

**Ottumwa Water Works
Services Rules and Regulations
Adopted by the Board of Trustees
On August 16th, 2022
Effective Date – September 1st, 2022**

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Service Rules and Regulations Introduction

The Ottumwa Water Works is a publicly owned, Municipal Agency established by the city of Ottumwa through enactment of City Code Section 36-1 in accordance with Sections 397.29 to 397.35 of the Code of Iowa 1966.

A Board of Trustees, comprised of five members governs the Water Works, which has jurisdiction over all its affairs and has sole responsibility for establishing rates, rules and regulations for the sale and distribution of water to property within the City and the use of such water.

The City Ordinance establishes boundaries of the Water Works.

The purpose of these rules, and regulations herein set forth; supersede all those previously in force. No officer, agent or employee has authority to waive, alter or amend in any respect any part thereof, or to make agreement inconsistent herewith. Rates, rules and regulations are subject at all times to revision by the Board of Trustees. Any conflict arising from the application and/or interpretation of any rate schedule, the General Manager shall resolve rule or regulation.

Service Rules and Regulations
Charges and Rates
Statement of Policy

The Water Works will furnish water service in accordance with the regulations contained in these rules and in the accordance with other applicable City Ordinances to any property within the corporate limits of the city of Ottumwa, and to such areas outside the City Limits as the Board of Trustees may designate.

In all such cases water shall be supplied only through water meters installed as set forth in these rules and in each case the customers shall be charged directly for all water passing through the meter, irrespective of the number of users of water subsequent to its passage through the meter.

Applications for service to premises for which a service connection has already been installed may be as set forth in these rules. Such applications will signify the customer's willingness and intention to comply with these regulations and to all modifications thereof, and to new regulations or rates adopted and to make payment for water service rendered. Service will be discontinued without charge. Turn on and/or meter set charges will be made to activate services. A deposit may be required to establish credit for regular services.

If application is made for services to property where no service connection has been installed, but a distribution main is adjacent to the property, the applicant, in addition to making application for service, shall comply with the regulations governing the installation of services. Where an extension of the distribution main is necessary or a substantial investment is required to furnish service, the applicant will be informed as to whether or not the service can be extended under these regulations as set forth in these rules.

Service Rules and Regulations
Ottumwa Water Works
Ottumwa, Iowa

The following rules governing the Ottumwa Municipal Water Works have been prepared and adopted by the Board of Trustees in the conformity with authorization granted by the Code of Iowa, Chapter 388 and Chapter 36 Section 4 of the Municipal Code of Ottumwa, Iowa.

Adopted by the Board of Trustees on August 16th, 2022

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Service Rules and Regulations

Section I Definitions

1. **Water Works** – City of Ottumwa Water Works
2. **Board** – Board of Trustees of the Ottumwa Water Works
3. **General Manager** – The person duly appointed by the Board to perform the duties of the position, or his duly appointed representative.
4. **Person** – Any individual, firm, association, organization, partnership, trust, company corporation or entity, and any municipal political, or governmental corporation, district, body, or agency other than the Ottumwa Water Works.
5. **Applicant** – A person who applies for water service from the Ottumwa Water Works
6. **Customer** – a person who is a recipient of water service from the Ottumwa Water Works
7. **Employee** – Any individual employed by the Ottumwa Water Works, excluding independent contractors, consultants, and their employees.
8. **Developer** – any person engaged in, or proposing development of property.
9. **Billing Date** – the date scheduled for rendering water bills.
10. **Cross Connection** – any connection between the water works distribution facilities and any source or system, which may potentially cause contamination, pollution or change in water quality by any and all causes.
11. **Inter-Connection** – any connection to customer piping which will provide water to property or permit use of water for purposes other than that for which a service connection was authorized.
12. **Service Connection** – the lateral pipe from the point of connection to Water Works main, to and including a stop box.
13. **Residential Service** – a service connection through which water is obtained for domestic purposes in single family home.
14. **Commercial/Industrial Service** – a service connection through which water is supplied to multiple dwellings, commercial, industrial, businesses for sanitation, portable, process, irrigation or use other than fire protection.
15. **Private Fire Protection Service** – a service through which water is used for sprinkler systems, fire hydrants, hose reels and other facilities specifically for fire protection on private property.
16. **Public Fire Protection Service** – connections from fire hydrants to the distribution system and made available to designated fire protection agencies.
17. **Combined Service** – a service connection through which water is obtained for the dual purpose of fire protection and Commercial/Industrial or domestic use.
18. **Regular Service** – water service rendered for normal domestic, commercial, industrial or irrigation purposes on a permanent basis and for which the general rates and regulation are applicable.
19. **Temporary Service Connections** – a standard or non-standard service connection installed at a location not adjacent to the property served and which is subject to removal within six (6) months of installation.
20. **Emergency Service Connection** – a standard or non-standard service connection required to provide water to safeguard health and protect private or public property.
21. **Construction Water** – water delivered through other than a standard service connection for construction purposes.
22. **Jumper** – a length of pipe or space installed in lieu of a meter.
23. **A premise** – the integral property or area, including improvements thereon, to which water service is or will be provided.
24. **Front Footage Charge** – a charge against new water services, designed to provide a pro-rata contribution to the capital facilities associated with the distribution of water.

Section I –Definitions (Continued)

- 25. Distribution Main** – a charge against new water services designed to provide a pro-rata contribution to the capital facilities associated with the distribution of water.
- 26. Transmission Main** – water lines whose prime function is to bring water from a source of supply to a treatment plant or to a distribution system.
- 27. Acreage Charge** – a charge against new water services, designed to provide a pro-rata contribution to the capital facilities associated with the treatment, storage and transmission of water.
- 28. Adequate Transmission System** – a water main system currently capable of supplying simultaneously at a specific site under consideration, the required fire flow and the maximum daily rate of consumption.
- 29. Adequate Distribution System** – a system of public water mains capable of supplying a sufficient quantity of water to satisfy simultaneously the maximum daily rate of consumption and the required fire flow for the given site.
- 30. Minimum Service Charge** – an amount charged to customers for a given quantity of water used per billing period, whether or not the amount is actually used. Charge based on the size of the meter.
- 31. Evidence of Non-residence** – Bill with the applicant’s name with a different address other than the address being applied for.

Section II – Conditions of Services

The Water Works will endeavor to provide its customers with a continuous and adequate supply of water within reasonable maximum and minimum pressures. However, varying pressures will normally prevail throughout the distribution system due to changes in elevation or other factors.

2.1 Pressures

Applicants for service from a main through which prevailing water pressures will either exceed or fall below normal operating limits shall be responsible for installation of pressure regulators, storage tanks or other devices as required.

2.2 Interruption of Service

The Water Works will endeavor to notify customer in advance of any interruption in service due to repairs or other causes. However in emergency conditions, when notification is not practical, service may be interrupted for indefinite periods of time without notice .

2.3 Area Served

Properties within the Ottumwa city limits shall be eligible to receive water from the Water Works in accordance with these rules and regulations.

2.4 Main Frontage Required

New applications for water service will be accepted only if the property to be served is immediately adjacent to a dedicated right-of-way or easement containing a water main, except as hereinafter provided.

2.5 Property without Frontage

Property not immediately adjacent to a water main may obtain temporary water service under provisions for temporary or emergency water service.

2.6 Permanent Service

Permanent service for property not meeting the requirements of Section 2.4 may be obtained by installation of a main extension in accordance with the requirements of Section X.

2.7 Damage to Property

The Water Works will not be liable for damage to property caused by pressure or lack of pressure, freezing, or running water from open or faulty piping or fixtures on the customer's property.

2.8 Length of Service

For new services over 100' in length, a pit will be required in the right of way for the meter installation. In addition, the Water Works may require a pit for current services where meter access (including ability to read the meter) is impaired or the water service line is leaking.

Section III – Classes of Service

All services installed by the Water Works shall be classified as residential, commercial/industrial, fire, combined, & interim for billing purposes.

3.1 Residential

Includes service connections one and a half (1 ½”) inch or under through which water is delivered to single-family homes for domestic use.

3.2 Commercial/Industrial

Includes all size service connections, which serve commercial or industrial concerns, and multiple dwelling units.

3.3 Private Fire

Includes all service connections through which water is delivered for emergency fire protection exclusively.

3.4 Combined

Includes all service connections through which water is delivered for residential, for commercial/industrial and fire protection.

3.5 Interim

Includes non-permanent connections for delivery of water for use during the construction of subdivisions, other construction projects and in certain instances for emergency service.

- (a) Water delivered through fire hydrant connections for use in construction project, other than subdivisions, shall be charged in accordance with Section 7.8 and the appropriate rate schedule.
- (b) Water delivered in emergency situations shall be charged at either the meter or flat rate in accordance with Section 6.8 and the appropriate rate schedule.

Section IV – Application for Service

Each person applying for a new water service or changes in an existing service will be required to sign appropriate application forms provided by the Water Works and to pay all required fees, charges and any delinquent charges from previous addresses where service was in their name or they were on the account. The application form includes an agreement to abide by all Water Works rules and regulations and shall require furnishing such information as the Water Works may reasonably require. Each application shall be for service to a particular parcel of property. It is the responsibility of joint account holders to remove their name from the account if they no longer reside together. Failure to do so will not remove liability for delinquent charges on an account.

All applicants for service may be required to deposit an amount established from time to time by resolution of the Board of Trustees prior to initiation of water service.

4.1 Limit of Water Works Responsibility to Furnish Water

Nothing in this part contained shall be construed as a contract on the part of the Water Works to furnish water for any definite period or as a public utility, in respect to any water furnished outside the City.

4.2.1 Existing Service Connection (General)

Applicants for service through existing service connections shall provide required information on forms provided by the Water Works. See Section 7.11 for Security Deposits.

4.2.2 Owners with More Than One Account / Service (Temporary)

From time to time an owner may want service at more than one dwelling. This could happen while purchasing / selling a residence or other reasons. Providing the owner has a prompt payment history (excellent credit) a deposit will not be required on the second property. If the owner needs more than one year it will be their responsibility to contact us to request an extension of time. These same terms apply to people fixing up / flipping properties. If it becomes evident to the Water Works that fraud or abuse is happening with a property, the water service will be turned off.

4.2.3 Owners with More Than One Account / Service (Indefinite)

If an owner purchases an additional property to be used by someone else, and they are not a registered Landlord, deposits will be required on all additional properties / services. If it becomes evident to the Water Works that fraud or abuse is happening with a property, the water service will be turned off.

4.2.4 Registered Landlords

Registered Landlords (in good standing) may sign up for water service for rental properties registered with the City of Ottumwa without paying a deposit. Landlords in poor standing will be required to pay a deposit equal to two months of average bills at the property. This deposit will be required if the service has been disconnected for non-payment and will be required prior to reconnection.

4.3.1 New Service Connections (General)

The Water Works shall make no connection to a main unless the property owner or his agent has submitted a written application.

The applicant shall provide any and all information, which will include the proper sizing and location of the service lateral and meter. Water service will be installed in size and at the location desired by the applicant where such request is reasonable. Applications shall be accompanied by payment of the standard service installation charge or cost estimate, plus any required connection charge or cost estimate, plus any required connection charges or deposit. Service installations will be made only to property abutting on public streets

Section IV – Application for Service (Continued)

or to such distribution mains as may be constructed in alleys or right-of-way at the convenience of the Water Works. See Section 2.8 regarding length of service.

4.3.2 New Service Specifications

- A. MATERIALS: All services will be Type “K” copper tubing or pex plastic tubing with tracer wire. Use of 90 degree fitting shall be of the solid type no swivel fittings. No splices or fittings between corporation and curb stop.
- B. There will be no connecting to existing service line made of lead, galvanized pipe or black iron pipe.
- C. All services will come off of frontage water mains unless the plumber gets authorization from Ottumwa Water & Hydro.
- D. All plumbers will call for inspection before covering excavations. Failure to do so will result in no taps being made for said plumbers.

4.4 Correct Information

In the event that an applicant provided incorrect information as to the size and/or location of a service connection or requests a change in the size and/or location after work has commenced, the applicant shall pay any costs incurred by reason of such corrections and changes.

4.5 Time Limitation

In the event that construction of the approved pre-paid service is not started within (1) year of application, the project shall be assumed abandoned, fees paid refunded and any subsequent application for activations shall be treated as a new application for service.

4.6 Landlord / Tenant Service

Renters may sign up for service at residences as long as the landlord has made arrangements with the Ottumwa Water Works regarding their contact information and choice of contact per incident, disconnect or transfer. As long as the new occupant / tenant is legitimate, the Registered Rental Unit status with the City does not need to be verified. If a tenant’s water service has been turned off for nonpayment, a new tenant cannot sign up for service for thirty (30) days, unless the old bill is paid. The Water Works may waive this requirement up to once annually per landlord. Renters who cannot provide proper credentials (government issued ID and Social Security number) will result in the water service being billed to the landlord. Landlords may be billed for leaks not repaired in a timely manner.

4.7 For properties with multiple meters the following options are available to the Landlord:

4.7.1 All water service for the property shall be billed directly to the Landlord; or

4.7.2 Provide access to the Ottumwa Water Works within 72 hours of their notification to the Landlord or representative, to allow them access to disconnect service to applicable dwelling. Failure to comply with the 72 hours access may result in all water for that dwelling being transferred into the Landlord’s name until proper access is established; or

4.7.3 On buildings with a common entrance (**non-living quarters**) to water meters, the Landlord may mount a lock box on property near access point with Ottumwa Water Works having the only key to the lock box. Mutually agreed upon lock boxes shall be purchased from Ottumwa Water Works at cost. Proper mounting of the lock box is the responsibility of the Landlord, with approval of location and proper mounting from Ottumwa Water Works.

Section IV – Application for Service (Continued)

If the Landlord changes keys or locks, after a lock box has been established, then the Landlord must relinquish a new key to the Ottumwa Water Works within 72 hours. Failure to do so may result in water service being transferred into the Landlord's name until proper access is established; or

4.7.4 Separate stop boxes for each meter may be installed by the Landlord.

4.7.5 Any Landlord with multiple dwelling units, serviced by one stop box and has failed 3 times to comply with the 72 hour rule will result in the water service for all dwelling units at the address being placed in the Landlord's name until separate stop boxes are installed; or

4.7.6 Any Landlord's that do not want to comply with service rules will result in disconnect of service.

4.7.7 For any property with a delinquent account or past collection issues, the landlord will be required to purchase automatic shut off meters if they do not have separate (working) stop boxes. Failure to comply with this procedure will result in all meters being billed to the landlord or termination of service.

Section V – Termination of Service

5.1 Customer's Request

Customers desiring to terminate service shall notify the Water Works and provide a mailing address to which a closing bill will be mailed. Failure to notify the Water Works of termination of service shall not relieve the customer of responsibility for payment of water bills.

5.2 Landlord / Tenant Service

If water service provided to a renter is terminated for any reason other than nonpayment the Ottumwa Water Works will attempt to notify the Landlord, who will advise the Ottumwa Water Works to have service transferred or discontinued. If the Ottumwa Water Works is unable to contact the Landlord or his representative within 72 hours, the water service to the property will be transferred into the Landlord's name, unless written request is on file to discontinue service, unless multiple meters are served by a single stop box, in which case, the service will revert to the Landlord's name.

5.2.1

Before a subsequent renter is approved for service at the residence, any past due bills owed by the Landlord for service provided to said residence shall be paid in full or a payment plan has been established. See section 5.2.3 for additional requirements.

5.2.2

If a "final bill" for water service owed by the Landlord become past due and / or a payment plan has not been established, and as long as the bill is not in a previously established dispute, then no water service shall be provided to any of the Landlord's properties which have water services in the Landlord's name. Proper notice will be sent to all properties and the Landlord, prior to disconnect.

5.2.3

The Landlord would not be responsible for or be required to pay for any water service while the water was not in the Landlord's name. However, if a tenant's water service has been turned off for nonpayment, a new tenant / Landlord cannot sign up for service for thirty (30) days, unless the old bill is paid. The Water Works may waive this requirement up to once annually per landlord.

5.3 Cause

Service may be discontinued for any of the following causes:

- (a) Non-payment of water bills
- (b) Non-compliance with rules
- (c) Waste of water
- (d) Damage of property
- (e) Inter-connection or cross-connection
- (f) Service detrimental to others
- (g) Unsafe apparatus
- (h) Protection against fraud or abuse
- (i) Verbally or physically abusing Water Works staff
- (j) Discovery the person the water service name is in is deceased

Section V – Termination of Service (Continued)

5.4 Disconnect - Restoration-Reconnection Charges

The Water Works may charge such amount as may be established from time to time by resolution of the Board of Trustees for terminating or restoring water service which has been discontinued because of non-compliance with these rules.

- (a) \$ 10.00 – Disconnect Notice Fee
- (b) \$ 65.00 - Termination (or attempted termination) fee (payment after the disconnect date)
- (c) \$ 75.00 – After hours fee (before service person leaves for the day)
- (d) \$ 130.00 – Call out fee
- (e) \$ 40.00 – Re-trip fee

5.5 Nonpayment / delinquent bills

After an account becomes past due, a disconnect notice will be sent requiring payment of the account. Disconnect notices will be sent approximately three (3) weeks after the due date. Payment of the delinquent bill, plus the subsequent bill must be paid by the due date of the subsequent bill. After the due date of the subsequent (second month's) bill if the account remains unpaid, service will be terminated without further notice.

Section VI – Service Connections

6.1 Sizes and Water Supply

The Water Works reserves the right to determine the size of the service connection to be installed, giving consideration to the needs of the applicant and the capacity of the main to which the service is to be connected. No service connection shall be installed of a size larger than can be supplied by the main without adversely affecting service to other customers.

In the event an existing main is determined to be inadequate to meet the requirements of an applicant and a main extension will provide for those requirements, provisions of these rules applying to main extensions will be followed.

Whenever two mains are available from which service can be provided, the Water Works shall at its option, determine the main to which the service connection will be made.

6.2 Location

Service connections shall be installed at right angles to a main and the point of connection shall not be within a street intersection. The stop box location shall be within the right-of-way or easement adjacent to existing or proposed curb line. In alleys or easements, stop boxes shall be flush with the ground, street or sidewalk and be located at a point as close as practical to the property line within which the main is located. All stop boxes shall be located outside of parking and other areas where access by Water Works personnel for operation and maintenance may be restricted.

6.3 Composition

A standard service connection shall be comprised for a service lateral from the point of connection to the main, to and including a stop box or control valve.

6.4 Ownership

- (a) Service connections installed by the Ottumwa Water Works from 4/05/58 through 6/30/85, for the original property owner, including laterals to the stop box and meters, shall be and remain the property of the Water Works, and it shall be responsible for the maintenance and repair of such facilities. All pipe and fittings on the property side of the stop box shall be installed and maintained by the property owner.
- (b) Service connections installed prior to 4/05/58 or after 6/30/85 including laterals to the stop box and the stop box but excluding the water meter shall be and remain the property of the property owner. All maintenance, repair or replacement thereon or thereof will be by the property owner and at the expense of the property owner. Water Works shall have the right to direct repairs or maintenance as done to any such service connection and to require the relocation of a meter at the property owner's expense and the right to terminate service to any property owner who refuses to comply with such direction within 30 days thereafter. Maintenance replacement, repairs and upgrading of water meter systems shall be by and at the expense of the Water Works.

6.5 Private Fire Service

Private fire service shall be equipped with Water Works approved check valves or a detector check valve and use is restricted to standby for emergency fire protection. Fees for Private Fire Service are outlined in Section 8.3.

6.6 Combined Service

Combined services shall be equipped with a meter of the type approved by the Water Works.

Section VI – Service Connections (Continued)

6.7 Temporary Service

The Water Works may authorize a temporary service connection when the applicant's property is not adjacent to a water main and in certain other conditions. As a condition of installation of a temporary service, the applicant may be required to enter into an agreement with the Water Works which will provide, among other things, as follows:

- (a) Abandonment of the temporary service within six (6) months of installation;
- (b) Agreement that water delivered through the temporary service shall be used exclusively by the particular parcel of property for which service was applied for and that interconnections will not be permitted;
- (c) Payment of all applicable connection charges, fees and deposits;
- (d) Obtaining of an encroachment permit from the governmental agency having jurisdiction, and/or a recorded easement or right-of-way grant, acceptable to the Water Works, permitting and authorizing installation of a private water service line in a dedicated street or alley, or in and across private property from the stop box to the meter at the property to be served or from the outlet side of the meter in the case of a meter pit installation to the property being served.

6.8 Emergency Service

Emergency service shall be authorized for limited periods of time when the usual source of supply fails or is declared to be potentially harmful or in other circumstances that endanger health or property. Connections may be made, at the discretion of the Water Works, to a fire hydrant or any available outlet from a main and a meter installed. The applicant shall pay all installation costs and applicable fees and deposits.

6.9 Separate Service to each Building or Parcel of Land

Separate houses, buildings, living or business quarters on the same premises or on adjoining premises, under a single control or management, may be served at the option of the Water Works by either of the following methods:

- (a) Through separate service connections to each or any unit provided that the pipeline system from each service is independent of the others and is not interconnected.
- (b) Through a single service connection to the entire premises providing that the circumstances are such that future separate ownership of multiple building of parcels of land is unlikely as determined by the Water Works.

6.10 Subdivisions

For the purpose of this rule, a subdivision is defined as an area of land with which, after development, there will be multiple ownership of property. Housing developments wherein housing units may not solely occupy a separate lot or parcel of land, but where individual ownership of land will exist (Planned Unit Developments, Townhouse, etc.) shall come within this definition.

- (a) A separate service connection shall be required for each lot or parcel of land connected to a water main in a dedicated street or right-of-way.
- (b) The developer shall construct service laterals, usually at the time off-site mains are constructed, and such laterals shall be of a size and location to conform in all respects to Water Works approved plans. All new developments will be required to install Meter Pits in the right of way. Management will have the authority to waive this requirement for special circumstances.
- (c) The developer shall pay to the Water works, prior to release of the approved construction plans, all applicable fees and charges in accordance with the rate schedule then in effect.

Section VI – Service Connections (Continued)

- (d) Upon receipt of an application for service, the Water Works will install a meter.
- (e) Jumpers may not be installed in lieu of a meter to obtain water during the construction period and for testing.

6.11 Service Connection Restrictions

The Water Works reserves the right to prohibit connections to certain mains, when in its opinion, such connections may impair the integrity of such mains or when the location of such connection would not be conducive to orderly development and planning of the distribution system. In such conditions, consideration will be given to a main extension or alternate means of supply.

6.12 Backflow Prevention Installations

A Water Works approved backflow prevention installation may be required. Installation, testing, maintenance and repair of the device will be the responsibility of the customer at his expense. The installation must be approved and inspected by an authorized Health Department representative.

6.13 Installation by the Water Works

The Water Works, when warranted by exceptional circumstances may install Service connections, other than the subdivisions. The Water Works shall permit installation of the service connections by independent contractors and plumbers. In such event, the Water Works specifications must be adhered to and tapping of a main will be permitted only by a representative of the Water Works for a prepaid fee of the current rate, and at least 48 hours notice.

6.14 Service Line Breaks or Leaks

If a water service line breaks or leaks, the property owner shall engage a bonded and licensed plumber within 48 hours after notification by the Utility. The line must be repaired or replaced within the timeframe required by the Utility. Water Works may discontinue service until repairs are made. All Water Works provided services will be billed to the property owner at the current rate. See section 2.8 regarding length of service and possible requirement of a pit installation.

If it is determined during repairs or construction that a customer's water service line is constructed of lead or galvanized steel, the Utility will require the customer to replace the entire line with approved materials.

6.15 Frozen Lines

The customer is responsible for thawing and / or repair of frozen water service lines.

6.16 Meters / Specifications

Water Meters must be installed in accordance with manufacturer's and Ottumwa Works specifications. Any costs for piping and any other improvements necessary are at the customer's expense. In addition, any costs to upsize the meter and related piping due to demand are at the customer's expense. The Water Works may implement a 50% surcharge on water bills in cases where the water meter is not installed in accordance to specifications.

Section VII – Charges, Fees & Deposits

7.1 Connection Charges

There is not a specific connection charge. However, an inspection of the service connection including the meter installation is required for a fee of \$30.00. Should the contractor or owner not call for an inspection (during regular business hours) there will be a penalty of \$100.00. Please refer to Section 8.4 and 8.6 for other applicable charges.

7.2 Reactivation of Inactive Service Connection

Upon receipt of application and deposit, an inactive service shall be turned on.

7.3 Relocation of Service Connection

An existing service connection may be relocated at the property owner's expense, if the new service will provide water to the same parcel of property, upon application by the property owner. An inspection fee of \$30 will be required. Should the contractor or owner not call in for inspection (during regular business hours) there will be a penalty of \$100.00.

7.4 Changes in Meter Size

Meters in place, which are of a size less than the diameter of the service lateral, may be replaced with a larger size, not to exceed the size of the service lateral. Applicants for replacement meters sized two-inch (2") or less shall pay the current inventory price differential between the meter size being exchanged, and an installation charge of \$40 per meter. When the meter to be installed is over two-inch (2") in size, the applicant shall deposit an amount equal to the current inventory price differential between the meters being exchanged plus the estimated additional cost of the replacement. Upon completion of work the applicant will be billed the difference between the amount deposited and actual costs.

Meters in place, which are of a size equal to or greater than the diameter of the service lateral, may be replaced with a smaller size at the discretion of the Water Works. With Water Works approval, single meters sized two inch (2") and less may be replaced without charge or credit. Applicants for replacement of meters greater than two inch with smaller size shall pay all cost incurred, after allowance for the current inventory price differential between the meters being exchanged.

The Water Works may at its discretion replace a battery of meters with a single meter, providing such replacement does not impair service to the customer.

7.5 Increases in Size of Service Connection

Enlargement of a service connection to the same property requiring abandonment of the existing connection and installation of a complete replacement connection of increased size, shall be treated as a new service connection and will be charged accordingly. If the new service connection is not in the same location as the abandoned service, charges and credits as stated in Section 7.4 above will apply.

7.6 Abandonment of Service

In the event that a service connection is permanently deactivated, the meter and other salvageable items will be removed by the Water Works, without credit to the former customer.

Services abandoned at the customer's request will be subject to a \$300.00 charge to cover costs of disconnection plus the cost of the street repairs (approximately \$1,000).

Section VII – Charges, Fees & Deposits (Continued)

Reapplication for service to a parcel of property previously serviced by a permanently abandoned service connection will be treated as a new service application and will be subject to connection fees and installation charges and costs applicable to new service applications.

All structures being demolished must abandon the water service at the water main prior to demolition to avoid damages to the water main or cause a leaking service at a later date. The owner or responsible party in control of said property will be responsible for any and all cost incurred in this process. A licensed and bonded plumber with the appropriate permits will be required for this service in compliance with Ottumwa City code.

7.7 Public Fire Hydrants

Charges for water available through public fire hydrants shall be periodically negotiated with appropriate governmental agencies and shall be billed accordingly.

7.8 Private Use of Public Fire Hydrants

Connections to public Fire Hydrants are prohibited unless a user permit is issued by the Water Works. The applicant shall pay a user permit fee of \$100.00 prior to issuance. The Water Works will require installation of a hydrant meter and back flow prevention device. The depositor will be responsible to keep meter from freezing. A deposit will be required to cover the cost of furnishing, installing and removing the service connection (1.5"-2.5" \$1500, ¾"-1" \$750, 5/8" \$500. Minimum rental of the hydrant meter will be \$100 (for up to one month). Each additional monthly rental will be \$50. Water usage and rental will be billed monthly or at the end of usage at the discretion of the Water Works. Upon discontinuance of service, a refund will be made for the difference between the amount deposited and any costs incurred, such as monthly rental, water usage and damages to the meter. Applicants for connections to fire hydrants shall designate the period of time and the purpose for which water is to be used. The Water Works may discontinue the supply and remove its equipment at the expiration of the period so designated - or if the supply is used for any purpose other than designated by the applicant. The supply is subject to limitations as to rate of flow and time of use. The Water Works will install all equipment necessary for the connection and no water will be used until such equipment is installed.

A \$750 fee will be charged for the unauthorized use of a fire hydrant and or theft of service charges filed.

7.9 Emergency Service

Emergency service may be provided by a connection to a fire hydrant or to an existing main. All emergency services, which are connected to a fire hydrant, shall conform to requirements of Section 7.8.

In the event that the emergency service will provide water to multiple users, water bills shall include in addition to the quantity charge, service charges for each unit of property served. A single monthly bill shall be issued to the applicant; daily flat rates shall be otherwise in accordance with the rate schedule.

7.10 Public Agencies Exempted from Deposit Requirements

In lieu of cash deposits or sureties, purchase orders will be accepted from public agencies.

Section VII – Charges, Fees & Deposits (Continued)

7.11 Security Deposits for Payment of Water Bills

The Water Works requires security deposits from customers. Deed holders with proper credentials (government issued ID and Social Security Number) may provide a letter of credit showing a prompt payment history in lieu of providing a security deposit. The Water Works may ask for proof of ownership. A deed holder that has had their water service turned off for nonpayment will have to provide a security deposit to sign up for service. Normally deposits will be in an amount equal to not less than the sum of the two highest monthly bills as estimated during a twelve (12) month period. The minimum deposit shall be \$175.00. In the event a customer has been charged (more than once) a \$200 unauthorized use of water fee (sections 7.12 and 7.19), a deposit of \$1000 will be required. The deposit will be applied to the final bill. Any amount remaining will be refunded to the customer.

7.12 Service Disconnection / Reconnection Fee

There is a \$10 disconnect notice fee – See Section 5.4. A termination (or attempted termination) fee of \$65 will be assessed if the bill is not paid by the disconnect date. A reconnection fee of \$75.00 will be charged after normal continuous business hours or \$130.00 call out fee after business hours. These fees may be adjusted from time to time by resolution of the Board of Trustees. Should the customer reactivate the service, without consent of the Water Works, an additional charge of \$200.00 will be made for each occurrence and will be subject to prosecution. Service shall be considered to have been disconnected when an employee of the Water Works has been dispatched for that purpose.

7.13 Fees for Broken Stop Box Repair

It will be the responsibility of the property owner to have the broken stop box repaired. If the Water Works becomes aware of a broken stop box, the property owner will be notified and given 30 days to have it repaired. Should it become necessary to excavate and or repair a stop box the Water Works will charge the actual cost (labor and equipment) up to a maximum of \$600. For stop box services installed after 4/4/58 or prior to 6/1/85, the original homeowner will be exempt the fee.

7.14 Unauthorized Use of Private Fire Service

When it is found that a private fire service is being used for purposes other than standby fire protection, the Water Works shall estimate water use and charge the customer the established rate for such water in addition to the normal monthly charge. Failure to discontinue unauthorized use will be cause for shut off and subject to prosecution.

7.15 Fee – Delinquent Accounts

If payment is not received by the Water Works prior to the due date as stated on the bill, said date being twenty-one (21) days after the scheduled billing date, there shall be added to the next succeeding bill five percent (5%) of the amount in arrears less tax. Said fees shall not be compounded by more than a single application to delinquent amounts. Governmental agencies shall be exempted.

7.16 Fees – Meter Testing

The Water Works will shop-test, preferably in the presence of the customer, a meter of a size six inch (6”) or smaller at the request of a customer and payment of a \$100.00 fee. If said meter, upon testing, registers greater than two percent (2%) over true quantity, the fee shall be returned together with the amount of overcharged during the prior six months, or such portion of the six (6) month period as the customer has been responsible for water bills and other meter substituted for the inaccurate meter.

Section VII – Charges, Fees & Deposits (Continued)

7.17 Damage to Water Works Property

Persons causing damage to Water Works property by any willful or negligent act shall be responsible for payment of costs incurred and subject to prosecution. Examples of this would be damage to remote reading device, and frozen meters. In addition, service may be terminated by the Water Works.

7.18 Unsafe or Inaccessible Meter Location

If a meter cannot be read because of obstructions, unsafe conditions, inaccessible location or repeated lock-outs, notice shall be given to the customer of the condition and given fifteen (15) working days to remedy the situation before termination of service is rendered. See Section 2.8 regarding the possible requirement of a pit installation.

7.19 Unauthorized Use of Water

A \$200 fee will be charged for any unauthorized unmetered use of water.

7.20 Leak Adjustment

Customers who experience a leak after the meter (e.g., running toilet, burst pipes, etc.) may request a leak adjustment. Any leak adjustment granted is limited to 50% of the excess consumption against their next highest month's consumption in the most recent 12 months. (or 20 billing units) whichever is higher. If the leak runs into the second billing period, an adjustment can be made for that period using the same minimum threshold. Leak adjustments are a one-time reduction in charges and will be granted only after the leak is verified to have been remedied. The City of Ottumwa has their own policy regarding sewer fee adjustments. Customers will have to contact City Officials if they wish to pursue a credit against their sewer fees. If a customer has already received a leak adjustment at that property, they are not eligible for another adjustment.

7.21 Meter Reading / Interpretation Error

If the Water Works discovers an over billing error, such as using the incorrect dials for the interpretation, the Water Works will go back up to five years and refigure the bills accordingly to refund the excess water charges. The sewer portion (if any) will be forwarded to the City of Ottumwa to refund the customer.

If the Water Works discovers an under billing error, the bills will be recalculated for up to two years. The customer and Water Works may work out payment arrangements for up to one year for the back charges.

Section VIII – Rate Schedule

8.1 Metered Rates for Residential and Commercial Accounts Billing Monthly

EFFECTIVE January 1, 2022

Base Charge

Meter Size	City Rates	Suburban Rates
Meters with Pits (5/8 & 3/4)	\$20.00 Minimum	\$30.00 Minimum
5/8"	\$14.14 " "	\$17.68 " "
3/4"	15.76 " "	19.69 " "
1"	20.60 " "	25.75 " "
1 1/2"	30.26 " "	37.83 " "
2"	41.00 " "	51.25 " "

Volume Charge

First 50,000 Cu. Ft.	\$ 3.92 Per 100 Cu. Ft.	\$4.90 Per 100 Cu. Ft.
Next 50,000 Cu. Ft.	2.87 " " " "	3.59 " " " "
Over 100,000 Cu. Ft.	2.09 " " " "	2.61 " " " "

8.2 Commercial Accounts Billing Monthly

EFFECTIVE SAME AS ABOVE

Base Charge

Meter Size	City Rates	Suburban Rate
Meters with Pits (5/8 & 3/4)	\$ 20.00 Minimum	\$30.00 Minimum
5/8"	\$ 14.14 " "	\$ 17.68 " "
3/4"	15.76 " "	19.69 " "
1"	20.60 " "	25.75 " "
1 1/2 "	30.26 " "	37.83 " "
2"	41.00 " "	51.25 " "
3"	78.57 " "	98.20 " "
4"	123.72 " "	154.65 " "
6"	280.73 " "	350.90 " "
8"	490.90 " "	613.61 " "
10"	746.74 " "	933.41 " "
12"	1031.38 " "	1,289.23 " "

Volume Charge

First 50,000 Cu. Ft.	\$ 3.92 per 100 Cu. Ft.	\$4.90 per 100 Cu. Ft.
Next 50,000 Cu. Ft.	2.87 " " " "	3.59 per 100 Cu. Ft.
Over 100,000 Cu. Ft.	2.09 " " " "	2.61 per 100 Cu. Ft.

Bulk Water Sales –\$7.57 per 100 Cu. Ft.
 City Rate (Excess Usage) \$1.03 per Cu. Ft.

EFFECTIVE January 1, 2022

8.3 Private Fire Protection Service

Application to all services through which water is used solely for extinguishing accidental fires.

Size of Service	City Monthly Charge	Suburban Monthly Charge
2"	\$17.85	\$22.31
3"	\$35.25	\$44.06
4"	\$62.60	\$78.25
6"	\$139.60	\$174.50
8"	\$215.35	\$269.19
10"	\$332.74	\$415.93
12"	\$475.91	\$594.89
Hydrant Test	\$100.00+Labor	\$125+Labor

8.4 Service Connection Installation Charges

Minimum Customer Deposit	\$ 175.00
Customer Deposit (Unauthorized Use of Water)	\$ 1000.00
Second Trip Charge (Re-trip fee)	\$ 40.00
Disconnect Notice Fee	\$ 10.00
Termination (or attempted termination)Fee	\$ 65.00
After Hours Service Fee (before service person leaves for the day)	\$ 75.00
Call Out Fee	\$ 130.00

8.5 Meter Charges

FROZEN WATER METERS (PLUS TAX)

Less Than 33,422 cubic feet		Replacement Cost
33,423 to 66,845 “ “	(75%)	Replacement Cost
66,846 to 100,267 “ “	(50%)	Replacement Cost
100,268 and over “ “	(25%)	Replacement Cost

NEW WATER METERS

Replacement Cost Plus Tax

Remanufactured Meters

80% of New Meter Cost (If Available)

Section VIII – Rate Schedule

8.1 Metered Rates for Residential and Commercial Accounts Billing Monthly

EFFECTIVE January 1, 2023

Base Charge

Meter Size	City Rates	Suburban Rates
Meters with Pits (5/8 & 3/4)	\$20.00 Minimum	\$30.00 Minimum
5/8"	\$14.85 " "	\$18.56 " "
3/4"	16.55 " "	20.69 " "
1"	21.63 " "	27.04 " "
1 1/2"	31.77 " "	39.71 " "
2"	43.05 " "	53.81 " "
<u>Volume Charge</u>		
First 50,000 Cu. Ft.	\$ 4.12 Per 100 Cu. Ft.	\$5.15 Per 100 Cu. Ft.
Next 50,000 Cu. Ft.	3.01 " " " "	3.76 " " " "
Over 100,000 Cu. Ft.	2.19 " " " "	2.74 " " " "

8.2 Commercial Accounts Billing Monthly

EFFECTIVE SAME AS ABOVE

Base Charge

Meter Size	City Rates	Suburban Rate
Meters with Pits (5/8 & 3/4)	\$ 20.00 Minimum	\$30.00 Minimum
5/8"	\$ 14.85 " "	\$ 18.56 " "
3/4"	16.55 " "	20.69 " "
1"	21.63 " "	27.04 " "
1 1/2 "	31.77 " "	39.71 " "
2"	43.05 " "	53.81 " "
3"	82.50 " "	103.13 " "
4"	129.91 " "	162.39 " "
6"	294.77 " "	368.46 " "
8"	515.45 " "	644.31 " "
10"	784.08 " "	980.10 " "
12"	1082.95 " "	1,353.69 " "
<u>Volume Charge</u>		
First 50,000 Cu. Ft.	\$ 4.12 per 100 Cu. Ft.	\$5.15 per 100 Cu. Ft.
Next 50,000 Cu. Ft.	3.01 " " " "	3.76 per 100 Cu. Ft.
Over 100,000 Cu. Ft.	2.19 " " " "	2.74 per 100 Cu. Ft.

Bulk Water Sales –\$7.57 per 100 Cu. Ft.
 City Rate (Excess Usage) \$1.08 per Cu. Ft.

EFFECTIVE January 1, 2023

8.3 Private Fire Protection Service

Application to all services through which water is used solely for extinguishing accidental fires.

Size of Service	City Monthly Charge	Suburban Monthly Charge
2"	\$17.85	\$22.31
3"	\$35.25	\$44.06
4"	\$62.60	\$78.25
6"	\$139.60	\$174.50
8"	\$215.35	\$269.19
10"	\$332.74	\$415.93
12"	\$475.91	\$594.89

8.4 Service Connection Installation Charges

Customer Deposit	\$ 175.00
Customer Deposit (Unauthorized Use of Water)	\$ 1000.00
Second Trip Charge (Re-trip fee)	\$ 40.00
Disconnect Notice Fee	\$ 10.00
Termination (or attempted termination)Fee	\$ 65.00
After Hours Service Fee (before service person leaves for the day)	\$ 75.00
Call Out Fee	\$ 130.00

8.5 Meter Charges

FROZEN WATER METERS (PLUS TAX)

Less Than 33,422 cubic feet		Replacement Cost
33,423 to 66,845 “ “	(75%)	Replacement Cost
66,846 to 100,267 “ “	(50%)	Replacement Cost
100,268 and over “ “	(25%)	Replacement Cost

NEW WATER METERS

Replacement Cost Plus Tax

Remanufactured Meters

80% of New Meter Cost (If Available)

8.6 Wet Tap Fee

Wet tap fee will be as follows within the City Limits. Wet tap fees would be based on size as follows:

Up to 1”	\$300.00
1.25, 1.5 and 2”	\$350.00
4”	\$400.00
6”	\$800.00
8”	\$1000.00
10”	N/A
12”	\$1500.00

Wet taps outside the system, at the option of the Water Works will be subject to those same fees, plus 25% surcharge and travel costs at \$3.00 per mile each way from Water Works headquarters and actual labor during all travel.

When Ottumwa Water Works has been contracted to do a live tap, the plumber shall supply all materials, make a safe and legal excavation, and install all necessary fittings needed. All material and fittings supplied by the contractor or plumber shall comply with appropriate A.W.W.A. specifications as well as the Ottumwa Water Works material specifications. The Ottumwa Water Works will perform a pressure test when needed. The Water Works will then provide the tap service. The tap fees may be added to a customer’s account provided the account is in good standing or be paid in advance to the Ottumwa Water Works. All fees must have prior approval prior to tap being made.

It is mandatory all tapping valves be M.J. style, (OPEN RIGHT CLOSE LEFT) per Ottumwa Water Works specs. All 1 ¼”, 1 ½” and 2” taps shall be made with service saddle and corporation unless prior approval has been granted. Service taps on PVC mains will require Ottumwa Water Works approved brass service saddles on smaller diameter taps and stainless steel tapping sleeves on larger diameter taps. Ductile and cast iron mains may be direct tapped up to 1” diameter. Permits for excavation in the public right-of-way must be obtained through the City of Ottumwa prior to the request for a tap by the Ottumwa Water Works. All permit, excavating, backfill, and street repairs etc. shall be the responsibility of the permit holder.

8.7 Water Main Extensions

Fees for water main extensions will be calculated based on current costs.

8.8 Suburban Service Rates

Services which, supply or provide benefit for property which lies outside the City Limits will be charged an amount of twenty-five percent (25%) higher than the rate for comparable services inside the City Limits.

Wholesale water contractual sales agreements to water agencies are excluded from the provisions of this section.

The fees referred to above in Section 8 may be adjusted from time to time by resolution of the Board of Trustee

Section IX – Time & Manner of Payment

9.1 Bills Due When Presented

Water meters will be read monthly for residential and commercial/industrial accounts. The Water Works will issue a bill for each service monthly. All bills shall be due and payable at the drop box of the Water Works or designated collection stations upon presentation. The Water Works may accept other forms of payment, including ACH and credit cards (Web or by phone). When bills are not paid within the due date as shown on the bill, they are delinquent and service may be discontinued. See Section 5.5 for more details.

An unreasonable amount of coin will not be accepted for payment. The Water Works may accept up to two (\$2) dollars of coin (not pennies) at their discretion.

In the event that the final bill and penalty are not paid in full within thirty (30) days, then the Ottumwa Water Works may, at its discretion, turn the delinquent bill over to a collection agency, State of Iowa or attorney for collection.

9.2 Pro-ration of Service Charge – Minimum Bill

If any opening or closing bill is for a period shorter than the regular billing period, the service charge and monthly flat rate charges for private fire and combined service shall be reduced in the same proportion as the actual period of use is reduced from the regular billing period. However, in no event shall the closing bill, including service and quantity charges be for an amount less than \$5.00, irrespective of the period of use.

9.3 Failure to Receive a Bill

Failure to receive a bill does not relieve a customer of liability.

9.4 Estimated Bills

If a meter cannot be read because of obstruction or other causes, an estimate shall be made of the quantity of water used and a bill rendered for the estimated quantity. The next succeeding bill which is based on actual meter readings will reflect the difference between prior estimates and actual consumption shall be estimated and billed considering all pertinent factors.

9.5 Collection Stations

For the convenience of its customers, the Water Works may designate and authorize others to serve as agents for the collection of water bills.

9.6 Checks Not Honored by the Bank

Checks presented in payment of bills which, are returned by a bank, shall be treated as though no payment has been made, and service may be discontinued without notice. Redemption of returned checks may be required to be by cash or equivalent. A \$25.00 charge will be made for handling of all returned checks.

9.7 Multiple Water Bills

For the purpose of calculating charges, each meter will be considered separately, and the readings of multiple meters will not be combined. In such cases, charges will be computed as if the water used had been measured through a single meter.

9.8 Extension Of Time

Customers may request an extension of time to pay their bill no more than once every four months.

Section IX – Time & Manner of Payment (Continued)

9.8 Municipal Credits

A credit allowance plus the minimum service charge will be applied to monthly water bills issued to the City. The credit will not apply to leaks. Such credit shall apply to each single metered account and any unused portion shall not be carried forward to a succeeding month nor applied to an account other than the single designated account to which the credit is applied. For purposes of this section municipal service is defined as any meeting place, recreational facility, park, golf course or municipal office owned by the City of Ottumwa. The credit will not apply to municipal facilities leased out at the Ottumwa Regional Airport. The credit allowance will be based on the meter size as follows:

- 5/8" – 50 units free (37,400 Gallons)
- 3/4" – 75 units free (56,100 Gallons)
- 1" – 100 units free (74,800 Gallons)
- 1.5" - 200 units free (149,600 Gallons)
- 2" + - 350 units free (261,800 Gallons)

The fee for excess units will be billed at current city rate on rate schedule adjusted annually.

Section X – Main Extensions

10.1 Construction Plans

A person proposing an extension to the Water Works distribution system to provide a water supply to a subdivision or other parcel of property shall submit a copy of the recorded subdivision map, if applicable, and two (2) prints of detailed water plans. Such plans shall indicate the size and location of water mains and other facilities including all service laterals and fire hydrants. In addition, water plans shall designate boundaries of the applicant's property which will be served by the proposed extension.

The Water Works will review the water plan and return one print to the applicant indicating any necessary revisions. The applicant shall prepare and submit to the Water Works an original reproducible water plan conforming to the revised print which shall be considered the master drawing after approval by an authorized representative of the Water Works. Upon execution of the appropriate agreement by the applicant and payment of applicable charges, fees and deposits, copies of the approved plans shall be released for construction purposes.

10.2 Time Limitation

Approval by the Water Works for any main extension shall be valid for a limited time as will any related commitment of existing capacity in a particular main. In the event that construction of the mains covered by any approved plan is not started within one (1) year from the date of approval, the project shall be assumed to have been abandoned and any subsequent proposal for reactivation shall be treated as a new project. The same shall apply when active construction work within subdivision is discontinued for a period of one (1) year. In the event of abandonment or cessation of construction, prepaid installation fees and other charges shall be refunded proportionate to the extent of completion as determined by the Water Work.

10.3 Compliance with Specifications

All main extensions, service connections and appurtenances shall be constructed to conform to Water Works specifications. Mains shall be sterilized to the satisfaction of the Water Works and activation of the mains for domestic use shall not be permitted until authorized by the Water Works. Connections to existing mains shall be made only in the presence of a representative of the Water Works and at times specified by the Water Works. Shutting down mains for the purpose of making connections will not be permitted when wet taps are feasible.

10.4 Guarantee

The developer shall guarantee materials and workmanship free of defect for a period of two (2) years from the date of acceptance. Upon receipt of notice from the Water Works, the developer or customer shall immediately cause any defect to be corrected or shall reimburse the Water Works for the cost of correction.

10.5 Rights of Way

Water mains and appurtenances shall be located within dedicated rights-of-way or within easement grants to the Water Works not less than twenty (20) feet in width as the Water Works may specify. Easements shall be indicated on the main extension plans submitted and recorded prior to release of approved plans.

10.6 Use of Jumpers

Within subdivisions service lines may not be activated through jumpers (spacers).

Section X – Main Extensions (Continued)

10.7 Minimum Size of Main

The minimum size of any main to be constructed as part of the Water Works distribution system shall be six (6) inches in diameter.

10.8 Fire Hydrants

Fire hydrant installations shall conform to design and location requirement of the Fire Department of the City of Ottumwa or other governmental agency having jurisdiction.

10.9 Commitment of Water Supply

Main extensions constructed by person for development of subdivisions or other property shall not be considered as reserved for supply to those properties exclusively. Extensions of a connection to such mains shall be permitted when, in the opinion of the Water Works, such connections will not substantially affect supply to the original development.

10.10 General Conditions

Main extensions proposed for construction under the provisions of this section shall be subject to the general conditions described in Section 10.1.

10.11 Size of Mains

Proposed water main extensions to serve subdivisions or other developments, both on-site and off-site shall be of sufficient size to adequately provide a water supply for the development. The Water Works reserves the right to establish sizes of all mains and appurtenances.

10.12 Responsibility for Cost

The cost of all main extensions to be constructed under this rule, including service laterals, fire hydrants and other appurtenances, shall be borne by the developer or customer.

10.13 Agreement and Payment of Fees

Prior to release of Water Works approved construction drawings, the developer or customer shall execute a standard form of agreement with the Water Works and submit payment of all required fees, construction water charges and other fees and deposits are required by these rules, and the approved schedule of rates and charges then in effect. The standard form of agreement (see Section 10.1) shall provide for, among other things, vesting of title in the Water Works to all mains and other facilities and upon acceptance by the Water Works for its assumption for responsibility for operation and maintenance.

10.14 Construction by Private Contractor or Water Works

A competent engineer selected by the applicant shall normally do design and preparation of construction drawings. An experienced and competent person shall perform construction work or firm slated by the applicant. In certain circumstances when, in the opinion of the Water Works, the extent of work to be performed is minor and can be accomplished efficiently and economically by Water Works forces, the applicant shall deposit an amount equivalent to the estimated cost. Upon completion of construction, the differential between estimated and actual costs will be either billed or refunded.

10.15 Point of Adequate Supply

In the event of subdivision or other developments, water supply needs cannot be met by connection to the nearest distribution system main; the sub-divider, developer or customer shall be responsible for the costs to extend the connection to the point of adequate supply. The size of this connection shall be the size actually needed for the development and does not include over sizing by the Water Works.

Section X – Main Extensions (Continued)

10.16 Refund of Connection Charges

The developer will receive any connection charges collected by the Water Works for connections to any main installed by the developer under the provisions of a main extension agreement specifically providing for the refund of connection charges. The share of connection charges to be refunded shall be in proportion of the financial contribution of the developer as determined by Section 10.32 relative to the over sizing contribution by the Water Works. The refunds paid to the developer shall be limited to eight (8) years from the date of the agreement. The amount of refund made for connections to the main(s) for the development shall not exceed the cost of the main extension as determined by Section 10.24.

Over Sized Main Extensions:

10.17 General Conditions

Main extensions proposed for construction under provisions of this section shall be subject to the general conditions described in Section 10.1.

10.18 Applicability

For the purpose of this section, an over-sized main is described as a main larger than six (6) inches, and which, in addition to providing an adequate water supply to the proposed development, either subdivisions, commercial, industrial or single residential property, is required to be of a size which will be capable of meeting future demands on the distribution system and provide of orderly development of that system. The Water Works reserves the right, to determine what constitutes an over sized main.

10.19 Location of Mains

Over-sized mains may be off-site (outside the boundaries of subdivision or other development) or traverse the interior area of a subdivision or combination thereof.

10.20 Identification of mains

The Water Works shall indicate and identify on water plans submitted for a proposed development both the standard and oversized diameters of pipelines to be constructed.

10.21 Approval of Board of Trustees

Proposals for over sizing of water mains shall be submitted to the Board of Trustees for review and approval. Water plans, conforming to the Board's directive, shall then be approved and the Water Works shall enter into an agreement with the developer or customer, providing for the Water Work's participation in the construction costs as here-in-after set forth.

10.22 Agreement and Payment of Fees

Prior to release of the Water Works approved construction drawings, the developer or customer shall execute the agreement referred to above (See Section 10.1), submit payment of all required fees, construction water charges and deposits as required by these rules and the approved schedule of rates and charges then in effect.

10.23 Conveyance of Title and Reimbursement

Upon satisfactory completion of construction and acceptance of the facilities by the Water Works, the developer shall deliver to the Water Works a valid bill of sale conveying unencumbered title to all facilities. The Water Works shall reimburse the developer for the Water Works portion of the construction cost, as specified in the agreement, within thirty (30) days following receipt of bill of sale.

Section X – Main Extensions (Continued)

10.24 Participation in Cost

Participation by the Water Works for the over sizing of a main extension shall be specified in a signed agreement prior to construction.

10.25 Alternate Method of Payment

The Board of Trustees may, in lieu of a lump sum payment for the Water Works portion of the construction cost, arrange with the developer or customer for an alternate method of payment.

10.26 Reserved

Reserved for future use

10.27 Reserved

Reserved for future use

MAIN EXTENSIONS TO SINGLE RESIDENTIAL PROPERTIES:

10.28 Application

In lieu of the methods described in Section 10, the owner of a single residentially zoned lot may make application for the Water Works to install the necessary main extension to provide a service to the single lot. The applicant for service under this section shall submit to the Water Works the following information and fees and meet the following requirements. Such submittal shall be in a form prescribed by the Water Works.

- (a) Legal description of the property to be served.
- (b) Provide a dedicated right-of-way or easement in which the main is to be located.
- (c) Execution of a main extension agreement.
- (d) Payment of the main extension fee and other applicable fees including service connection charges.
- (e) Other information as required.

The length of main to be installed shall be as necessary to go from an existing line main extending across the entire frontage of the parcel to be served from property line to property line. The Water Works shall commence construction of the main within 365 days from the last date of application.

10.29 Limitation

Main extensions installed under the provisions of Section 10.28, shall be limited to those properties not more than 400' from an existing main.

10.30 Fire Hydrants

Fire hydrants will be constructed with mains installed under the provisions of Section 10.28 at such locations determined by the Water Works.

10.31 Rights of Way

Mains and appurtenances installed under the provisions of Section 10.28 shall comply with the right-of-way requirements of Section 10.15. It shall be the responsibility of the applicant to secure such right-of-way as required by the Water Works for installation and maintenance of the main.

10.32 Reserved

Reserved

SECTION XI – MISCELLANEOUS

11.1 Adjustments of Complaints

The General Manager shall have the power of discretion in the interpretation and application of these rules including adjustment or rebate of charges, if in his opinion and with full documentation, the intent of the rules would not be accomplished and an injustice would result by their strict application.

11.2 Expansion of Facilities – Water Works Financing

As the need arises, the Water Works will construct major facilities required to provide adequate water supply, including transmission mains, reservoirs and pumping stations in general conformity with its Master Plan from proceeds of bonding and bond sales. At the discretion of the Board of Trustees as funds are available, the Water Works may construct main extensions and other improvements which are required to improve or reinforce the distribution system.

11.3 Special Conditions

In the event that conditions arise which are not specifically covered by these rules, the Board of Trustees may take whatever action, including establishing rates and charges which in their discretion, is warranted.

11.4 Customers Premises

Water Works employees shall have the right of access to customer's property at all reasonable hours for any purpose related to the furnishing of service and protection of water quality. Employees are prohibited from entering upon the customers premises to engage in repair or alteration of customer piping and fixtures.

11.5 Effective Date

These rules, rates and regulations shall become effective on the date specified by the Board of Trustees in its motion for adoption.

11.6 Continuity

Adoption of these rules, rates and regulations shall not be construed as a waiver of any rights or obligation under any prior agreement, contract or commitment.