

**RULES AND REGULATIONS**  
**OF**  
**LATROBE MUNICIPAL AUTHORITY**  
**WATER DEPARTMENT**

These Rules and Regulations are a part of the contract with every person or entity who is connected to the Authority's public water supply and every such person or entity agrees to be bound thereby.

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## **APPLICATION FOR WATER SERVICE**

Any property owner desiring to connect to the Authority's public water supply must have the site approved by the Supervisor. Before service can be connected, the current cost of the water tap must be paid for and a contract signed for billing purposes.

The tap will not be installed until the meter is ready to be set and activated. Once the meter is set, the billing of the account will begin.

This application must include the owner of the property, the property address and a contact telephone number.

## **APPLICATION FOR WATER SERVICE**

When a property owner has made application for a new service or has applied for the reinstatement of an existing service, it is assumed that the piping and fixtures which the service will supply are in order. The Authority will not be liable in any case for any accident, breaks or leakage arising in any way in connection with the supply of water or failure to supply same, or the freezing of water pipes or fixtures of the consumer, nor for any damage to the property which may result from the usage or non-usage of water supplied to the premises.

## **APPLICATION FOR WATER SERVICE**

No contract for service will be entered into by the Authority with any applicant until all arrears and charges due by the applicant at any premise shall have been paid or satisfactory arrangements made in reference to the same.

Any property owner desiring water service through an existing service line or lines from the Authority's main must complete the application form furnished by the Authority.

A Tenant/Lessee desiring to receive water service must coordinate the water service through their Landlord/Lessor who shall pay all bills rendered and comply with the procedures described in this regulation. Land-lease deals are not considered completed until the actual property is transferred at the court house and the owner of record will continue to receive the billings until the deed is transferred.

## **DEFINITION OF A CONSUMER**

Each separate family and/or business, which is a separate institution, shall each be a "consumer".

- (a) A building under one roof and occupies as one business or residence of
- (b) A combination of buildings in one common enclosure or
- (c) The one side of a double house having a solid vertical partition wall or
- (d) Each apartment located in a building having several such apartments and using in common one or more means of entrance shall be classified as a separate consumer.
- (e) Each business or suite of offices having their private closet (toilet) and/or fixtures located in a building having several such businesses or suites of offices and using in common one or means of entrance shall be classified as a separate consumer.
- (f) Where property having living quarters in addition to a business establishment and using water, each living quarter and business establishment shall be classified as a separate consumer at the prevailing rate.
- (g) The Authority shall determine the correct category for any condition or situation which is not directly defined above so that it would be in the best interest of the Authority.

## **SERVICE LINES TO CURB**

Upon the approved application of the property owner for a supply of water and payment of the tap-in fee, the Authority will tap the main, insert corporation, install pipe to the property line and install the curb stop. The Authority will also provide and install the current type of remote read meter.

The Authority will be responsible for the maintenance and repairs of the line between the main line and including the shut off at the property line.

Service lines will not be installed when the proposed service line must cross a public right-of-way (street, alley etc.) or pass over or through premises which, at the time, may be the property of persons other than the owner of the premise to be supplied.

Property to be served must "front" on a water main of the Authority.

Curb stops shall not be used by the consumer for turning on or shutting off the water supply. The control of the water supply by the consumer shall be the means of a separate stop located just inside the building wall. Curb stops are for the exclusive use of the Authority.



### **SERVICE LINES FROM CURB TO PREMISE**

No service pipe shall be laid in the same trench with gas pipe, sewer pipe or any other facility of a public service company. Nor within three (3) feet of any open excavation, fault, conduit or vault.

The service line beyond the curb stop shall be installed and maintained by and at the expense of the consumer. The portion of the service line installed by the consumer shall not be less in size and quality than the service line in the street laid by the Authority, and shall not be less than four (4) feet below the surface and shall not be covered until inspected by the Supervisor of the Authority. If any defects in workmanship are found, the service shall not be turned on until such defects are corrected. All plumbing connections should be able to withstand a pressure of at least 155 psi (pounds per square inch).

Every service pipe must be provided with a stop and valve on the inside of the basement or foundation wall adjacent to the location where the pipe passes through it, easily accessible, fully protected from freezing.

The service line from the curb to the premise shall be kept in good condition by the property owner under penalty of discontinuance of service by the Authority. Authority has the right to periodic examination of the service line in order to require replacing or repairing of the same.

## **CONSUMERS ON THE SAME LINE**

No owner or tenant of any premise supplied with water by the Authority will be allowed to supply other persons or families or other dwellings with water. Consumers who violate this rule may have their water shut off after a **notice of five (5) days**, and it may remain so until the Authority is satisfied that the Rules and Regulations will be observed.

In the case that two or more consumers are supplied with water from the same service line, a distinct and separate curb stop will be required. Meaning that the curb stop installed by the Authority would be the main shut off. Each separate unit would be required to have their own curb stop so that each one could be turned off independently. These curb stops would be at the property owner expense and must be inspected by the Authority. Each dwelling would be billed based on their own meter readings and any additional meters would be installed by the Authority and paid for by the property owner.

When two or more consumers are supplied through a single service (services installed prior to the individual curb stop ruling), any violation of the Rules and Regulations of the Authority by either consumer shall be deemed a violation and the Authority may take action as it would be taken against a single consumer. The innocent consumer who is not in violation of the Rules shall be given reasonable opportunity to have the second curb stop installed at their expense and inspected by the Authority.

## **FLAT RATE SERVICE**

Flat rate service is charged for each private hydrant and each sprinkler system. The sprinkler system charges are based on the size of the service line. Flat rate services are not metered in any way.

## **BILLS RENDERED**

Most bills will be rendered on a quarterly basis with the meter readings being taken every three months. The quarterly bills are dated the first of the month and due on the 15<sup>th</sup> of the month unless the 15<sup>th</sup> falls on a Saturday or Sunday, which then moved the due date to the following work day. The monthly bills are generated each month (industrial customers) and due the 15<sup>th</sup> of the month the same as the quarterly bills.

Bills are based on meter readings. In the case that a meter cannot be read, a blue card is left for the homeowner to return the reading. If the meter is not registering correctly or the blue cards are not received, the billing is based on previous average consumption. If the account has been over estimated for an extended period of time, no adjustment will be made until we receive at least 2 meter readings for the next billing cycles. If the account has been under estimated, the billing for the additional usage will be billed in the next billing cycle.

## **FAILURE TO RECEIVE BILL**

Failure to receive a bill will not exempt any consumer from the accruing of a penalty. The presentation of a bill to the consumer is only a matter of accommodation and not a waiver of this rule.

Currently, there is an option to have bills sent by e-mail delivery and the customer has the option of contacting the office every quarter to get an accurate billing amount due.

## **PENALTY FOR OVERDUE ACCOUNTS**

All unpaid accounts are subject to a 5% penalty if not paid by the due date. If a partial payment is made, only the unpaid portion is penalized.

Once the payment is 25 days late, a FINAL NOTICE is mailed out with specific instructions to contact the office to make payment arrangements to avoid termination of water service.

The penalties are not waived for any reason and failure to receive your bill or for the Authority to receive your payment on time is not considered valid.

## **LEAKS OR WASTE**

All water passing through a meter shall be charged at the regular rate and **NO** Allowance will be made for excessive consumption due to leaks or waste. This would include a hose running, a toilet running, a break in a pipe, etc. The Authority is not required or obligated to make any adjustment for the excessive usage of the water.

The Authority shall not be liable for any damage resulting from leaks, broken pipes, or from any other cause from the curb stop into the house or building. No claims shall be made against the Authority on account of the bursting or breaking of any service line or interior piping. Meaning that if a break occurs to the service line from the curb stop to the house, the owner is responsible for having the line repaired; if a pipe breaks inside the home for any reason (freezing, damage, etc.), the owner is responsible for any excessive usage and to have repairs made. If the meter is damaged due to freezing, all piping must be repaired, proof of heat in the meter location, as well as the cost of the meter replacement paid before the water will be turned back on at the premise.

## **METERS**

The Authority can recommend the size of meter to be installed but in no case shall the meter be less than the size of the service line.

A 5/8" meter shall be the smallest size meter to be installed on a service line for domestic use.

The cost of one water meter for a 3/4" and 1" service lines is included in the cost of the water tap-in fee. Any meter size over 1" will be calculated and the cost will be in addition to the tap-in fee. Any additional meters required for any building will be paid for by the consumer at the prevailing cost.

The meter and connection shall remain the property of the Authority and access to the same for read of the meter, inspection, repairs, etc., must be permitted at all reasonable times by the consumer. If necessary, the Authority will make an appointment with the home owner or their representative, to gain entrance to check, repair, replace or read water meters.

If the meter is to be placed within the building, the consumer will provide an easily accessible place in the basement near the entrance of service pipes with a stop and valve at the inlet side of the meter and a stop and valve at the outlet side of the meter. There must also be heat inside the building during cold months to protect the meter from freezing.

Any home that is situated more than 100' from the road is required to have a meter pit. The meter pit will be furnished by the Authority at the expense of the consumer and must have suitable stop and valves approved by the Authority.

The consumer must, at all times, properly protect the meter from injury by frost or any other cause and will be held responsible for replacement of meter. Damage due to freezing, hot water or external cause shall be paid by the consumer once the cause is confirmed and prior to the installation of a new water meter.



### **CONNECTION OR OUTLETS BETWEEN MAIN AND METER**

No connection or outlet will be permitted on the service pipe or pipes supplying any premise between the street and main and the meter. **ALL WATER USED** must pass through the meter.

## **HYDRANTS**

Upon the request of authorized official of any municipality or any party supplied by the Authority, the Authority will set (at an approved location) a standard fire hydrant. Hydrant will be set upon receipt of payment. All fire hydrants will be maintained by the Authority at its own expense UNLESS any repairs are caused by carelessness or negligence of the employees of the municipality or the fire department thereof; in which case the municipality will be responsible for the cost of the repairs.

If a hydrant is hit by an automobile or other vehicle, that person is responsible for the cost of replacing that hydrant.

All persons are forbidden to open any fire hydrant or to use any water from said hydrant for the sprinkling of streets, for building or any purpose without permission in writing from the Authority EXCEPT in the case of fire and by fire companies to test hydrants. The fire department must notify the Authority within 24 hours following use of hydrant.

Fire protection charges, which are billed by flat rate, are mainly a compensation for "standing ready to serve".

## **TURNING OFF WATER**

The Authority reserves the right at all times, after proper notice, to shut off the water for non-payment of water bills or for neglect or refusal to comply with the Rules and Regulations of the Authority.

Service may be discontinued for any of the following reasons:

- (a) For misrepresentation as to property or fixtures to be supplied or the use to be made of the water supply.
- (b) For use of water for any other property or purpose than that described in the application.
- (c) For waste of water through improper or imperfect pipes, fixtures or otherwise.
- (d) For failure to maintain in good order connection, service lines or fixtures beyond the curb and owned by the applicant.
- (e) For destroying any service pipe, meter, curb stop or any appliance of the Authority.
- (f) In case of vacancy of the property.
- (g) For violation of any rules of the Authority.
- (h) For neglecting to make payments of any charges against the property.
- (i) For refusal of access to property for purpose of inspecting or for reading or removing meters.
- (j) The Authority shall have the right to cut off water without notice in case of breakdowns or for other unavoidable causes or for the purpose of making necessary repairs, connections, etc. Reasonable notice will be given when practical. In no case shall the Authority be liable for any damage or inconvenience.

## **VACATING THE PROPERTY**

If the current owner has the water shut off for a seasonal reason, the water will be shut off BUT NO FINAL BILL GENERATED. The account will still receive all the debt service and admin charges on future billings.

If the property goes into foreclosure and the account is NOT closed by the former owner, all billings continue. If it is closed and the water shut off, billing for the admin fees and debt service fees continue until such time as the new owner of the premise applies for service in their name.

If the property is sold, the current owner needs to close the account and the new owner needs to come into the office to open a new account so there is no interruption of service. A final billing will then be generated for the prior owner and future billings will be sent to the new owner.

The only way to exempt being billed for all debt service and admin fees is by having the service cut off at the street so that the tap can no longer be used. All admin fees and debt service fees remain with the property whether or not it is occupied.

## **SUPPLY OF WATER**

The Authority shall not be liable for a deficiency of failure in the supply of water by shutting off to make repairs or connections or failure from any cause beyond its control. This would entail shutting off water when a break occurs, when a new line is being installed or when electrical issues occur at the pumping stations.

The Authority reserves the right to restrict the supply of water in case of scarcity (drought) or whenever, in the exclusive judgement of the Authority, it is in the best interest of the public welfare to do so.

## **TWO OR MORE FAMILIES USING WATER THROUGH SAME METER**

Where conditions make it difficult to install separate meters for each consumer or where the piping is not set up to have separate meters installed, a single meter may be installed and the account will be billed for multiple units on the debt service and admin fees.

## **MAIN LINE EXTENSIONS**

When application has been received for water service requiring an extension of a water main to provide service, the supervisor will meet with the client and provide the location of where the main line extension will run. Under normal circumstances, the main line will begin at the end of the existing Authority line and run to the end of the property requiring service. The main line will be at least a 6" line and the cost of the installation will be paid by the consumer to their own contractor. Once the line is installed and inspected by the Authority, the line will become the sole property of the Authority.

The total cost paid by the applicant must be provided to the Authority upon completion. This total will be used to calculate an amount to be collected from any persons connecting to the newly installed main line. The normal calculation is the total foot frontage of the new property requesting service times one half of the total cost per lineal foot paid by the original installer. (ie If the original line extension calculated to a cost of \$50.00 per foot, the new consumer would pay their foot frontage times \$25.00 per foot). This cost would be collected by the Authority and refunded back to the original applicant. The term of the refunding of a main line extension will last for a period of 20 years. The total amount of all refunds will not exceed the total amount paid by the original developer.

If the original developer should sell the property, the right to receive a tapping fee refund will expire.

In addition to the main line extension (or refunding), the cost of the water tap in fee would also be required and that fee would be paid directly to the Authority.

If the applicant is the developer, the main line requirements would apply for the size of the main line extension and be at the cost of the developer. The developer, at his own cost, may install the ¾" service lines to each individual lot or unit. The cost of the water meter would be collected prior to the activation of service.

If the Authority should determine to install a water main line for its own purposes of future extensions or transmission capacity, this would be solely the responsibility of the Authority and any persons tapping into this existing line would only pay the current tap-in fees.

## **GENERAL INFORMATION**

All consumers having boilers upon their premise, depending upon the pressure of the water in the Authority's pipes to keep them supplied, are cautioned against the danger of collapse, and all such damage must be borne exclusively by the consumer.

No water will be furnished to any dwelling where any possibility exists of the mingling of the water furnished by the Authority with water from any other sources. If a consumer has been serviced by a well, cistern, etc., prior to connecting to City Water, the customer must ensure that any line for the well, cistern, etc., must be capped off or diverted to serve hose bibs for outside water use only. This will be inspected prior to the City Water line being activated. Nor will the Authority permit its mains or service pipes to be connected in any other way to any piping, tank, vat or other apparatus containing liquids, chemicals or any other matter which may flow back into the Authority's service pipes or mains and consequently endanger the water supply.

No agent or employee of the Authority shall have the right or authority to bind it by any promise, agreement or representation contrary to the letter of intent of these Rules and Regulations.

The Authority may, but shall not, be required to install water mains or service lines after November 15 or before March 15 of each year.



## **BILLING ISSUES**

If a water meter cannot be read from the outside of the premise, a blue meter reading card is left for the homeowner to read their meter and return to the office. If a reading is not received in time for billing purposes, the account is estimated based on past usages.

If a meter reading has not been received for longer than four (4) quarters, the door may be posted that service is in jeopardy of being terminated and the estimated usage will be increased.

If the meter has been under estimated for any period of time, the consumer will be billed for the excess usage over the estimates. Again, the Authority has the right to be permitted entrance to read the meters. If the meter has been over estimated for any period of time, the correct reading will be entered and no adjustment will be issued on that particular billing. The Authority will require at least two meter reads in consecutive quarters to attempt to determine an average quarterly usage. Once this is determined, the Authority may, at its discretion, go back and issue a partial adjustment for the over estimated billings. The Authority only bases an adjustment on the past four (4) quarters of usage.

A serviceman may be dispatched to the home to recheck the meter reading and attempt to help the homeowner locate a toilet leak or some other issue that may have caused the higher usage.

If the meter was misread, the correct reading will be noted and the billing will be adjusted. If the Authority is not notified shortly after the billing is mailed, the adjustment may not occur until the next billing period.

## **FIRE FLOW TESTING**

Any person, business or entity that has a sprinkler system or fire protection OR any person, business or entity that may require fire protection OR any contractor or developer requiring fire flow information for insurance purposes or any other reason must first contact the Latrobe Municipal Authority for requirements. NO fire flow test will be conducted by the Authority. They must hire their own **approved** company to complete the testing and a representative of the Authority must be on site for the entire testing process.

## **CHANGE OF RULES AND REGULATIONS**

The Authority reserves the right to change or amend, from time to time, these Rules and Regulations and the rates for water meters, usage charges, tap-in fees, administration fees, debt service fees and any charges that may be deemed necessary.

### **VARIATION OF RULES**

No agent or employee of the Authority shall have permission to bind it by any promise, agreement or representation not provided for in these Rules and Regulations.