

RULES AND REGULATIONS

PART 4

WATER SERVICE

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SECTION I – DEFINITIONS

101. APPLICANT - Shall mean the property owner or his agent applying for permission to connect to the Water System. The word “owner” shall mean any person, firm, corporation or association in whose name any property is recorded in the office of the Recorder of Deeds.
102. CUSTOMER – Shall include a person, partnership, political sub-division, association or corporation, and shall mean anyone to whom service is supplied by the Department, whether as owner or tenant.
103. DEPARTMENT – Shall mean the Warrington Township Water and Sewer Department.
104. EASEMENT – Shall mean the right of the owner of one parcel of land, by reason of such ownership, to use the land of another for a special purpose not inconsistent with the general property of the owner.
105. MAIN EXTENSIONS – Extensions of the Public Water Supply distribution pipe lines beyond existing facilities and exclusive of service connections.
106. MAINS – Distribution pipe lines which are located in streets, highways, public ways or private rights-of-way, and which are used to serve the general public.
107. OWNER – Shall mean any person, firm, corporation or association in whose name any property is recorded in the office of the Recorder of Deeds.
108. OCCUPIED BUILDING – Shall mean and refer to any structure erected and intended for continuous or periodic habitation, occupancy or use by human beings or animals and to which water service is to be connected.
109. PREMISES - The word “premises,” as used herein, shall be the property or area including the improvements thereon, to which water service is or will be provided through water lines of the Department which the property abuts and on which the improvements front, and as used herein shall be taken to designate:
- a. A building under one roof owned or leased by one customer and occupied as one residence or one place of business, or
 - b. A group or combination of buildings owned by one customer, in one common enclosure, occupied by one family, or one organization, corporation, or firm, as a residence, or place of business, or for manufacturing or industrial purposes, or as a hospital, church, parochial school or similar institution, except as otherwise noted herein, or
 - c. The one side of a double house having a solid vertical partition wall, or

- d. Each side or each part of a house or building occupied by one family even though the water closet and/or other fixtures are used in common, or
- e. Each apartment, townhouse, condominium, office or single suite of offices, and/or place of business located in a building or group of buildings even though such buildings in a group are interconnected by a tunnel, or passageway, covered areaway, or patio or by some similar means or structure, or
- f. A public building devoted entirely to public use, such as a town hall, school house, fire engine house, or
- g. A single lot, or park or playground,
- or h. Each house in a row of houses, or
- i. Each dwelling unit in a row of houses, a dwelling unit being defined as a building or portion thereof with exclusive kitchen and sanitary facilities designed for occupancy and used by one person or one family (household), or
- j. Each individual and separate place of business and/or occupancy located in one building or group of buildings commonly designed as shopping centers, super market areas and by such other terms, or
- k. Each dwelling unit in a public housing development owned and operated by the United States of America, a municipal subdivision of the Commonwealth of Pennsylvania; by a philanthropic foundation or organization or some such similar body or organization; or under private ownership.
- l. Each "Premises" shall be served through a separate service line and through a separate meter, except where physical conditions prevent the installation of separate service facilities and meters as determined by the Department.

- 110. PRIVATE FIRE PROTECTION SERVICE – Provision of water to premises exclusively for fire protection.
- 111. PUBLIC FIRE PROTECTION SERVICE - The furnishing of service through public fire hydrants.
- 112. RATE SCHEDULE - The entire body of effective rates, fees, rentals, charges and regulations.
- 113. SERVICE LINE The pipe, valves and other facilities by means of which the

- CONNECTION - Department conducts water from its distribution mains to the curb stop to be located inside the curb line of the premises, and specifically includes the corporation stop or other means of connection to the main, the service line connection to the corporation stop and extending to the point of connection to the curb stop, the curb box and such other facilities. See Detail in Standard Specifications.
114. SERVICE LINE EXTENSION - The pipe, valves and other facilities by means of which water is conducted from the curb stop to a point on the outlet side of the meter to be located inside the walls of the building or meter pit if approved. See Standard Specifications and Details.
115. “SHALL” - Mandatory
116. TOWNSHIP- Means Township of Warrington, Bucks County, Pennsylvania.
117. TEMPORARY SERVICE - A service for circuses, bazaars, fairs, construction work, irrigation of vacant property, trailers or trailer camps and similar uses that because of their nature will not be used steadily or permanently.
118. TENANT - A tenant is anyone occupying the premises under lease from a lessor and obtaining water from the mains of the Department.
119. TYPES OF SERVICE-
- a. Commercial : Provision of water to premises where the customer is engaged in trade and/or commerce and shall also include schools or religious building
 - b. Industrial : Provision of water to premises for use in manufacturing, processing and distribution activities.
 - c. Public: Provision of water to a municipal sub-division of the Commonwealth of Pennsylvania or agency thereof or to other similar public bodies.
 - d. School: Provision of water to premises for use in schools.
 - e. Church: Provision of water to premises of religious organizations.
 - f. Residential: Provision of water for household residential purposes including water for sprinkling lawns, gardens (not commercial type) and shrubbery; watering livestock; washing vehicles; filling swimming pools; and other similar and customary purposes.

SECTION 2 - CONDITIONS OF SERVICE

201. CONDITIONS OF SERVICE:

- A) The Department will furnish water service in accordance with the currently prevailing and as hereafter revised rates, rules and regulations, which are made a part of every application, contract, or agreement entered into between the property owner or customer and the Department.
- B) The Department hereby reserves the right so often as it may deem necessary to alter or amend the rates and/or the rules and regulations, which shall be a part of every application, contract, or agreement for water service.

202. AIR CONDITIONING: The Department shall require the installation of a circulating type water cooling tower for all air conditioning units using water for cooling. The water supply to the cooling system must incorporate an air-gap or an approved backflow prevention device to protect the Public Water Supply.

203. APPLICATION FOR SERVICE AND CONTRACTS

A) Application for Water Service Connection

A written application shall be submitted for the installation of a water service line connection to each premises or group of premises where an individual service line connection is permitted. The application shall be subject to such water service tapping fees and charges currently in effect. The application and the rules and regulations of the Department shall regulate the water service to such premises.

B) Application is a Contract

The application for water service shall be a binding contract on both the customer and the Department, after approval by the Department. Rates for water service shall accrue from the date the water service facilities have been completed and water service is available to the premises.

C) Special Contracts or Agreements

The Department may require, prior to approval of service, special contracts or agreements other than applications under the following conditions:

- (1) For new sub-division and land developments served by the water system, developer, contribution and escrow agreements are required.
- (2) If the construction of extensions and/or other facilities are necessary.
- (3) If deemed necessary by the Department.

D) Contracts with Delinquents

No agreement will be entered into by the Department with any applicant for water service, whether owner or tenant, until all arrears for water, rents, bills for meter repairs or other charges due on subject property have been paid, or until satisfactory arrangements for payment of such unpaid bills shall have been made.

E) Governmental Regulations are a Part of Contract

All contracts for water service shall be subject to such changes or other modifications as may be directed by action of the Township, Legislature of the Commonwealth of Pennsylvania or other regulatory body, such as, but not limited to, the PADEP.

F) New Application Upon Change in Ownership, Tenancy or Conditions of Water Use.

A new application must be submitted and approved by the Department upon any change in ownership of the property when the owner is the customer, or in any tenancy where the tenant is the customer, or in the service as described in the application. The Department shall have the right, upon five (5) days' notice to discontinue the water supply until such new application has been made and approved.

In connection with a change in service, any customer making any material change in the size, character or extent of equipment or operations utilizing water service, or whose change in operation results in a substantial increase in the use of water, shall immediately give the Department written notice of the nature of the change, and if necessary, amend their application.

204. BILL PAYMENT

A) Place of Payment

All bills are payable by mail, in person, credit card, online, or drop off at the Township Building or Department Building.

B) Basis for Preparation of Bills

All bills for services furnished by the Department will be based on the published Rate Schedules of the Township Rate Schedule.

Each "Premises" will be subject to quarterly charges in accordance with the Rate Schedule. Such charges shall be non-abatable for a non-user of water.

The charges for temporary service and other miscellaneous services shall be as set forth in the Rate Schedule.

C) Bills Rendered and Due

The Department will bill quarterly, and bills will be rendered as soon as practicable after the receipt of the necessary meter reading information. All bills are due and payable within thirty (30) days after the end of the service period covered, and a penalty of ten (10) percent will be added to the payment amount and shall carry forward as a balance due. Acceptance of remittance of bills on the last day of this thirty (30) day period shall be determined by the date of actual receipt of the customer's payment at the Warrington Post Office, Township Office, Department Office or Drop Box.

A delinquent notice may be served by mail, telephone call, or in person.

D) Service of Notices

All notices and bills relating to the Department or its business shall be deemed to have been properly serviced if left upon the premises of the customer, if mailed to the customer, or serviced in person at his address as shown on the records of the Department.

The Department will send all such notices and bills to the address given on the application for water supply until a notice of change, in writing, by telephone, fax or e-mail has been filed with the Department by the Applicant.

All notices of general character, affecting or likely to affect a large number of customers, shall be deemed to have been properly given or served if posted to the Township website or advertised in the newspaper designated by the Department.

E) Credit Period

All bills shall be payable within thirty (30) days from the date issued of any bill for the payment of such bill. At thirty-one (31) days. The Department will implement delinquency procedures including water service termination in accordance with all applicable laws governing such termination and applicable charges will be added to the customer account.

F) Abatement

No adjustment on meter bills shall be made for any reason other than incorrect registering of the meter or special circumstances brought to the attention of the Department.

G) Payment Plans

The purpose of this policy is to allow for payment of water and sewer bills over an established period of time via a legally binding agreement while ensuring that all money owed to the Department is paid by the Customer.

Arrangements can be made for a four (4) month payment plan agreement (PPA). Six (6) month PPAs shall be available for those customers who have experienced leaks that have been verified by pertinent certified professionals as determined by the Department. Quarterly bills are due by the date indicated on your bill regardless of any PPAs you enter into with the Department.

If water service is scheduled (via final posting) for discontinuance due to delinquency, a PPA will not be permitted and the outstanding balance must be paid before cessation of the termination process or restoration of water and/or sewer service.

PPA's are permitted for bills of \$500.00 or more and a deposit of twenty-five percent (25%) of the outstanding balance on the customer account—including the bill in question—is required to initiate a PPA.

If the Customer defaults leaving any balance on an existing PPA, that Customer shall not be permitted to enter into a PPA for any account they are responsible for thereafter.

Until a signed PPA is in effect, water and/or sewer service is subject to termination in accordance with applicable laws governing such termination.

If one (1) quarterly bill or PPA payment is not made by the due date, the Department may discontinue water service to the Customer's property. Upon default, the Customer shall be placed into the same stage of delinquency and/or water and/or sewer service discontinuation as when they entered into the PPA.

Customer and Department agree that this PPA constitutes the entire agreement between the parties and that there are no other promises, either written or oral, between parties.

If the property is sold, the balance of the outstanding debt is due and payable at closing.

205. CHANGES TO RULES AND REGULATIONS: No agent or employee of the Department shall have authority to bind it by any promise, agreement or representation not approved for in these rules without the approval of the Department Manager.
206. CONDITIONS OF PLUMBING SYSTEM: The piping and fixtures on the property of the customer shall be in satisfactory condition at the time service facilities are connected and water furnished. The Department shall not be liable for any accidents,

breaks or leakage that are due to connection with the supply of water or failure to supply the same. The Department is also not responsible for the freezing of piping and fixtures of the customers or for any damage to the property which may result from water supplied to the premises.

207. INDIVIDUAL LIABILITY FOR JOINT SERVICE: Two or more parties who join to make application for service shall be jointly and severally liable and shall be sent periodic bills when deemed necessary to make one or more of said parties the guarantor for payment of said bill and to send a single bill.
208. INSPECTION: Authorized employees of the Department, identified by the proper identification cards, shall have access to the customer's premises at all reasonable hours for the purpose of turning the water on or off; inspection, repair, and/or replacement of service line extensions; inspection, setting, reading, repairing and removal of meter; inspection of sump pump connections, and for all such justifiable purposes.
209. INTERFERENCE WITH DEPARTMENT PROPERTY: Only authorized personnel shall turn the water on or off at any corporation stop or curb stop, break the seals, disconnect or remove the meter.
210. RENEWAL OF SERVICES: Water service will be renewed under a proper application when the conditions under which such service was discontinued are corrected, and upon the payment of all charges provided in the Schedule of Rates or Rules of the Department due from the applicant.
211. TURN-OFF AND TURN-ON CHARGE: See Current Rate Schedule.
212. MEDICAL CERTIFICATION:

The purpose of this policy is to provide Customers an additional thirty (30) day Medical Certification period to delay an impending service termination pending the submittal of required medical documentation establishing the need for continued service as described below.

The Customer shall submit to the Department a letter from a Certified Physician or Nurse on the Medical Practice's official Letterhead with the following information:

1. The name, address, and Department account number of the Customer
2. The name and address of the afflicted person and relationship to the Customer
3. The nature and anticipated length of the affliction
4. The specific reason for which the service is required
5. The name, office address, and telephone number of the Certified Physician or Nurse

It is important to note that the balance associated with the Medical Certification must be paid in full prior to the expiration of the thirty (30) day Medical Certification period.

If payment is not made in full as required, the Customer shall be placed into the same stage of delinquency and/or water and/or sewer service discontinuation as when they entered into the Medical Certification period.

Additionally, the Customer shall not be eligible for subsequent Medical Certifications if they fail to adhere to the requirements of a prior Medical Certification.

SECTION 3 - SERVICE CONNECTIONS

301. SERVICE LINE CONNECTION INSTALLATION: The Department will inspect and maintain all "Service Line Connections," inspect all connections to the main lines, furnish, install and maintain all service lines from the mains to and including the curb stop which will be placed inside the curb or property line, except in such cases where it shall be the responsibility of the developer under the terms of the Developer Agreement. The "Service Line Connection" shall be the property of the Department and remain under its control.

Only duly authorized personnel shall be permitted to install a service line connection from the mains of the Department to the curb stop on the premises of the customer.

The installation of all service line connections is subject to the Department Specifications and submission of a written application to the Department.

The Department reserves the right to determine the size and kind of service line connection.

The cost for the installation of service line connections shall be assessed by the Department against the landowners abutting the service line connection and shall be paid at the time the customer pays the applicable tapping fee.

302. LENGTH OF SERVICE LINE: The Department may exercise the right in cases where the length of the service line extension exceeds two hundred (200) feet, and in all cases where deemed advisable, to require the customer to construct, at his expense, a watertight meter pit provided with suitable iron cover and constructed in accordance with a plan furnished by the Department. The meter pit shall be constructed at the property or curb line and is to be used for the housing of the meter required for the service if the premises.

303. MAINTENANCE - SERVICE LINE CONNECTION: All service line connections shall be maintained by and at the cost of the Department, without expense to the customer for repairs, renewals or replacements.

When meter boxes are located at the curb, the meter enclosure riser pipes and connections therein will be installed by and at the expense of the customer and no customer or workman shall alter, change or in any way tamper with the meter box, meter, or piping connections therein without authorization from the Department.

In cases where services are frozen, the Department will at its own expense thaw out the service connection to the curb stop. The thawing out of the service pipe from the curb stop to the premises shall be done by the customer at his own expense. To avoid a recurrence of freezing, the Department will make an examination of customer's service pipe and if the same is not at a depth of three and one-half (3 ½) feet as required, the Department shall have the right to require it to be relocated before service is resumed.

304. MAINTENANCE – SERVICE LINE EXTENSION: All service line extensions and fixtures shall be installed by the customer at the customer's sole cost and expense and shall be maintained in satisfactory condition. All valves, meters and appliances furnished and owned by the Department and on the property of the customer shall be protected properly and cared for by the customer. When repairs, renewals or replacement or other necessary work is required on the aforesaid facilities of the

customer, the customer shall employ, without delay, competent tradesmen to do the work. All said work shall be done at the expense of the customer. All leaks in the service or any other pipe or fixture or in or upon the premises supplied must be repaired immediately by the owner or occupant of the premises under penalty of discontinuance of service by the Department.

The Department shall in no event be responsible for maintaining any portion of the service line or service line facilities owned by the customer, or for damage done by water escaping therefrom, or from lines or fixtures on customers' property, and the customer shall, at all times, comply with Department regulations and make changes required on account of change of grade, relocation of mains or otherwise.

305. ONE SERVICE CONNECTION FOR EACH CUSTOMER: A service line will be used to supply a single customer only, and no premises shall have more than one (1) service connection, except where it is impossible or impracticable to furnish an adequate water supply service through one (1) service connection. In this event the Department may agree to the installation and use of more than one (1) such connection.
306. OTHER SERVICE LINE EXTENSION REQUIREMENTS: The Department reserves the right to require any owner to install in conjunction with his service line, such valves, backflow preventers, check valves, relief valves, pressure regulator, or other apparatus of approved design, when and where, in its opinion, the conditions may require it for the safeguarding and protection of the Department's property or the water supply. Pressure relief valves shall discharge to laundry tub, sump pump pit or to outside wall of building.

Should the use of water by any customer become excessive during periods of peak use and cause a substantial decrease in pressure in the distribution system of the Department to the extent that normal water service to other customers is impaired, the Department may exercise the right to require the installation of properly designed and adequate storage facilities on the system of the premises involved. The Department reserves the right to enforce reasonable restrictions in the use of water until such storage facilities are constructed and in use. The customer shall be required to enter into a contract for a storage facility within three (3) months from the date of order by the Department.

The said facilities shall include all piping, valves, fittings, storage structures, pumps, automatic controls, and such other appurtenances as are required to permit the storage and delivery of water during periods of peak water use on the premises thereby avoiding a direct use from the system of the Department during such periods. The basic design of such systems shall be subject to approval by the Department Engineer.

When steam boilers take a supply of water directly from the service pipe, depending upon the hydraulic or hydrostatic pressure in the pipe system of the Department for their supply under working pressure, it will be at the risk of the parties making such attachments. The Department shall not be responsible for any accidents or damages to which such devices are frequently subject.

House boilers for domestic use must, in all cases, be provided with a Backflow Preventer, a pressure relief valve, a feed water regulator and a relief valve to prevent collapsing when water is shut off from the distributing pipes. The Department will, in no case, be responsible for accidents or damages resulting from failure to observe this rule due to

conditions in the distributing pipes, due to the imperfect action of any such valves, or due to any other causes.

307. PENALTY FOR PLACING OBSTRUCTIONS OVER, IN OR AROUND CURB BOXES: If obstructions are placed over, in or around curb boxes in a manner to prevent normal operation of the curb box, or to result in damage to the curb box, curb stop or service line, the Department shall shut the water off at the curb stop and plug the curb box or disconnect the service line or turn the water off at the corporation stop, as it may deem necessary. Before service will be renewed, the customer shall pay to the Department the expenses incurred in shutting the water off and in turning it on again, including the cost of necessary trenching and backfilling, of cutting and replacing pavement, sidewalk or curbing, of any municipal permit or permits for opening the pavement, and also shall settle any unpaid bill for water or other service.
308. SERVICE LINE CONNECTION ON PRIVATE PROPERTY: Service line connections will not be installed on property other than that of the premises to be furnished water, unless the owner of the premises obtaining such services assumes all liability.
309. SINGLE SERVICE LINE WITH TWO OR MORE CUSTOMERS: When two (2) or more customers are supplied through a single service line, any violation of the Rules of the Department by either of the customers shall be a violation to all, and unless said violation is corrected after reasonable notice, the Department may take such action as can be taken for a single customer, except that such action shall not be taken until the innocent customer who has not violated the Department's Rules has been given a reasonable opportunity to attach his service line to a separately controlled service connection.
310. USE OF CURB STOPS: Curb stops at the curb line shall not be used by the customer for turning on or shutting off the water supply. The control of the water supply by the customer shall be by means of a valve usually located just inside the building wall or on the meter setting. Curb stops are for the exclusive use of the Department except when due to a break in the service line, a plumber is permitted to shut the curb stop.

SECTION 4 – METERS

401. GENERAL: All meters, unless otherwise indicated, will be furnished and installed by the Department, subject to the fees currently in effect, and will remain the property of the Department and be accessible to and subject to its control and maintenance. A meter will be required for each premise, except as otherwise provided herein.
402. CHANGE IN LOCATION: The customer shall pay for the cost of relocation of all meters made at his request or for his convenience.
403. INSTALLATION OF METER: All piping, yokes, fittings, valves, check valves, gauges, bolts, nuts, meter pit structures, manholes or other accessories or materials and the labor for installing the same, used in connection with meter settings within the property line of the premises, shall be at the expense of the applicant. The customer shall employ for this work the services of skilled tradesmen, qualified and approved by the Department, who shall cooperate with the Department and install all the piping and appurtenances in accordance with the dimensions and requirements for each specific case, so that the meter or meters can be properly installed and connected by the Department. The customer shall furnish and install on the service line a valve, the same size as the service line on the street side and immediately before the meter, and a valve on the outlet side and immediately after the meter.
404. LEAKS:

The purpose of this policy is to allow Customers the opportunity to ensure that they do not pay for the treatment of leaked water unless said water enters the sanitary sewer system for treatment.

Customers are urged to give careful attention to their plumbing and fixtures and make immediate correction of all leaks. No allowance shall be made by the Department for water used, lost, stolen, or otherwise wasted through leaks, carelessness, neglect or otherwise after the water has passed through the water meter. No allowance shall be made by the Department for sewer charges unless or until the following conditions are met:

1. The Customer shall submit to the Department a letter from a certified professional verifying that the leak in question did not cause the water to enter the public sewer system at any time; and
2. The Customer shall submit to the Department a copy of the invoice issued by the certified professional for the repair work performed.

It is important to note that no allowances shall be made by the Department for any Billing Period prior to the most recently issued quarterly bill. All bills are due in full by the due-date indicated on said bill. Any allowances determined appropriate by the Department shall be credited to the account. The Department reserves the right to evaluate leaks spanning multiple Billing Periods on a case-by-case basis. The Department reserves the right to make the final determination concerning any and all leaks associated with Customer accounts.

405. METER LOCATION: The location for the meter shall be subject to the approval of the Department, shall be at a convenient and accessible point, shall permit control of the entire supply and shall allow proper protection of the meter from freezing or other harm.

In cases where it is not practical to place the meter within a building, the Department may require the property owner to construct an approved meter box inside the property line, such installations to be made in accordance with a plan furnished or approved by the Department.

406. METER TESTS: All meters are accurately tested before installation and thereafter are periodically tested. Should any customer of the Department at any time doubt the accuracy or correctness of the meter measuring water delivered to the customer's premises, the Department will make a test of the accuracy of the water, upon a written request of the customer. If the meter is found to be accurate within four percent (4%), a fee determined from the rate schedule shall be paid to the Department by the customer requesting the test. If the meter is inaccurate, then the cost of the meter test shall be borne by the Department. When making such request, the customer shall agree to the basis of payment specified, or as currently in effect. A report of such test shall be made to the customer and a complete record of such tests shall be kept by the Department.
407. MINIMUM CHARGE: Every meter is installed subject to a quarterly charge in accordance with the rate schedule. Such charge shall be non-abatable for a non-user of water.
408. NOTIFICATION OF CONDITION OF METER: The customer shall notify the Department of damage to or failure of the meter, meter wiring, reading touchpad, radio device, or of the breaking of the seal or seal wire as soon as the same comes to his knowledge. The customer is liable for any damage to the water meter on his premises and shall be billed for a new meter if the Department is unable to economically repair the damaged meter.
409. READING AND REGISTRATION OF METERS: Readings of meter shall be taken quarterly by the Department, and the reading on the meter shall be conclusive on both the customer and the Department, except when the meter has been found to be registering inaccurately or has ceased to register. In such case, the quantity may be determined by the average registration of the meter when in order, such determination to be made by the Department and which determination shall be final.
410. REMOTE READING METERS: Remote reading meters shall be required of all new customers serviced by the Department. In the event a meter is relocated by reason of any construction performed on the premises, a new remote register shall be installed on the premises to replace the meter to be relocated. All meters shall be installed at the cost of the owners and the owner may be billed and payment collected in the same manner as water rent. All meters installed in newly constructed homes shall be remote register meters and the costs thereof shall be paid by the developer as part of the Developer Agreement.
411. SEALS: No seal placed by the Department for the protection of any meter, valve, fitting, or other water connection shall be tampered with or defaced. It shall not be broken

except upon authorization from the Department or in the presence of any Department representative. Where the seal is broken the Department reserves the right to remove the meter to test at the expense of the customer, even though said meter registers accurately.

412. SIZE OF METER: The Department reserves the right in all cases to stipulate the size and type of the meter to be installed on each service line and to require the installation of a larger size meter in any case where the peak use of water places any meter under undue or unusual strain, and/or exceeds the recommended meter capacity.

413. IRRIGATION METERS:

The purpose of this policy is to allow Customers the opportunity to meter water usage that shall not enter into the sewer collection system so that the Customer is only charged for services and products provided or consumed.

Upon written request by the Customer and subsequent Service Order coordination between the Customer and the Department, Department personnel shall install an irrigation meter for all water use that shall not enter into the sewer system. It is understood that a new meter fee shall be applied to the Customer account in addition to a Service Charge consistent with the then-current adopted Fee Schedule.

414. IRRIGATION METER DECOMMISSIONING:

The purpose of this policy is to allow Customers the opportunity to decommission existing irrigation meters.

Customers shall submit a signed and dated request in writing to the Department to decommission an irrigation meter associated with their account. Following said submittal in writing, the Customer shall call the Department to schedule a Service Order with the Department—during normal working hours—at least two (2) business days prior to the date the customer wishes the Service Order to take place. It is understood that a Service Charge shall be applied to the Customer's account consistent with the then-current adopted Fee Schedule. The Customer shall be required to hire a registered plumber to properly remove the irrigation meter from service, reconfigure the plumbing as necessary, and have that meter placed in the immediate proximity of its original location no more than two (2) business days prior to the Service Order's scheduled date. During the scheduled Service Order, Department personnel shall inspect the plumbing to ensure proper configuration and retrieve the irrigation meter referenced above. If the Department determines that the plumbing has not been properly configured, the Customer shall be required to hire a registered plumber to properly reconfigure said plumbing, coordinate, and complete an additional Service Order with the Department as referenced above within ten (10) business days of the original Service Order. It is understood that each Service Order shall incur its own Service Charge to be applied to the Customer's account as referenced above. In the event that the Customer wishes to perform the above referenced work themselves, the Customer shall be required to contact the Warrington Township Code Enforcement Department and acquire a plumbing permit consistent with its requirements in addition to the scheduling of a Service Order with the Department and the pertinent process as referenced above. The Customer shall send a copy of the invoice for the work performed by the registered plumber—unless performed themselves—no later than ten (10) business days following the completion of said work to the Department. If the Department does not receive a

copy of said invoice within the required time-frame, the Customer shall be considered in violation of the Department's Rules and Regulations and shall be subject to all penalties as therein described.

SECTION 5 – SERVICE

501. DISCONTINUANCE OF SERVICE:

- a) By Department: Service under any application may be discontinued for any of the following reasons:
- A) For willful failure to supply meter reading or for willful supplying of false information with respect to meter readings
 - B) For the use of water for the benefit of any other premises or purposes than those described in the application.
 - C) For willful waste of water.
 - D) For failure to maintain the service lines and fixtures in good order.
 - E) For damaging or interfering with any service pipe, meter, meter box, curb stop, seal, meter, or other fixtures and appliances of the Department.
 - F) In case of continued vacancy of the premises.
 - G) For refusal of reasonable access to the premises for purposes of inspecting the piping, fixtures, and other parts of the water system, or for reading, repairing, or removing meters.
 - H) Where the contract has in any way terminated by the customer.
 - I) For making or refusing to sever upon notice, any cross connection between the pipe or fixtures carrying water furnished by the Department and a pipe or fixture carrying water or other substances from any other source.
 - J) For resale of water.
 - K) For premises where the demand for water is greatly in excess of past average or seasonal use, or where such excessive demands for water by the premises may be detrimental, injurious to, make inadequate, or in any way impair, water service furnished to other customers.
 - L) For violation of these Rules and Regulations or other requirements governing the supply of water furnished by the Department.
 - M) For non-payment of any account for water supplied, services rendered, meter maintenance fee, service charges, required deposit, delinquent charges, or any other fee or charge assessed by the Department and not paid.
 - Service shall be terminated if the customer fails to pay two quarterly bills in full leaving a balance of \$300 or more on their account.

- b) By Customer: Any customer may terminate his service contract with the Department and have his water service discontinued upon written notice to the Department and payment of the turn off charge. The customer shall remain liable for water furnished to the premises.

The customer may not terminate for the purposes of using a private well source to serve the premise adjoining the public water system.

Discontinuance of service by the Department for violation of these rules shall not constitute a waiver of user charges.

502. RENEWAL OF SERVICE AFTER DISCONTINUANCE: Service may be renewed under a proper application when the conditions under which such service was discontinued are corrected, and upon the payment of all proper charges or amounts provided in the schedule of rates or rules of the Department due from the applicant.
503. REMOVAL OF METER: The customer shall not disconnect or remove the meter, or permit its disconnection or removal without the consent of the Department.
504. RESERVE SUPPLY: The Department shall have the right to reserve a sufficient supply of water at all times in its storage facilities, to provide for fire and other emergencies, or may restrict or regulate the quantity of water used by customers in case of state declared drought conditions or whenever the public welfare may require it.

Refer to the DROUGHT CONTINGENCY PLAN

505. SUSPENSION OF SERVICE DUE TO EMERGENCY: The Department shall have the right to cut off the water supply temporarily in order to make necessary repairs, connections, and to do such other work, as necessity may arise in case of breakdown, emergency or for any other unavoidable cause. The Department will use all reasonable and practical measures to notify the customer of such discontinuance of service. In such cases, the Department shall not be liable for any damage or inconvenience suffered by the customer or for any claim against it at anytime for interruption in service, lessening of the supply, inadequate pressure; poor quality of water or for any other causes beyond its control. Such temporary shut-off of water supply shall not entitle the customer to any abatement or deduction in water service charges, nor the refund of any portion of such service charges paid in advance during or for the time of such shut-off. When a supply of water is to be temporarily cut off, notice will be given when practicable, to all customers affected by the shut-off, stating the probable duration of the interruption of service and also the purpose for which the shut-off is made. Nothing in these rules contained, however, shall be construed as a guarantee, covenant or agreement of the Department to give notice of any shut off due to emergencies or otherwise.
506. SERVICE CHARGES:

The purpose of this policy is to provide Customers an outline of expectations and requirements associated with the scheduling of and payment for Service Orders.

Customer accounts shall be assessed Service Charges consistent with the then-current adopted Fee Schedule (available at www.warringtontownship.org) for Service Orders performed by Department personnel. The Customer shall schedule all Service Orders with

the Department—during normal working hours—at least two (2) business days prior to the date the Service Order is to take place. If the Customer cancels a Service Order more than twenty-four (24) hours in advance of the scheduled start-time, the Customer shall incur no fee. If the Customer cancels a Service Order within twenty-four (24) hours of the scheduled start-time, the Customer shall incur a fee that is fifty percent (50%) of the Service Charge consistent with the then-current adopted Fee Schedule. If the Customer fails to notify the Department of the cancellation, the Customer shall incur the full Service Charge Fee consistent with the then-current adopted Fee Schedule. The Department reserves the right to evaluate each cancellation on a case-by-case basis. The Department reserves the right to evaluate Service Charges for Service Orders related to Estimated Readings or Department related issues on a case-by-case basis.

Service Orders exempt from Service Charges shall include but not be limited to the following:

- Initial investigatory Service Orders for Estimated Readings
- Subsequent equipment repair/replacement Service Orders for Estimated Readings in the event that the Department has determined that pertinent Department equipment was not damaged, neglected, or interfered with by non-Department personnel
- Water meter replacement Service Orders in the event that the Department has determined that the Department water meter was not damaged, neglected, or interfered with by non-Department personnel

It is important to note that the Department reserves the right to assess a Service Charge to the Customer's account in the event that the Department determines that pertinent Department equipment was damaged, neglected, or interfered with by non-Department personnel after the scheduling or performance of any Service Order. Additionally, the Department shall assess a fee consistent with the then-current Fee Schedule for any pertinent Department equipment damaged, neglected, or interfered with by non-Department personnel.

SECTION 6 – PRIVATE FIRE SERVICE

601. GENERAL CONDITIONS – PRIVATE FIRE HYDRANTS: The fire hydrant or fire hydrants installed on a separate fire service main will be subject to flat charges set forth in the Rate Schedule and will be subject to a special contract and to the rules and regulations controlling such service.

When a special contract is entered into by the Department with a private party for a private fire hydrant which is to be located in a public street or thoroughfare, the hydrant, with service connection, will be installed at the expense of the applicant.

When a hydrant is to be located within the yard of the customer's premises, the entire installation from the street main to and including the hydrant shall be installed at the expense of the customer.

Such connections, where allowed, are to be used solely for the extinguishment of fire and for no other purpose except upon the written consent of the Department, and any violation of this provision shall be cause for the cancellation of the contract and discontinuance of the service

602. APPLICATION FOR PRIVATE FIRE PROTECTION SERVICE: A written application prepared on the form furnished by the Department must be submitted for the purpose of requesting a special fire connection for private fire protection service.

The application shall be accompanied by accurate plans showing the proposed fire protection system appurtenances and showing any other water supply and appurtenances which may exist on the premises.

603. APPROVAL OF APPLICATIONS: The application does not bind the Department to approve the requested special connection. The Department will make an engineering study of each proposed installation to determine whether such a connection is reasonable and practical, and whether such a connection will in any way endanger the general water service in the vicinity. The Department shall reserve the right to refuse approval of an application for private fire service. The Department further reserves the right to make an approval subject to the installation of adequate storage facilities and related appurtenances on the premises thereof, if found necessary in order to permit maintenance of adequate water service to other customers.

604. COST OF FIRE SERVICE CONNECTION: All service connection for fire service shall be at the expense of the customer, and installed by the Department.

605. METER REQUIREMENTS – FIRE SERVICE CONNECTIONS: Meters shall be required on connections providing service for fire protection if such connections are not used exclusively for fire service. The fire service shall be subject to the Department Rate Schedule. The cost of the meter and installation and structure shall be paid by the customer.

If a meter is installed in connection with this type of service, payment shall be in accordance with the regular metered rates as shown in Rate Schedule.

606. RESPONSIBILITY FOR SERVICE: It is agreed by the parties receiving public or private fire service, that the Department does not guarantee any specific pressure or

capacity. It is agreed by the parties receiving service, that the Department shall be free and exempt from any and all claims for injury to any persons or property by reason of fire, water, or failure to supply water pressure or capacity.

607. TERMS AND CONDITIONS: The final approval of an application and furnishing of private fire protection service will be subject to the execution of a contract between the responsible parties and the Department containing the following terms and conditions

- A. The Department's designated representatives, with proper identification, shall have the right to enter the premises of the applicant at any reasonable time for the purpose of making such inspections as it may deem necessary, and it shall have the right to attach any testing device or use any means which it may elect to determine the condition of the pipe and appurtenances.
- B. All fixtures and openings (other than the control valves) shall be kept closed and sealed and not opened or used except during times of fire. Upon the extinguishment of each fire, the applicant shall immediately notify the Department so that said fixtures and openings can again be closed and sealed.
- C. The applicant agrees the Department shall not be considered in any manner an insurer of property or persons, or to have undertaken to extinguish fire or to protect any persons or property against loss or damage by fire or otherwise.
- D. The applicant does not contemplate uses of fixtures other than as stated. If a supply of water for use other than extinguishment of a fire is desired by the applicant, then it shall be taken through a service pipe separately connected directly or indirectly with the service pipe contemplated by this application. Any waste of water or use of water for purposes other than the extinguishment of fire through this connection shall be deemed a violation of the terms and conditions of the application and the rules and regulations of the Department.
- E. The rights and obligations of the applicant shall be subject at all times to the Rates, Rules and Regulations of the Department that now exist, or which may hereafter be adopted.
- F. The applicant agrees to obtain in advance, the approval of the Department for any change, alteration, addition or deduction contemplated in the fixtures, openings and uses herein specified.
- G. Upon acceptance by the Department and the completion of the service connection, the application shall be in force as a contract and shall continue as such until cancelled by written notice by the applicant.

SECTION 7 – CROSS CONNECTION AND INTER-CONNECTIONS

701. **CROSS CONNECTION**: Any actual or potential connection between the potable water supply and a source of contamination or pollution. There are two types of cross connections. One is called inlet type and the other a direct or pressure type connection.
- A. **Inlet type connection**: Inlet type connection is a connection used for filling a receptacle open to atmosphere. They can be below rim or submerged, such as a bottom inlet to a plating rinse tank. They can be the over rim type wherein a water line enters a receptacle over the top rim and terminates at some point below the top rim. In these types of cross connections, backflow occurs due to back siphonage only.
 - B. **Direct or Pressure Type**: Direct or pressure type connection is one wherein the water supply is connected to another line or a pressurized vessel. A good example is a feed water line to a boiler or a primer line to a pump. In cases of direct or pressure type connections, backflow occurs due to back-pressure when the system pressure exceeds supply pressure.
702. **PROHIBITION OF CROSS CONNECTION**: No cross connection between the mains or piping systems supplied by the Department and any other system shall be permitted.
703. **CROSS CONNECTION CONTROL PROGRAM**: The Township has adopted a Cross Connection Control Program to survey water distribution systems and communicate with customers to determine the existence of cross-connection hazards and to enforce rules for customers to install backflow prevention assemblies and have those assemblies tested on a regular basis. Please consult the Cross Connection Control Ordinance for applicability.

SECTION 8 - WATER LINE EXTENSIONS

801. GENERAL: The extension of water lines from the water system of the Department shall be in accordance with these rules and regulations. All water line extensions shall be connected to main lines owned by the Department and shall be required in all or any of the following instances:
- A. For the furnishing of water service to an individual premise whose front property line does not abut a main water line installed in a public right-of-way and owned by the Department.
 - B. For the furnishing of water service to a group of individual premises whose front property lines do not abut main water lines installed in the public right-of-way and owned by the Department.
 - C. For the furnishing of water service to a group of premises located within the limits of a recorded plan of lots where the developer of the plan is desirous of obtaining such service for the lots.
 - D. For the furnishing of public or private fire service to the Township or a private individual company or other requesting such service where no Department owned lines are installed in public rights-of-way, or where existing Department owned lines are not capable of producing the requested fire flows.
 - E. For the furnishing of a requested quantity of water for a premise or group of premises which is beyond the capability of the existing Department system in the area where service is required.
 - F. Such other similar instances.
802. APPLICATION FOR EXTENSION: A written application must be submitted to the Department for the purpose of requesting approval of a water line extension and water service. The application shall be accompanied by plans showing the proposed location of the extension and other pertinent conditions. The application shall be signed by the owner and developer and shall be subject to the terms and conditions as are set forth and included and to the execution of an agreement(s) which, together with the Rules and Regulation of the Department, shall regulate and control the installation of water line extensions and the furnishing of water service.
803. DEVELOPER AGREEMENT: The owner shall enter into an agreement with the Department, prepared by the Department Solicitor, prior to the execution of any work, the developer agreement to contain such pertinent conditions as the following:
- A. The cost of all work to be borne by the owner.
 - B. The materials and workmanship to be in accordance with the Standard Specifications of the Department.
 - C. The highways and streets in which water main extensions are to be located must be dedicated to public use.

- D. The ownership title to all installations to be conveyed to and vested in the Department.
- E. The agreement shall include a provision requiring that Developer/Owner deposit adequate financial security in a form approved by the Department and containing terms and conditions acceptable to the Department Solicitor, for the construction of all water system improvements.

804. LIMITS OF EXTENSION: The extension of a water line shall include the entire quantity of pipe line and appurtenant facilities required to conduct the supply of water from the point of connection to the existing distribution system of the Department to and across the entire frontage of the last property for which the owner has requested water service.

805. RESPONSIBILITY FOR COST: The entire cost of the water line extensions, including the cost of fire hydrants and other appurtenances and facilities, shall be borne by the owner and the developer, the Department to be subject to no cost unless as specified in a developer agreement.

The cost of the waterline extension or installation shall include the following:

- A. The cost of water lines at least six (6) inches, and not more than eight (8) inches in size.

The minimum size shall be eight (8) inches in all locations where the line will serve as a main transmission line and/or is necessary for proper future expansion and development of the system.

- B. The cost of connections to the existing main lines.
- C. The cost of all main line meters, valves, valve boxes, fittings, fire hydrants and all related work.
- D. The cost of all land and right-of-way.