

RULES AND REGULATIONS



WATER DEPARTMENT

TOWN OF BETHEL, CONNECTICUT

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The following Rules and Regulations and all subsequent changes in same, or amendments and additions thereto, constitute a part of the contract with every person, corporation, or property owner supplied with water service by the Town of Bethel, Connecticut Utilities Department, and every such person, corporation, or property owner using such supply shall be considered as having expressed consent to be bound thereby. The meaning and application of these Rules and Regulations shall be determined and interpreted by the Town of Bethel, Connecticut Utilities Department.

DEFINITIONS

Unless the context specifically indicates otherwise, the meaning of terms used in these Rules and Regulations is as follows:

“Utilities Department” means the Utilities Department of the Town of Bethel, Connecticut.

“Customer” means individuals, partnerships, firms, associations, corporations, town, government, or other property owners supplied by the Utilities Department.

“Department of Public Health” means the Department of Public Health, Drinking Water Division of the State of Connecticut.

“PURA” means the Public Utilities Regulatory Authority of the State of Connecticut.

“PUC” means the Public Utilities Commission which is the Bethel governing body of the water and sewer department for the Town of Bethel. The Commission consists of the 3 selectmen and 2 appointed members.

“Main Pipe” means the supply pipe from which service connections are made to supply water to customers.

“Regular Working Hours” means the regular working hours established by the Utilities Department.

“Service Pipe” means the pipe running from the Utilities Department’s main pipe to the meter. The portion of the service pipe that is connected from the water main, including the corporation, to the curbstop is owned by the Utilities Department. The portion of the service pipe from the outgoing side of the curb stop to the shut off at the structure is owned by the Customer including the valve at the structure. The curb box is owned and maintained by the customer. The meter connection, or meter horn and meter is owned by the Utilities Department. Meter pits are owned by the Customer.

“Supervisor” means the Supervisor of the Utilities Department.

“Corporation” Also referred to as “Tap” is the connection at the main that connects to the service line.

“**Curb stop**” means the shut off at the curb or property line that shuts off the service line to structure.

“**Curb Box**” means the device that goes over the curb stop that allows access to the curb stop to shut off water service to the structure.

“**Meter Horn**” means the device that holds the meter between the 2 shut off valves within the structure or meter pit.

“**Meter pit**” means the device that is installed underground after the curb stop when the structure is more than 150 feet from the street or does not have adequate protection from the elements. The meter pit is purchased and owned by the customer and installed within 6 feet of the curb stop.

“**MIU**” is a Monitoring Information Unit or also known as a Remote Reader. This is attached to the meter which sends a signal to a remote proximity device that records the readings.

“**Meter**” is the device to record water that is used by the customer. The water is measured in gallons.

“**Secondary Meter**” is a meter that is installed **after** the utility owned meter. This may be installed by the customer at his cost to determine usage within his complex. This is not recognized by the Bethel Utilities Department and **will not** be read by the Utilities Department.

TERMS AND CONDITIONS

The following terms and conditions are binding on all customers. The acceptance of service by the customer is acceptance of these terms and conditions under which the Utilities Department renders service, as amended in the future.

The Utilities Department may refuse water service to any potential customer who contemplates building until such time as the Utilities Department believes that there is sufficient progress to show that the building will be completed and occupied and that adequate water service, as determined by the Utilities Department, can be supplied.

ARTICLE 1

Application for Service

- a. **Application.** Before service is rendered by the Utilities Department, an application form supplied by the Town must be filed with the Utilities Department. The application must be signed by the property owner or duly authorized agent and approved by the Utilities Department. The approved application constitutes a contract between the customer and the Utilities Department that includes all provisions of the Utilities Department’s rates, rules, and regulations, as may be amended from time to time. If service is provided by the Utilities Department without an approved application, acceptance of such service by the customer constitutes a contract that includes the aforementioned provisions.

b. Customer Unit.

1. Customer unit is the occupancy to which meter rates are separately applied.
2. The Utilities Department, at its option, may require that separate, unattached, residential buildings, regardless of ownership, be provided with separate service pipes, curb stops, curb boxes and meters and that each shall be billed as a customer unit.
3. Business and industrial buildings of more than one section, including adjoining or adjacent buildings, under the same ownership as a plant, if not separated by a street or other building or premises of another owner, may be considered as one customer unit, whether serviced by a single service pipe or multiple service pipes. In all other cases, the supply through each service pipe and meter shall be computed and charged as separate bills.
4. Each unit in a condominium or condominium conversion, whether residential, commercial or industrial shall be served by a separate exterior service pipe, curb stop, curb box and meter. Each unit shall receive a separate bill and be the responsibility of the owner of said unit. Each unit will be charged a separate assessment.
5. A residential building, except a condominium or a condominium conversion, under one owner entity, will be serviced by one service pipe, curb stop, curb box and meter, and receive one bill which is the responsibility of the owner. However, each unit in said building will be charged a separate assessment.
6. All customers must provide the Utilities Department with an application and a plan showing the location of their service pipe and meter connection before excavation.
7. Rates, charges and fees will be established periodically by the Public Utilities Commission and are available for inspection at the Utilities Department offices.

c. Permit Procedure

1. The property owner must submit the completed application form and sketch of proposed water service.
2. The Utilities Department will inform the property owner of the required fee. A road opening permit, bond and/or insurance certificate may be required.

Upon Receipt of an application and required fees, the Utilities Department will review the application for approval. A permit will be issued upon acceptance of the information provided.

3. No excavation, tapping, or other connection will be made until the permit is signed.
4. The property owner shall provide the name of the person or firm making the tap into the Utilities Department water main. Only those persons or firms licensed to do such work and known to the Utilities Department will be allowed to tap into the Utilities Department water main.

5. Appointments for inspection of taps shall be made only through Public Utilities Office with a minimum of 24 hours advanced notice required.
6. No work shall be scheduled for Saturday, Sunday, Town of Bethel Holidays or after 3:00 PM unless prior approval is granted due to special circumstances. In the case where after-hours or weekend or holiday work may be required, the property owner shall be required to pay the estimated overtime costs in advance of the inspection.
7. Upon completion of the work, the contractor shall provide the Utilities Department with an as-built sketch of the location of the pertinent features of the water service.
8. The Utilities Department through their agent, reserves the right to deny, withhold or suspend an application and/or tap, should any of its requirements not be met.

ARTICLE 2

Service Pipe

- a. **Location.** Domestic service pipe connections may be made only from the street which is the legal address of the premises served, unless otherwise authorized in writing by the Utilities Department. Such connections shall be at right angles from the water main to the curb stop to the building unless otherwise authorized in writing by the Utilities Department. See Article 11 for Fire Service Connections.
- b. **Installation, Ownership, and Maintenance.** All service pipes shall be installed by the customer at their expense. It is recommended that customers check references, insurance certificates and obtain multiple quotes from contractors. It is further recommended that customers hire contractors who are licensed and registered with the State of Connecticut for service pipe installation work. Such customer installations shall be made in a manner approved by the Utilities Department, and all services shall be not less than one (1) inch diameter, of a material acceptable to the Utilities Department and have a minimum cover of four and one-half (4½) feet. Said material shall include brass fittings, type k copper tube, and cement lined class 54 ductile iron pipe. Non Conductive material may be used after the curbstop on the customer's side as long as a conductive solid wire of no less than 10 gauge is directly attached to the curbstop and the meter horn and adhered to the pipe in no more than 10 foot intervals. Changes to the material to be used will be at the discretion of the Utilities Department and be noted on the application.
- c. On installations after the effective date of these Rules and Regulation, or on reinstallations of service lines, only one customer may be supplied through one service pipe and under the control of one curb stop. Any violation of the Rules and Regulations of the Utilities Department by any of the customers so supplied by installations prior to the effective date is a violation by all. In such cases, the Utilities Department may take such action against all as it could take against a single customer, except that such action may not be taken until the customers not separately in violation of the Utilities Department's Rules and Regulations have been given a reasonable opportunity to attach their pipe to a separately controlled service connection.

- d. **Joint Use of Service Pipe Trench.** No service pipes may be laid in the same trench with any other facility of a public utility, nor within three (3) feet of any open excavation or vault.
- e. **Curb Stops.** Every service pipe shall include a curb stop which is accessible by the Utilities Department. Such curb stop shall be installed and maintained by the customer at their expense. Curb stops will be specified by the Utilities Department and installed to its satisfaction.

Curb Box. The Curb box is owned and maintained by the customer.
- f. **Responsibility for Leaks.** The customer is responsible for its leaking service pipes from the outgoing side of the curb stop to the shut off at the structure which is owned by the Customer including the valve.. The customer shall promptly repair all leaking service pipes. If leaks are not promptly repaired by the customer, the Utilities Department, at its option, can terminate service if the leak is not repaired in a timely fashion or the condition is likely to be a hazard to health or safety.
- g. **Size of Service.** With the exception of single family residential dwellings, the customer to be served shall provide to the Utilities Department the estimated water use in both a gallon per minute rate and a gallon per day rate. After review of this data the Utilities Department may recommend a size of service it believes sufficient to provide reasonable water service, but shall not be responsible for the service pipe in any manner including adequacy of size. In the case of single family residential dwellings, a one (1) inch service is the minimum size allowed.
- h. **Authority to Connect.** Contractors authorized by the Utilities Department may excavate and tap any water main under the control of the Utilities Department. The customer shall provide for all permits, excavation, backfill, and surface restoration. No person may turn on or shut off the water from any service pipe connected to such water mains, or from any pipe, hydrant or other water fixture when the curb stop or valve is not on their own premises, without permission from the Utilities Department.

ARTICLE 3

Maintenance of Plumbing and Service Pipes

Customers shall maintain their portion of the service pipe and plumbing and fixtures within their own premises in good repair, free from leaks and protected from freezing, at their own expense. Failure to do so, upon proper notification by the Utilities Department, can be reason for the service to be disconnected. Any relocation of the customer's service pipe shall be at the customer's expense, and in no event is the Utilities Department responsible for any damage done by water escaping there from. The customer is responsible for thawing service pipes that become frozen. The Utilities Department, at its option, may attempt to thaw the service pipe to the property line and bill the customer for costs so incurred.

ARTICLE 4

Meters

- a. **Use of Meters.** All water service must be metered by a meter located at the point of entry to the customer's unit and prior to any point of consumption, except for service used only for fire protection.
- b. **Size of Meter.** The size of the meter shall be determined by the Utilities Department after a review of the information submitted by the customer. The cost of the meter shall be borne by the customer.
- c. **Meter Setting.** The customer shall provide a clean, dry and warm place, always free from debris, for the horizontal installation of the meter. The location must protect the meter from freezing. The location shall be easily accessible by a person in an upright position for purposes of reading, maintenance, installation and/or removal. The general installation arrangement of the meter shall be in accordance with any directions, either special or general, given by the Utilities Department or its duly authorized agent, in reference to its operation, security, safety, or accessibility.
 1. The Utilities Department shall furnish the meter.
 2. The Utilities Department shall provide a copper horn setting for meters of three-fourth ($\frac{3}{4}$) inch size or greater.
 3. Every service must be provided with two (2) $\frac{1}{4}$ turn ball valve shutoffs (one on each side of the meter) within the premises or on the property; one to shut the other to prevent the draining of the unit piping. The customer is responsible for the installation and maintenance, including all costs, of the shutoff on either side of the meter. The shutoff devices must be equivalent or larger diameter to be acceptable to the Utilities Department.
- d. **Repairs.** Meter repairs or replacements necessitated by ordinary wear shall be paid for by the Utilities Department, but those caused by freezing, hot water, or by other fault of the customer including, but not limited to, improper protection, shall be charged to the customer.
- e. **Non-registering Meters.** If a meter does not properly register, the bill for the period of non-registration shall be estimated by the Utilities Department, based upon information received prior to or subsequent to any period of non-registration, or such estimate may be based upon any other pertinent information supplied by the customer, or known to the Utilities Department. Such estimate will be as valid as if the meter had actually been registering. If deemed necessary, any discrepancies will be reconciled at the next billing period.
- f. **Secondary Meters.** This may be installed by the customer at his cost to determine usage within his complex. This is not recognized by the Bethel Utilities Department and **will not** be read by the Utilities Department.

- g. **Testing.** Meters shall be tested before installation by the Utilities Department. If an owner has reason to believe that a meter is not registering accurately, upon their written request, and if they so desire, in their presence or that of their authorized representative, the Utilities Department will make, without charge, a test of the meter, provided first, that the meter has not been tested by the Utilities Department within one year previous to such request, and second, that the owner or their representative will agree to abide by the results of such test in the settlement of disputed claims. If the meter has been tested within one year from the date of the current written request for a test, a deposit equal to the estimated test costs will be required. The meter will then be removed and tested, and if not registering within the standards, the deposit will be returned to the complainant. If registering within standards developed by the American Water Works Association, the customer shall pay the Utilities Department for the test expenses incurred, to be deducted from the deposit.
- h. **Meter Vaults.** Where a suitable location inside a building for a meter does not exist, or if the structure is more than 150' from the curb, or where, for other reasons, it is necessary or expedient to locate the meter in an underground box or vault, the customer shall bear the expense of the same. Such underground box or vault shall be installed within 6 feet of the curb stop and maintained at the customer's expense to the specifications of the Utilities Department. Prior to such installation, the customer shall submit proposed construction drawings to the Utilities Department for approval. The meter connection, or meter horn and meter is owned by the Utilities Department. Meter pits are owned by the Customer.
- i. **MIU (Remote Reader).** Remote reader will be supplied and maintained by the Utilities Department. If removed or damaged by customer or his agent, it will be replaced by the Utilities Department at the customer's expense.

ARTICLE 5

Hot Water Tanks

Customers having direct pressure hot water tanks or appliances or any backflow prevention devices specified by Federal, State or local law, shall place proper automatic vacuum, temperature, and pressure relief valves in their plumbing system to prevent any damage to such tanks, appliances, or devices should it become necessary to shut off the water in the street mains or service pipe. Service will be provided to such direct pressure installations only at the customer's risk and in no case is the Utilities Department liable for any damage occasioned thereby.

ARTICLE 6

Use of Water

- a. **Waste and Leaks.** The Utilities Department shall determine what constitutes waste or improper use and impose restrictions when necessary. The customer is responsible for all leaks and water on their property and in the service pipe and shall make payment for all water as registered by the water meter and any leaks in the service pipe as may be estimated by the Utilities Department. The Utilities Department neither assumes nor

recognizes any part of the care of or responsibility for any water fixtures, or the use or waste of water on any metered premises. Any omission or delay of the Utilities Department in sending a courtesy notice to any customer or property owner regarding a wrong or wasteful condition on their metered premises shall not be construed as implying or involving any such care or responsibility.

- b. **Restricted Use.** When necessary to conserve supply, the Utilities Department has the right to restrict or prohibit the use of water.
- c. **Fraudulent Use.** The bypassing of water around meters or other use of unmetered water, except for firefighting purposes, is a fraudulent use and water service will be discontinued immediately, possible prosecution may result, and charges for such quantities as the Utilities Department shall estimate to have been fraudulently used shall be assessed by the Utilities Department in accordance with the full flow capacity of the by-pass pipe, and paid by the customer. Specific examples of water use considered to be fraudulent by the Utilities Department include: delivery through unauthorized piping, the unauthorized selling of water by a customer to another property owner, and the existence of unsealed bypass valves.

ARTICLE 7

Cross Connections and Inter-Connections

- a. **Cross Connections.** Cross connections between the public water system and any other non-potable supply are prohibited. Connections capable of causing backflow between the public water supply system and any plumbing fixture, device, or appliance, or between any waste outlet or pipe having direct connection to waste drains are also prohibited. If the Utilities Department discovers such a connection, it may immediately discontinue service. All customer units shall be protected against cross connections with a device commensurate with the degree of potential hazard and in accordance with Federal and State regulations. Such devices shall be located at the service's entrance to the premises and all water consumed within the premises shall pass through the protective device.

The Utilities Department reserves the right to:

1. Require frequent inspections of the customer's building or premises to ensure that the plumbing has been installed in a manner as to prevent the possibility of pollution of the potable water supply.
2. Require the purchase and installation by the customer of approved devices located at the service entrance to the premise(s) as may be required to protect the potable water supply from potential cross connections.
3. Require periodic inspection, testing, and necessary repair of all such protective devices, the frequency of which will be dependent upon the degree of potential hazard. The Utilities Department will be required to perform a test on all Cross Connection devices on an annual basis and report the results to the CT DPH.

4. The Utilities department will attach a Fee per each device tested and retested. This fee will be attached to the regular billing statement.
 5. Terminate service upon failure to comply with any of the above requirements.
- b. **Inter-Connections.** No inter-connections with other systems may be made unless such system satisfies, in all respects, all State laws and regulations pertaining thereto. Permission must be obtained from the Utilities Department, prior to connection thereto.
 - c. **Compliance with Regulations.** All connections to the public water supply shall comply with the latest version of regulations promulgated by the State Department of Public Health, Drinking Water Division. Copies of these regulations are available from the State Department of Public Health, Drinking Water Division.

ARTICLE 8

Tampering

All curb stops, valves, hydrants, meters, etc., which are the property of the Utilities Department may not be opened, closed, or tampered with in any way by any person other than an authorized representative of the Utilities Department unless authorized.

ARTICLE 9

Liability

- a. **Damage due to Shutoffs.** The Utilities Department is not responsible for damage caused by shutoffs in the mains or service pipes because of shortage of supply, repairs, construction, or for other reasons beyond the control of the Utilities Department. Notice of shutoff will be given when practicable; however, such notice is not required.
- b. **Sediment.** The Utilities Department is not responsible for damage caused by sediment in water which may be occasioned by periodic cleaning of pipes, reservoirs, or standpipes, or the opening or closing of any gates, valves, or hydrants, or any other cause where reasonable care was exercised by the Utilities Department.

ARTICLE 10

Public Hydrants

- a. **Use of Hydrants.** Hydrants may only be used for purposes of fire fighting or for other such beneficial purposes as may be decided by the Utilities Department. In any such case, hydrants may be opened only by a representative of the Utilities Department of the Town of Bethel, CT, and in conformance with the Utilities Department's Rules and Regulations. Backflow prevention may be required, and will be inspected by the Utilities Department.

Special Hydrant Use. Permission to use water from hydrants must be requested in writing from the Utilities Department. Such request shall include the location of the hydrant to be used, an estimate of the water to be used and the duration of the special use.

If permission is granted the Utilities Department will install the necessary fittings, backflow preventer and water meter after receipt of a damage deposit and estimated usage charge from the user. The user must notify the Utilities Department each and every day before water is taken from the hydrant. The Utilities Department reserves the right to deny use of certain hydrants and to restrict the flow from hydrants in its sole discretion.

Upon completion of the special use the user must notify the Utilities Department. The Utilities Department will close the hydrant and remove its equipment.

If there is no damage to any of the Utilities Department hydrant and/or equipment, the damage deposit will be returned less any monies due for usage charges.

Any charge in excess of the deposits made for either damage or usage shall be paid to the Utilities Department upon completion of said special use.

The Utilities Department reserves the right to deny future special use should payment not be made as specified above.

Charges for damage deposits and special hydrant use shall be established from time to time by the Utilities Department and become effective upon approval of the Public Utilities Commission.

Unauthorized use of Town of Bethel fire hydrants constitutes theft and will be prosecuted.

ARTICLE 11

Private Fire Protection

- a. **Application Required.** An application for private fire service must be accompanied by a plan of the proposed piping system and a description of other purposes for which the system might be used. The plan shall provide for a valve at the Utilities Department water main and a valve at the property line.
- b. **Service.** All service pipes shall be furnished and installed at the customer's expense . An authorized contractor will tap the main for such connections. All costs for the tap shall be paid by the customer prior to the installation of the tapping. The customer shall also provide for all excavation, backfill, and surface restoration.
- c. **Ownership.** The fire service connection shall be owned by the Utilities Department from the water main up to and including the valve at the property line, and by the customer from the property line valve to the building.

- d. **Metering of Services.** All water supplied through fire service pipes may, at the option of the Utilities Department, be metered and special measuring or detecting devices may be installed. All such meters and devices shall be approved by the Utilities Department and installed to Utilities Department specifications by the owner at the owner's expense.
- e. **Standpipes.** Where a standpipe, reservoir, pump, tank, or cistern is used, it shall be constructed so as to shield and protect the water from all possible contamination. A complete set of construction plans for all such installations must be submitted to the Utilities Department prior to construction. Utilities Department approval must be obtained prior to construction.
- f. **Installations.** Installation of standpipes, reservoirs, pumps, tanks, and cisterns shall have provision for access or shall be installed in such a manner as to allow inspection by the Utilities Department and to permit cleaning, as required by the Utilities Department. Draw off pipes shall be provided to allow drawing off all the water for proper periodic inspection. Such draw off pipe may not be connected with a sewer drain or outlet in any way that would permit pollution of the public water supply. All installations must be made in conformance with the regulations of the Department of Public Health, Drinking Water Division.
- g. **No Guarantee.** The Utilities Department does not guarantee furnishing proper quantities of water through any fire service, but it will endeavor to maintain reasonable service.
- h. **Testing.** Private fire services and fire apparatus connected therewith may be tested by customers, or by insurance inspectors, only under the following conditions:
 - 1. Prior notice of at least 24 hours is to be given to the Utilities Department, and the date and hour agreed to by the Department or its authorized agent.
 - 2. The test is conducted in the presence of a Utilities Department agent.
 - 3. Cost of the Utilities Department's work is paid by the customer.

ARTICLE 12

Payment for Service

- a. **Bills.** Bills for water service shall be rendered periodically in accordance with the Utilities Department's applicable rate schedule. Such bills are due within one (1) month of the billing date, and payable at the office of the Tax Collector.
- b. **Bill Adjustments.** Bills which are contested shall be brought to the Utilities Department's attention within one (1) month of the billing date. If facts are introduced which show that the account was billed in error, the Utilities Department may adjust the bill to the actual water usage or the Utilities Department's best estimate thereof. Adjustment of bills remaining unpaid more than one (1) month from the billing date requires the written authorization of the Utilities Commission. The Utilities Department shall request such adjustments only upon a showing that the unpaid amount was unreasonably charged and upon the customer's agreement to immediately pay the adjusted amount and associated late payment charges.

- c. **Disconnection for Non-payment.** Disconnection of service shall be according to the latest version of termination regulations as promulgated by the PURA including, but not limited to, non-payment of any bill for service, including late payment charges. Copies of the latest PURA regulations can be obtained from the PURA offices.
- d. **Late Payment Charges.** Late payment charges for water bills with balances remaining unpaid more than one (1) month from the billing date are levied by the Tax Collector in accordance with applicable State statutes. If it can be reasonably demonstrated that such charges are applied as a result of a Utilities Department error, the Utilities Department may recommend that the Tax Collector request the Utilities Commission to waive such charges. The waiver or non-waiver of such charges remains at the discretion of the Utilities Commission.
- e. **Failure to Receive Bill.** Failure to receive a bill does not relieve a customer of the obligation to pay the bill and late charges, nor does failure to receive a bill relieve the customer from the consequences of non-payment in accordance with the appropriate Connecticut General Statutes.
- f. **Estimated Use.** If the Utilities Department cannot readily gain access to the Utilities Department's meter to read the meter, the Utilities Department shall make its best estimate of the consumption since the last bill was rendered based on past usage or such other knowledge the Utilities Department may have. The customer will be billed for the period based on their estimate. Such a bill will be as valid as if the meter reading had actually been obtained. If two (2) consecutive estimated bills are rendered, the customer must, upon written request of the Utilities Department, provide a safe access to the meter so that the next bill can be based upon an actual reading. Failure to provide the requested access is cause for the Utilities Department to disconnect the water service to that customer.
- g. **Responsibility for Payment.** Responsibility for payment of water charges cannot be transferred, by lease, contract, agreement, or otherwise, by an owner to any person except as provided by State law. Bills shall be sent in the name of the owner of the property served by the Utilities Department and the owner is responsible for payment of the bills.
- h. **Deposits.** The Utilities Department, to protect against loss, may require a satisfactory deposit before rendering service to any customer. This deposit will be determined as outlined in the current PURA regulations.

Deposits, plus accrued interest, less any amount due the Utilities Department, will be refunded upon termination of service, or when satisfactory credit relations have been established over a period of not less than twelve (12) months. The satisfactory relations shall be determined by the Commission or their authorized representative.

When a deposit has been applied against an account that has been terminated, interest shall cease to be accumulated on the balance at the date of termination.
- i. **Service Charges.** A service charge will be rendered once a tap is made. The appropriate unmetered rate will be charged upon the receipt of a Certificate of Occupancy from the Building Inspector or the expiration of two (2) billing periods from the date of the tapping, whichever comes first. The unmetered rate can be avoided upon the installation

of a meter or a written statement certifying that the building is not habitable and that no water is being used.

ARTICLE 13

Miscellaneous Repair Work

The Utilities Department may render bills for miscellaneous repair work. A deposit equal to the estimated cost of miscellaneous work may be required before work is started. Bills for these jobs are due and payable when rendered. Terms are net, thirty (30) days. A finance charge of one and one-half (1½) percent per month (18% per year) may be charged one (1) month after the date of the billing. A property lien may be levied in accordance with applicable statutes. Billing rates for labor, equipment and materials will be established by the Utilities Department from time to time and become effective upon approval of the Utilities Commission.

ARTICLE 14

Disconnection of Service

Service may be disconnected or shut off, at the discretion of the Utilities Department, for any one of the following reasons:

- a. Use of water for purposes other than described in the application.
- b. Misrepresentation of facts in the application.
- c. Tampering with Utilities Department property.
- d. Cross connecting the Utilities Department's service pipe with any other supply source, unless the conditions stated in Article 7, herein, are satisfied.
- e. Refusal of reasonable access to property.
- f. Any refusal or neglect to comply with any rule or regulation of the Utilities Department.
- g. Non-payment of water bills or other charges as specified herein.
- h. Failure to comply with PURA, Department of Public Health Drinking Water Division, Federal or State laws or regulations.
- i. Failure to promptly correct leaks as specified in Article 2.

ARTICLE 15

Service Connection and Disconnection Charges

- a. **Charge for Reconnection.** A charge will be made for reconnection when water service or private fire protection service is shut off for any reason including, but not limited to, the reasons listed in Article 14. Service will be restored only if the condition(s) specified in Article 14 is remedied.

- b. **Turn on and Turn off.** Water may be turned on or off during regular working hours at the customer's request to allow work to be accomplished on the plumbing of the premises and no charge will be made if adequate notice is given to the Utilities Department subject to the availability of personnel. This service is only performed as a courtesy. The Utilities Department will not be responsible for any damage to the curb stop as a result of its efforts and the customer shall be responsible for any associated repair costs. If the service is requested after regular working hours, the actual cost of the work including equipment, labor, and vehicles will be charged to the customer.
- c. **Vacancies.** Customers shall notify the Utilities Department when buildings become vacant and shall request that the meter be removed and water shut off at the curb or shall be charged for an estimated amount of water usage based on past usage. If the Utilities Department is notified of a vacancy, the service will be turned on and off during normal working hours at no charge to the customer. The Utilities Department may terminate service to any property which, to the best of its knowledge, is vacant.

ARTICLE 16

Demolition & Abandonment

Demolition – Whenever a permit is issued for the demolition of a building or buildings serviced by water from the Bethel Utilities Department, the customer shall terminate the water service or services at the water main at their expense. The service pipe shall be removed from the main with the corporation stop left closed and capped.

In cases where a building permit has been issued for a replacement structure and the building plans indicate the existing water service will be used for the replacement structure, the Utilities Department may, upon review of the site and building plans, allow the service to shut off at the curb. The customer will still be billed the minimum amount until a water meter is reinstalled.

Abandonment – Whenever a building is to be abandoned and utilities discontinued, the customer shall terminate the water service at the water main at their expense, as described above.

ARTICLE 17

Seasonal Use

A customer requiring the setting and disconnection of a meter, because of seasonal use, shall be billed for each call.

ARTICLE 18

Right of Access

Any authorized Utilities Department representative shall be permitted access to the customer's premises at any reasonable time to inspect plumbing, fixtures, or appliances supplied with water. Said representative shall also have the right to set, read, remove, replace, or repair meters, and enforce these Rules and Regulations.

ARTICLE 19

Electrical Ground Wires

No ground wires from any source whatever may be attached to any water pipe inside or outside the building at any point.

ARTICLE 20

Ownership Change

It is the responsibility of new owners of property to which water service is supplied to notify the Utilities Department in writing of their ownership immediately after the transfer of title to the property. Any proration of costs must be done by past and present owners and no separate billing will be rendered. All bills will be sent to the owner of record at the time of the billing. This will not relieve the actual owner of responsibility to pay the bill and late payment charges.

ARTICLE 21

Lawn Sprinkling Service

- a. **Multiple Head Sprinklers.** Lawn sprinkling with multiple sprinkler heads may be allowed under the following conditions:
 1. Heads are arranged in multiples whose combined use will not be more than forty gallons per minute (40 gpm).
 2. Control of sections is by automatic time clock or equivalent.
 3. Sprinkling is accomplished at hours determined by the Utilities Department.
 4. Service is protected by a backflow prevention device meeting the requirements provided for in Article 7 of these Rules and Regulations.
- b. **Service Pipe.** Service may be taken from regular service pipe.
- c. **Separate Services.** If separate service for lawn sprinkling is required, it may be provided under the following conditions:

1. The entire cost of the service, including the meter, is paid for by the customer. A frost-proof meter pit, as vandal proof as possible, is constructed by the customer on their premises and a remote reading device is installed at the customer's expense at a location agreeable to the Utilities Department.
- d. **Charge for Service.** Cost of water used for lawn sprinkling service shall be at the regular rates.
- e. **Cost of Facilities.** Cost of the service, maintenance of the meter, and the meter testing shall be paid for by the customer.

ARTICLE 22

Air Conditioning

All air conditioning installations using water for compressor or refrigerant cooling with a total installed capacity in excess of three (3) tons shall include a water-conserving device that will limit the actual water used to ten percent (10%) or less of the normal amount required without the device.

ARTICLE 23

Type of Service

The Utilities Department does not guarantee the quantity of water or water pressure, or the quality of the water, but the Utilities Department will endeavor to render the best possible service at all times.

ARTICLE 24

Main Pipe Extensions

The extension of main pipes will be based on the current policies of the Utilities Commission. The Utilities Department should be contacted concerning the existing regulations and policies.

ARTICLE 25

Powers and Authority of Utilities Supervisor

The Utilities Supervisor or agents thereof are authorized to issue stop work orders to any person or firm whose work in the opinion of the Utilities Supervisor is inferior and not in compliance with any Utilities Department or other town or state code or regulation. No work shall be restarted unless and until such deficiency has been corrected to the satisfaction of the Utilities Supervisor and/or Commission. Any person or firm aggrieved by the issuance of a "Stop Work" order may request a hearing before the Utilities Commission. Said Commission will hear the aggrieved party at its next regularly scheduled meeting or at a special meeting called for that specific purpose. Said Commission may uphold, modify or dissolve any stop work order as it sees fit. Nothing in this section shall prevent the Utilities Commission from taking any additional action it deems appropriate.

ARTICLE 26

Amending of Rules and Regulations

The foregoing Rules and Regulations may be amended by a vote of the Utilities Commission from time to time without prior notice.

ARTICLE 27

Use of Utility Owned Property

The Bethel Public Utilities Commission prohibits recreational use of any kind on utility owned property and/or watershed. Any unauthorized parties or vehicles found on property will be considered trespassing and will be prosecuted.

ARTICLE 28

Previous Rules and Regulations Repealed

These provisions supersede all previous Utilities Department rules and regulations, and take effect upon adoption.