established rates and must comply with Authority 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 Authority. The type of meter or alarm will be determined by the Authority.
5. Detector check valves with metered bypass and meter vault may be required on private fire hydrants or fire services when the service pipe or lateral is over 200 feet in length or at the discretion of the Authority.



6. The customer is responsible for the ownership, inspection, maintenance and repair of private fire hydrants.
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. Effective January 1, 1999, a reduced pressure principle BFP will 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 Authority.
10. The customer will own and maintain reduced pressure principle BFPs and double check valve assembly BFPs.

## **(E) Public Fire Service**

1. Public fire service, when provided by the Authority, 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 requirements of the municipal fire departments will determine the need for and location of public fire hydrants.
3. The Authority will own and maintain the fire hydrant laterals, but the applicant will be responsible for the cost.
4. Public fire hydrants may be owned by the municipality or by the Authority. When the hydrant is owned by the Authority, 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.
5. When hydrants are owned by the Authority, 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 Authority is not responsible for snow removal and grass cutting around public hydrants. Municipality-owned hydrants can be replaced by the Authority at the expense of the municipality. Repairs to municipality-owned hydrants, if made by the Authority, will be charged at cost plus applicable overheads. The Authority retains the right to utilize public fire hydrants for distribution system operations regardless of ownership. The Authority will advise the municipality of these uses.
6. The charge for the installation of fire hydrants (including laterals) when connected to existing mains will be the average unit cost of installing hydrants and laterals on existing mains during the previous year.

7. The Authority 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.
8. Use of public fire hydrants is for the purpose of fire suppression and the Authority's operations. Any other use will be by mutual agreement of the municipality and the Authority.
9. Use of water from a fire hydrant for purposes other than extinguishing fires will only occur pursuant to obtaining a hydrant permit and must comply with the Authority's Cross Connection Control Policies.
10. Fire flow tests will only be performed by the Authority on public hydrants in order to estimate available flow across the Authority'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 Authority will conduct a fire flow test at the requesting person's expense.

## **(F) Pressure and Continuity of Supply**

1. Although the Authority is committed to providing reliable water service, we cannot guarantee a specific or uniform pressure or an uninterrupted supply of water. Consumers, 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 Authority to give notice in advance of work that will necessitate any interruption of the supply or change in pressure. The Authority, 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 Authority'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 Authority may at any time shut off the water in the mains.
4. The Authority 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 Authority will endeavor to maintain pressures within its distribution system between 25 and 125 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 at the customer's expense.

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 Authority finds it necessary to increase pressures in the distribution system and the increased pressures result in a customer's pressure, at the point where the service line enters the building, to exceed 80 p.s.i., the Authority 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, at the point where the service line enters the building, to exceed 115 p.s.i., the Authority will furnish and install a PRV. 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 strictly adhered to.
2. In addition to requirements of the PHC, the Authority may require a backflow preventer (BFP) on a water service line when additional protection of its distribution system is required. The following list 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 Authority-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 re-establishment of cross connections has been documented
  - Temporary water services
  - Water haulers
  - Mobile/portable washing units

3. The Authority's Cross Connection Control Department will provide upon request information regarding the specific requirements for the type of BFP and for the specific circumstances pertaining to various facilities including those mentioned above.
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 so as to 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.
6. All projects involving the use of BFPs must be submitted to the Authority for approval prior to installation. The submission must include mechanical drawings and text describing the proposed BFP.
7. The Authority is not responsible for any damages due to valve function, malfunction, leakage or failure. The Authority is not responsible for damage due to thermal expansion.
8. All testable BFPs must be tested annually by a CTDPH-certified and Authority recognized backflow prevention device tester. All results must be submitted in writing to the Authority Cross Connection Department immediately following completion of the test. The Authority will exclude individuals who fail to provide this information from our list of recognized testers and will notify the CTDPH. Authority testing services are available at the rate approved in the most recent rate schedule.
9. The Authority may at any time and at its own expense check and test all BFPs. CTDPH-mandated plumbing inspections and routine BFP testing will be conducted during normal Authority business hours. Special arrangements can be made in advance as needed.
10. If a continuous water supply is necessary within a premises, 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 the regularly established rate schedule except under the conditions for billing

adjustments as described in the Authority's policy regarding adjustments for waste.

2. All bills for service are payable upon receipt.
3. Regular annual metered service will be billed quarterly or monthly, at the discretion of the Authority.
4. Seasonal metered service will be billed twice per year; a seasonal service charge will be billed upon the installation of the meter for the summer season and a water usage charge will be billed when the meter is removed at the end of the summer season.
5. Fire service will be billed in accordance with the regularly established rate schedule.
  - a. Private fire service connections will be billed semi-annually in advance.
  - b. Public fire service will be billed semi-annually for the preceding six-month period.
6. Miscellaneous non-water charges, as described in the Authority's rate schedule, may be included on all metered, private fire service bills and jobbing bills.
7. Jobbing bills are rendered upon completion of projects. Anyone requesting the Authority to perform jobbing work may be required to make a deposit in advance for the estimated cost of the work.
8. Those amounts outstanding 30 days after the billing date will be charged interest from the billing date at the same rate as would be charged for unpaid property taxes. Any invoices not paid when due will constitute an automatic lien on the premises served and a charge against the owner. The lien will take precedence over all other liens or encumbrances except taxes and may be foreclosed upon in the same manner as a lien for taxes.
9. In cases where a meter fails to register, the meter will be changed or repaired. The customer will be charged the average daily consumption as recorded for a similar period.
10. In cases where new or existing premises are occupied without a meter or are found to be receiving unmetered service, the customer will be back billed for three quarterly periods from the meter installation. The billing will be estimated based on the actual registration of the meter.
11. Individual meter billings may not be combined into one cumulative billing.
12. Unless otherwise notified, the Authority will directly bill the owner of the premises for its rates and charges. In cases where a tenant is billed directly, failure to pay rates and charges when due will constitute an automatic lien upon the premises served and a charge against the owner of the property.
13. With each billing invoice the Authority will notify customers of the availability of information describing their rights as customers.

14. When two or more tenants, each paying his/her own bill, are supplied from the same service pipe, and any one of the parties fails to pay water bills when due or to comply with the Rules of the Authority, the owner of the property will be required to provide access to the Authority's equipment or to provide for separate services for each tenant.
15. Cash deposits are required from commercial customers who are serviced by a 1-1/2 inch meter or larger. Cash deposits may be required from all customers when necessary. Simple interest, at the rate designated by the Authority, 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, on the date notice is sent to the customer's last known address, or upon return of the deposit.

## (I) Adjustment of Bills

Bills which 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 more than two percent, the Authority will adjust the customer's bill for the excess amount paid as determined below.  
  
If the time period during which the meter over-registration occurred can be definitely determined, the amount of overcharge will be based on that period.  
  
If the time period during which the meter over-registration occurred cannot be definitely determined, it will be assumed that the over-registration existed for a period equal to one-half of the period since the meter was last tested. If more than one customer received service through the fast meter during the period for which the refund is due, a refund will be paid to the present customer only for the period during which he/she received service through the meter.
2. Whenever a meter in service is found not to register, the Authority will estimate the charge for the water used by using the historical average consumption calculated by the automatic billing system.
3. Billing adjustments due to a meter register jump or abrupt increase in registration will be calculated on the basis that the meter should have been registering at one hundred percent accuracy. The billing adjustment amount will be based on the difference between the old meter registration error and the accurate registration on the new meter installed.
4. 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.
5. When a customer has been undercharged as a result of 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 Public Act 84-218 of the Connecticut General Statutes.

## (J) Termination of Service

The Authority may refuse or discontinue service without notice in the event of:

1. A hazardous condition;
2. Use of unmetered service or unauthorized metered service;
3. Customer tampering with pipes, meters or other utility equipment;
4. Failure by the customer to make payment under an agreement to amortize an unpaid account balance over a reasonable period of time and/or to simultaneously keep current his/her account as charges continue to accrue.
5. A cross connection which represents a significant public health threat.

The Authority may refuse or discontinue service with seven days written notice in the event of:

1. Fraud or material misrepresentation in obtaining service.
2. Customer use of equipment in such a manner as to adversely affect the Authority's equipment and/or service to others after the customer has been given an opportunity to correct the situation.
3. Non-compliance with these Rules and Regulations, except in instances outlined in Section J-1.
4. Where furnishing service would be in contravention of any orders, ordinances laws of the municipal, state or federal governments.
5. Failure by the customer to furnish service, equipment, permits, certificates or rights of way which have been specified by the Authority as a condition of obtaining service or withdrawal of such equipment and permissions.
6. Failure of a non-residential customer to fulfill any other obligation under his/her contract with the Authority.

The Authority may refuse or discontinue service with fifteen (15) days written notice in the event of:

1. Non-payment of a delinquent bill, after reasonable effort for collection, and provided that the termination would not be a violation of any applicable provision of the Connecticut General Statutes.

The Authority will first send a termination notice to the customer no sooner than 60 days from the billing date of a quarterly invoice and 30 days from that of a monthly invoice. The notice will contain, in both English and Spanish, a summary of the customer's rights and will state the date after which termination may occur.

The Authority has the right to place a lien on the property records for non-payment of charges.

2. Failure of the customer to allow the Authority reasonable access to its equipment.
3. Failure of the customer to maintain the necessary plumbing provisions in accordance with these Rules and Regulations.

The Authority will not terminate service under the following conditions:

1. During the time that a resident of the home is seriously ill, provided that the customer provides the Authority with a registered physician's certificate within fifteen (15) days of the mailing of the termination notice. The certificate must be renewed every fifteen (15) days or by the last date of the period specified by the physician.

In such cases, the customer must make reasonable arrangements to amortize the unpaid balance of the account and to simultaneously keep the account current in regard to subsequent billing.

2. During a billing dispute provided that the customer notifies the Authority within fifteen (15) days after the mailing of a termination notice. The customer has the right to request a copy of the Review and Appeal Process Regarding Customer Billing Complaints Relating to Termination of Service for Non-payment of Bills.

3. If the customer makes a payment amounting to 20% of the balance due without having received notice of the conditions which must be met to avoid termination. Subsequent notice will not entitle the customer to further review.

4. Whenever an owner, agent, lessor or manager of a residential dwelling is billed directly for service furnished to a building of which he/she is not an exclusive occupant unless provisions have been made for occupant to receive service in his/her own name without any liability for the amount due while the owner, agent, etc. was billed directly. If this solution is not feasible, the Authority will not terminate service to the dwelling but may pursue the remedy provided by the Connecticut General Statutes.

5. For delinquency on any Friday, Saturday, Sunday, legal holiday or day before any legal holiday or at any time the Authority's business office is not open or within one hour of the closing of its office.

## **(K) Meters and Meter Testing**

1. The Authority will determine type, size and location of the meter to be installed. Each service pipe will have its own meter.

2. The Authority 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 Authority's meter(s) and bills will be computed based on the Authority's meter(s) only.

3. The Authority will own, install, maintain and remove meters and associated remote reading devices. The customer will pay for damage due to freezing, hot water, faulty connections or customer's negligence. However, the Authority will not charge for



damage to a meter due to freezing in a vault built, installed and maintained to its specifications.

4. The customer will provide an accessible and protected location for the meter. The location will be subject to the approval of the Authority according to the following criteria:

a. A meter may be located inside a building when it is equipped with an external remote reading device and when, in the opinion of the Authority, an inside setting will 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.

The location for all meter settings must provide for adequate accessibility for installing, reading, maintaining, replacing, inspecting, testing, etc. of the meter.

Unless otherwise required by the Authority, all meters will be located inside the building being served, 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.

Under no circumstances should meters be installed in crawl spaces, garages, finished basements, closets, entryways, finished rooms, and hazardous or dangerous environments.

If the Authority finds that alterations, obstructions or other changes have affected the location of the meter, the customer may be required to relocate the meter.

b. Meters must be set in vaults when no suitable location is available in the building, when there is no suitable location for a remote reading device, or when service pipes are over 200 feet in length from the street line to the point where the service pipe enters the building. 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.

c. Exterior settings will be in vaults built and installed to Authority specifications at the customer's expense. Vaults and manholes 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.

5. The customer is responsible for maintaining piping on either side of the meter 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

pipng. 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 premises. In all cases where water cannot be shut off temporarily, these requirements will prevail and will be at the customer's expense.

7. If a customer has reason to believe that a meter is not registering accurately, upon written request the Authority will make, without charge, a test of the meter. The customer or authorized representative may be present during the test.

8. Meters are set and sealed by Authority employees. No one other than authorized employees of the Authority may break a seal or disconnect, open, adjust or otherwise interfere with a meter.

9. Plumbing must be arranged at the customer's expense so that each meter will be independent of any other meter.

10. Meter yokes 5/8 inch through 1 inch must be installed on all new services and on all replacement services.

11. Copper setters 5/8 inch through 1 inch must be installed on all new and replacement services where a meter vault is required.

12. 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 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%.

13. The Authority will adopt a periodic test schedule for its meters.

14. The interval between test years will be established in such a way that at least 90% of the meters tested register accuracy's of not less than 96% nor more than 102% for each size tested.

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 Authority 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 thirty (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.

## **(L) Applications for Service**

1. The owner of the premises to be supplied or his/her authorized agent should apply at the Authority's office. The applicant, directly or through his/her agent, agrees to take water from the Authority subject to the Rules and Regulations of the Authority. All applicable charges must be paid at the time of application as detailed in the Authority's Rates, Fees and Charges for Water Service.

2. Applications for taps must be made at least five (5) days, excluding weekends and holidays, prior to the time of installation. Arrangements for the installation of the tap must be made at least two (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 Authority.

3. Applications for service connections 4 inches and larger should be made sufficiently in advance of the required installation date so that the Authority can prepare estimates and contracts. Upon receipt of the signed contract with the required deposit, the Authority 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 Authority'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 or combined 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 Authority with the information necessary to properly review the size of service pipe and tap for conformance with the Authority 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 his/her assigns will be responsible for permanently maintaining the location of the service lateral and the curb box. He/she 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 Authority.

Should the location of the service connection not be permanently maintained, and if after the reasonable assistance of the Authority, 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 Authority 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 Authority office and are subject to the provisions of the Authority'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 Authority before such use, and such uses will be charged at the Authority's scheduled rates. Permits or receipted bills will be issued and must be shown on the job site upon request of authorized Authority 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 the Rules.

15. Customers or their authorized agent, who wish to convert from seasonal to year-round service, should apply to the Authority and will be responsible for all applicable charges.

## **(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 surface 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 Authority can make an inspection to see that the installation conforms to these Rules and Regulations. The customer will schedule the inspection prior to backfilling. Backfill material should be compacted around and one 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 excavator will 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.
4. If a safe trench and work area are not maintained, Authority personnel may refuse to work or make an inspection 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 excavator must maintain all excavations in proper condition for carrying on the work, the excavator 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 State of Connecticut, Department of Public Utility Control Regulations, the contractor will notify "CALL BEFORE YOU DIG" (1-800-922-4455) 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 Authority before installation.

10. When taps are required on concrete pressure pipe, the excavation should be made in accordance with plans furnished by the Authority. 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 Authority 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 Authority-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 ten (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, 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 warning tape manufactured for trace application should be installed above plastic pipe to assist with future identification of the pipe's location.

16. For service pipe 2 inches and smaller, all fittings from the corporation stop in the main up to and including the service valve on the upstream (street) side of the meter should be flared or Iron Pipe Size (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 300 feet from the curb valve to the building, the Authority may allow the use of plastic pipe.

21. Plastic service lines may not be used within 500 feet of any landfill area or any area with underground fuel tanks.

# (N) MATERIAL SPECIFICATION

## 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 Authority, service pipes 1 inch through 2 inches in diameter should be polyethylene pressure tubing of Pressure Class 200 p.s.i. It should conform to the latest revision of AWWA Standard C901 and should be marked with the size, material and pressure class.
- 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 should be flared or Iron Pipe Size (I.P.S.) thread connections only, and conform to the latest revision of AWWA Standard C800.
- Fittings for underground plastic 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 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 bond-ed, 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 Authority. 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 and 1-1/4 inch curb valves must be of the Buffalo Screw Type with 3 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 inch through 2-1/2 inch curb valves should be of the Roadway Screw Type with 4-1/4 inch diameter shaft.
- Curb boxes for larger than 2-1/2 inch curb valves should be of the Buffalo Type with 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.
- Plastic meter vault top sections and meter vault covers are prohibited.

## 6. Meter Setters

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

## 7. Other

- Warning tape will be plastic or metallized 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 Authority's Cross Connection Department.