

Water bills are mailed quarterly. Our billing procedures, beginning with the day that bills are mailed, are as follow:

Day 1 Water bills are mailed.

If bills are not paid within 25 days of mailing, the following steps are taken:

Day 26 Reminder notices are mailed.

Day 31 A late charge is assessed on outstanding balances, and every 30 days thereafter.

Day 41 Disconnection notices are mailed.

Day 57 Water service disconnected for non-payment.

RULES AND REGULATIONS

The following rules and regulation made by the BRUNSWICK AND TOPSHAM WATER DISTRICT and filed with the Maine Public Utilities commission will, upon application for or acceptance of service, constitute a contract between the customer and the utility, and the customer will be considered to have expressed consent to be bound thereby, and to take water only for purposes stated in the application at the established rates.

I. DEFINITIONS

1. DISTRICT: The Brunswick and Topsham Water District. A non profit quasi-municipal corporation created and authorized by law to provide the Towns of Brunswick and Topsham with a public water system.
2. CUSTOMER: A person, firm, government or government division which has applied for and is granted service and becomes responsible for payment of the service.
3. ESTABLISHMENT: A location at which water service is sought or is being rendered.
4. LIMITED SERVICE CONTRACT: A written agreement, approved by the Commission, under which the District agrees to provide and the customer agrees to accept a substandard level of service described in the contract.
5. PERSON: An individual, partnership, or voluntary association.
6. PRIVATE LINE: (1) A water line constructed prior to May 7, 1986 across private property to service one or more customers and not considered by the utility to be a main; (2) except as provided under section 2(c) "of Chapter 650", a water line constructed after May 7, 1986 across private property to serve a single customer, a single multi-unit dwelling complex or single commercial or industrial development upon which no other person has an easement or other right of access for water line purposes. All other water lines shall be considered mains.
7. SERVICE PIPE: The pipe running from the water main to the customer's establishment.
8. TEMPORARY ESTABLISHMENT: An establishment that the District reasonably believes to be of temporary nature after giving due consideration to the location, setting, structures and use of the establishment. The absence of a cellar or permanent foundation shall not

be the sole criterion used by the District in determining that an establishment is of temporary nature.

9. WATER MAIN: A water pipe, other than a service pipe, which is owned, operated, and maintained by the District, and used for the transmission or distribution of water.
10. CUSTOMER SERVICE: A measured flow of water into an establishment through a service pipe.
11. COMMISSION: the State of Maine Public Utilities Commission.

II GENERAL PROVISIONS

1. APPLICATION FOR SCUSTOMER SERVICE: Application for service pipe installations are to be made in writing on forms provided by the District by either owner or customer of the establishment to be served.
2. UTILITY JOBBING: Whenever the district undertakes to do work for a customer at the customer's expense, applications for such work shall be made in writing on forms provided by the district. A deposit may be required equal to the District's estimated cost of work and for which deposit the customer will be given a receipt. At the completion or the work, a bill will be rendered. Unless the work is done on a flat rate basis, any excess deposit will be returned, and any amount due in excess of deposit will be payable.

Temporary shut off and resumption of service for the convenience of the customer will be considered utility jobbing and will be charged to the customer.

3. OWNERSHIP AND MAINTENANCE OF SERVICE PIPE: All service pipes, including the shutoff, within the limits of the highway or right of way, shall be installed, owned and maintained by the district, as described in an subject to the payment and other requirements of Chapter 650. The District shall determine the size and location of its portion of the service pipe. From the limits of the highway or tight of way to the building, the customer shall pay for, install, own and maintain the customer's portion of the service pipe. If a public way must be crossed, such crossing shall meet the District's specifications and be installed only after approval of the District.

When it becomes necessary to thaw a frozen service pipe, and it cannot be determined where it was frozen, and when the District, at the customer's request, undertakes to thaw the same, one-half of the cost thereof shall be paid by the customer.

4. TEMPORARY SERVICE: When for any reason it is impracticable to provide independent service, water may be furnished temporarily form an adjacent service if deemed available by the District and the owner gives their permission, but entirely at the expense of the customer requesting such service.
5. UNAUTHORIZED USE OF WATER: A customer shall not supply water to another customer, nor shall a customer service be used for any purpose not mentioned in the application without District approval.
6. USE OF HOSE AND LAWN SPRINKLER: When necessary to conserve the water supply, the District may restrict or prohibit the use of hoses and sprinkler for both flat rate and metered customers.
7. SUMMER SERVICE PIPES AND MAINS: Summer service pipes and mains are ones which because of a lack of a sufficient cover or for other reasons can supply premises for only a portion of a year. Water furnished through summer service pipes and mains will be furnished only from May 1 to October 1, except that the district may render service

before and after these dates if deemed advisable. Service furnished later than November 1st via a summer service or main shall be by written agreement between the District and the customer.

8. **SEASONAL CUSTOMER:** A seasonal customer is one who regularly takes service for only a portion of the year from either a summer or year-round service. Except as provided below, a seasonal customer will be subject to the rules and charges of seasonal rates in effect. A customer regularly vacating the premises for three months or less may, however, elect in writing to be classified as an annual customer subject to normal charges 12 months of the year notwithstanding any requested temporary suspension of service.
9. **CUSTOMER CONTROL:** every service must be provided with an operable valve located inside the building near the service entrance, easily accessible, and protected from freezing. All piping shall be so arranged as to prevent back-syphonage and to permit draining whenever necessary. A valve incorporating a meter connection will be furnished by the District at customer cost as part of the meter setting.
10. **MAINTENANCE OF PLUMBING:** To prevent leaks and damage, all customers shall maintain at their own expense the plumbing and fixtures within their own premises in good repair and protected from freezing.
11. **CROSS CONNECTION:** There shall be no connection between the public water supply system and any other water supply or source of contamination unless properly protected in accordance with the directives and rules of the State Department of Human service, the Maine Plumbing Code, and the Brunswick and Topsham Water District Crossing Connection Control Program. In addition, no connection capable of causing back flow between the public water supply system and any plumbing fixture, device or appliance, or between any waste outlet or pipe having direct connection to waste drains will be permitted. The owner of such a connection fails or refuses to break or properly protect the connection within a time limit specified by the district, service shall be discontinued.

All new customers, at their expense, shall install, and maintain as a minimum degree of protection, a dual check valve type backflow preventer. Existing customer services not having backflow prevention are also required to install and maintain, at their expense, when meters are replaced or services renewed, as a minimum degree of protection, a dual check valve type backflow preventer.

12. **FLUCTUATION OR PRESSURES BY CUSTOMER'S APPARATUS:** No customer shall install or use water consumption apparatus which will affect the District's pressure or operating conditions so as to interfere with the service of another customer. When a customer has or proposes to install apparatus which requires water in sudden and/or material quantities, impairing the pressure to the detriment, damage, or disadvantage of other customers, the District reserves the right to require such customer to install devices or apparatus which will confine such fluctuation of demand or reduction of pressure within reasonable limits determined by the District.

If the customer, after receiving written notice from the District, fails to present an acceptable remedial plan within the time limit set by the District, service will be discontinued pursuant to provisions of Chapter 810.

13. **SAFEGUARDING DIRECT PRESSURE WATER DEVICES AND SYSTEMS SUPPLIED BY AUTOMATIC FEED VALVES:** All customers having direct pressure water devices, including but not limited to hot water tanks, boilers, or secondary systems supplied by automatic feed valves should have installed and maintained in operating condition appropriate vacuum, temperature, and pressure relief valves or cutouts in the water

system and/or secondary system to prevent damage to the water device or secondary system of their appurtenances should it become necessary to shut off the water main or service or should a pressure failure occur for any other reason. Water service supplied to any customer not providing such protective devices will be strictly at the risk of the customer, and the District will not be held liable for damage resulting from the lack of or failure of such protective devices.

14. **JOINT USE OF SERVICE PIPE TRENCH:** Except as provided in the following paragraph water service pipes will not be placed in the same trench with other utility facilities and where possible a horizontal separation of ten feet shall be provided.

Where extenuating, unusual or special circumstances are encountered, a lesser separation or joint use of trench may be allowed with mutual agreement of the parties involved provided that the installation shall be in compliance with all applicable laws, rules and regulations.

15. **RESPONSIBILITY FOR WATER CHARGES:** Where there is more than one occupant of a building supplied with water, the plumbing must be so arranged by the owner as to permit separate connections with shutoffs and meters in locations acceptable to the District, for each place of business or abode, unless the owner of the premises makes application for service with a single meter and thereupon assumes responsibility for payment of all charges for water service rendered to the property.

16. **BILLING PROCEDURES:** Charges for water use will be rendered quarterly, in arrears, except that the district reserves the right to render bills monthly. Failure of the customer to receive a bill does not relieve the customer of the obligation of its payment nor from the consequences of non-payment.

17. **ABATEMENT:** If an establishment is to be vacated for a period of thirty days or more, the District shall abate charges if the customer notifies the utility in writing in advance of the vacancy and request the utility to shut off service. If two or more customers are supplied by a single service, seals shall be placed upon the stop and waste valve or fixtures of the vacant establishment. The District may file a tariff establishing a reasonable charge, based on its costs, for each resumption of service. No abatement shall be granted for flat rate hose charges, to customers subject to seasonal rates, or for partial vacancy or multiple units served through a single meter with a normal minimal charge for that size meter.

If a customer so requests, the District shall make a pro-rate reduction in the customer's rates if service is interrupted for longer than forty-eight hours if the interruption is not the customer's fault. The reduction shall be applied only TO THE MINIMUM BILL. The district may make this adjustment on the next bill. Notice of any planned shut off shall be given to customers affected at least twenty-four hours in advance of the interruption of service. Notice of unplanned shut offs shall be given when practicable.

18. **LOW PRESSURE AREAS:** The District shall not extend its mains or render service to new customers in areas where substantially uniform system pressure at the connection of the water service to the main may be expected to fall below 20 psig, except for periods of fire flow or system maintenance, unless a limited service contract is executed between the customer and District and approved by the Commission. If a customer is willing to enter into a limited service contract, then the District will provide service to them unless the Commission orders otherwise. The District shall ensure that the limited service contract shall specify the materials and minimum size for the customer's portion of the service pipe.

The limited service contract shall be made expressly subject to the authority of the Commission to require better service when, upon investigation, the Commission concludes that service should be improved.

19. CONSERVATION: The District shall take all reasonable steps to prevent unnecessary waste of water. Then necessary to conserve the water supply, the district may restrict or prohibit the use of hoses or sprinklers.
20. METERS: (i) Application: A customer will receive water through a meter upon written application to the district. The District shall determine the size of the meter, which shall be reasonable in view of the nature of the water service provided.
21. METER SETTING: All meters shall be set as close as possible to the point of entrance of the service pipe to the building. The District shall require the customer to provide a WARM, DRY, and ACCESSIBLE location for the meter. The cost of the meter, meter valves and installation shall be borne by the customer. The meter will be owned and maintained by the District. The location of the meter, once set, may be changed at the request and expense of the customer, but the change may be made only by an agent of the District. For new installations of meters one and one-half inches and larger in nominal size, the piping arrangement shall be in accordance with the requirements of the District.
22. REMOTE READING REGISTERS: If a remote reading register is installed by the District to expedite its meter reading and billing procedures, the installation shall be at the District's expense.
23. METER VAULTS: If a customer does not furnish a suitable location for a meter inside their building, or if for other reasons it is necessary t located the meter outside the building, the District may require the customer to provide and maintain a suitable underground vault. Maintenance includes providing access at all times.
24. REPAIRS: Meter repairs and replacements necessitated by ordinary wear will be paid for by the District. Those caused by freezing, hot water, or by other causes within the control of the customer may be charged to the customer, including the cost of removing and replacing the damaged meter.
25. TESTING - The District shall provide and maintain suitable equipment and facilities for testing its meters in a manner acceptable to the Commission.

Portable test meters and equipment may be used to test meters in the field. Test meters and equipment shall be tested and recalibrated to insure accuracy at least once a year. The equipment shall include a device to regulate the flow of water through the meter during the test.

26. METERS - Meters placed in service shall have been tested by the manufacturer, with proper certification of such testing furnished to the District. Thereafter, meters shall be tested periodically in accordance with this subsection or more frequently if requested by the customer. Tests made at the request of a customer shall be made in the presence of the customer or their representative if they desire, and a completed report of the test results shall be furnished to the customer in writing.

All tests shall be at the expense of the District unless the customer requests more than one test in eighteen (18) months, in which case the District may require the customer to make a reasonable deposit. If a meter tested at the request of a customer does not

conform to the standards, the customer's deposit may be retained by the District, and the meter may be continued in use at the same location.

To determine the accuracy of meters, the following standard specifications of the American Water Works Association shall be used for all testing of positive displacement cold water meters:

Flow in Gallons Per Minute

Nominal Meter Size	Minimum	Intermediate	Maximum
5/8"	0.25	2	15
3/4"	0.50	3	25
1"	0.75	4	40
1 1/2"	1.50	8	80
2"	2.00	15	120
3"	4.00	20	250
4"	7.00	40	350
6"	12.00	60	700

A meter shall not be placed or continued in service if it registers more than 2% above or below the intermediate or maximum flows or below 90% of the minimum flow.

The District shall adopt the schedules shown below for routine testing of meters:

Nominal Meter Size	Max. Interval Between Tests Years	Max. Interval Between Tests Cubic Feet
5/8"	8	100,000
3/4"	8	150,000
1"	8	300,000
1 1/2"	6	N/A
2"	6	N/A
3"	4 Field	N/A
4"	2 Field	N/A
6" & Larger	1 Field	N/A

27. CONSUMPTION ADJUSTMENTS -

(i) For purposes of computing consumption adjustments, the accuracy of a meter in service shall be determined by adding the intermediate and maximum flow error and dividing this amount by two.

(j) Adjustment. If a meter error as determined under Section 27(i) is greater than 10%, the District shall estimate the customer's water consumption for the applicable portion of the current billing period and the most recent full billing period based on that customer's average consumption, adjusted for known charges. The rate charged to the customer shall be computed according to this estimate. The District shall refund to the customer any excess amount paid and may recover any deficiency from the customer.

If meter error as computed under Section 27(i) is determined to be from 2% to 10%, a proportional adjustment shall be made in the rate charged to that customer for the applicable portion of the current billing period and the most recent full billing period. The District shall refund to the customer any excess amount paid and may recover any deficiency from the customer.

(iii) If a test indicated that a meter malfunctioned by providing readings below the actual level of usage, the District may elect not to make the rate adjustments set forth in subsections 27(i) and 27(ii) above.

28. ACCESS TO PREMISES - Employees of the District having proper identification shall have free access to all premises supplied with water, at all reasonable hours to permit the inspections of plumbing and fixtures, to set, remove or read meters, to ascertain the amount of water used and manner of use, and to enforce these Rules and Regulations.

29. APPEAL TO THE COMMISSION - The Public Utilities Commission will, upon motion of the District or customer, interpret the meaning and effect of the provisions of these rules and may, for good cause shown, grant exceptions to these provisions to prevent undue hardship or injustice, or injury to health.