

BELFAST WATER DISTRICT

TERMS AND CONDITIONS

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Belfast Water District*

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BELFAST WATER DISTRICT TERMS AND CONDITIONS

2024-00240

The following Terms and Conditions made by the **Belfast Water District (BWD)** and approved by the **Maine Public Utilities Commission (MPUC)** constitutes a contract between the Customer and the Utility. The Customer agrees to adhere to these Terms and Conditions, and to take water at the approved rates only for the purposes and the location stated in the Application for Service. Any failure to comply with these Terms and Conditions, or requirements referenced herein, may be cause for refusal or discontinuance of service.

The Customer is further referred to the Belfast Water District's:

- Customer Rights and Responsibilities
- Water Main and Service Specifications
- Cross Connection Control Program

For areas not specifically addressed by this document or by reference, the Maine State Plumbing Code is considered the minimum requirement.

Belfast Water District is further governed by the regulations of the Maine Public Utilities Commission, and by "Rules Related to Drinking Water" administered by the Maine Dept. of Health and Human Services, Division of Health Engineering, Drinking Water Program.

UTILITY CONTACT INFORMATION

Utility Name: BELFAST WATER DISTRICT
Physical Address: 41 Wight Street
Mailing Address: P. O. Box 506
BELFAST, ME 04915-0506

Website: www.belfastwater.org

Email Address: info@belfastwater.org
Telephone: 207-338-1200
Fax Number: 207-338-0444

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DEFINITIONS

Definitions are generally as provided by MPUC rules including Chapters 620, 65, 660, and 870. The "MPUC" refers to the Maine Public Utilities Commission.

"Belfast Water", "Utility", "BWD" or "District" refers to the Belfast Water District acting through its Board of Trustees.

"Customer" means any person, business, firm, corporation, or governmental division that has applied for, been granted, or is receiving service or has agreed to be billed for water service or who is responsible for payment of the service. This term also includes a person or business that was a Customer of the Utility within the past thirty (30) days and who requests service at the same or a different location.

"Bill" is a statement – printed or electronic – that provides the status of a Belfast Water account.

"Connected/Reconnected service" means water is available through the curb stop.

"Disconnected service" means water is not available through the curb stop. It may be voluntary or involuntary, temporary, or permanent.

"Establishment" is a location at which water service is sought or is being rendered.

"Main" means a water pipe, owned, operated and maintained by the Utility, which is used to transmit or distribute water, but is not water Service Pipe nor a private line as defined in MPUC Chapter 620.

"Service pipe or service line" means the pipe running from the Main to the premises of the Customer.

"Meter" means a mechanical device which is designed to and is capable of measuring the flow and/or recording the quantity of water passing through a service to an individual consumer of water.

"Public Way" includes only roads which are accepted city, county or state ways and is currently being maintained by the city, county or state and is suitable for the free and unobstructed passage of wheeled motor vehicles and pedestrians.

"Main extension" means an addition to the system of mains to serve one or more customers.

"Normal business hours" are defined as hours during which the Belfast Water District's business office at 41 Wight Street is open to the public to transact business. These hours are 7:00 a.m. – 3:30 p.m. Monday – Friday (excluding holidays or emergency closings).

"Outside normal business hours" are defined as times when the office at 41 Wight Street is not open for business.

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BELFAST WATER DISTRICT TERMS AND CONDITIONS

REVISED 10/2024

1. UTILITY SERVICE AREA. The Belfast Water District was created in 1919 by an act of the State Legislature, for the purpose of operating a community supply of water and providing the City of Belfast with such water for the promotion of the general health and welfare. To carry out this purpose, the District acquired controls and maintains property (lands, structures, wells, and apparatus); employs personnel for the superintendence, maintenance, extensions of such works and structures and the collection of revenues sufficient for its needs. Under the terms of the Charter, a Board of Trustees, appointed by the Belfast City Council, is responsible for the overall management and general supervision of the District. The Belfast Water District is an independent quasi-municipal organization and depends on revenue from the system users for its operation and maintenance.

2. CHARGES FOR ESTABLISHMENT OF SERVICE.

A. Application for Service. In compliance with Chapter 620 of the MPUC Rules and Regulations, the Customer (owner or the owner's agent, or the occupant) of the establishment to be served is required to complete an application form provided by the Utility to establish service and pay an Application Fee of **\$30.00**. Application for Service shall be made through the District office, 41 Wight Street, Belfast. In accordance with Docket 2012-00129, if a short-term seasonal rental property, only the property owner may be an applicant for service.

A tenant may become a Customer:

- At the tenant's and/or the landlord's request if the individual unit is equipped with a separate shut-off valve in a location acceptable to and always accessible by the District, or
- Under the conditions set forth in Title 35-A MRS §706(2), Chapter 660 Section 10 (I) (2) to prevent undesired disconnection of water service.

B. Service Visit. Upon receipt of an Application for Service, Belfast Water District may require a service visit to inspect for compliance with its Terms and Conditions, its Water Main and Service Specifications, and its Cross-Connection Control Program. A service visit fee of **\$60.00** will be charged. Service may not be provided to inactive properties until compliance is met; active connected services will be notified of a deadline for compliance.

C. New Service Installation Application. In addition to an Application for Service, properties requiring installation of new water lines or appurtenances require the completion of a New Service Installation Application and prepayment of the estimate provided to the customer of the required fees, deposits, and charges.

If a new service connection or other work on the establishment is required, the owner must authorize the Utility to enter the premises to do the necessary work. The owner or owner's representative must remain on site for the duration of the visit.

3. SEASONAL CUSTOMER. A seasonal Customer regularly takes service for only portion of the year from either a summer or year-round main. A seasonal Customer will be subject to the rules and charges of seasonal rates, if in effect, or of annual rates, if seasonal rates are not in effect. A Customer regularly vacating the premises for three months or less may elect in writing to be classified as an annual Customer subject to annual rules and charges.

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4. BILLING PROCEDURES. Customers are billed based on the metered consumption with a quarterly minimum meter charge, or a monthly minimum meter charge at the discretion of the District, and water used in excess of the minimum are billed in arrears or as otherwise provided in accordance with the Belfast Water District's rates on file with the MPUC.

A. Billing Period: The District bills its customers on a quarterly basis, with exceptions to bill monthly at the discretion of the District. Domestic service is billed in arrears; public and private fire protection charges are billed in advance, based on the diameter of the tap at the main.

B. Proration of Bills: Initial and final bills will be pro-rated against Belfast Water District's approved tariffs and the number of service days in the billing period.

C. Seasonal: Minimum meter charges will be billed immediately after the meter is set for the season. Bills for water used in excess of the minimum shall be billed immediately after the final reading for the season. The Utility reserves the right to render bills quarterly for excess water used by seasonal Customers.

D. Opt-Out from Automated Meter Readings: Customers that request to have a non-communicating meter, which will require us to travel to your location to manually read your meter, will be billed an additional fee of **\$10.00** per billing period.

E. Estimated Bills: The Utility may issue a bill for estimated usage when a physical reading is not practical, in accordance with **Chapter 660** of the MPUC Rules and Regulations.

5. CREDIT AND COLLECTION PROCEDURES. All credit and collection procedures for both residential and nonresidential Customers will be based upon **Chapter 660** and **Chapter 870** of the MPUC Rules and Regulations. The Utility may demand a deposit from a customer as permitted by **Chapter 660**. Pursuant to **Chapter 870**, the interest rate on Customer deposits shall be the rate set annually by the MPUC. Payment arrangements will be negotiated by designated office staff in accordance with MPUC requirements.

6. TERMS OF PAYMENT. Customers are legally obligated to pay for the services they receive. All Bills are payable upon being issued and are considered past due not less than 25 days after the bill is mailed, hand-delivered or delivered electronically. Failure of the Customer to receive their bill or disconnection notice does not relieve the customer of the obligation of payment for services received nor from the consequences of non-payment. The late payment charge for past due bills will be no more than the maximum amount allowed under **Chapter 870** of the MPUC Rules and Regulations, to be determined annually.

Payments are considered "received" when made in-person at the Belfast Water District office, or through its designated collection points or when received at the Belfast Water District office by any Utility-approved payment method, including but not limited to, by mail, cash, check, money order, ACH debit/credit, pre-authorized withdrawal, or pay-by-phone. The District utilizes an online payment system for electronic payments. The utility – or a vendor acting on the District's behalf – may charge the customer a fee for processing the payment, provided that the fee is disclosed to the customer prior to the transaction. On any transaction processed directly through the District, the charge is equivalent to that charged to the District. On transactions processed by a vendor, the fee is set by the vendor (not to exceed \$6.00).

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Electronic payments are considered “received” when

- Viewable through Belfast Water District’s vendor portal and marked as “approved”, typically within 20 minutes of when a customer makes or releases a payment, or
- The customer provides the approval code provided by the vendor.

Electronic payments will not be processed by field personnel.

Disconnection notices will indicate that the Customer must report electronic payments at once to Belfast Water District to avoid potential delays in receiving vendor information.

The District does not accept any written conditions stated on a check or other negotiable instrument unless such conditions are specified in a separate written agreement signed by an authorized District representative.

Under **Title 35-A MRS § 6414-A and § 6111-A**, and **Title 38 MRS § 1208** Belfast Water has the right to place liens on real estate served by the Utility to secure payment of approved rates. At a minimum, the filing will contain:

- Unpaid balances owed
- All costs contained in these Terms pertain to efforts to collect payment.
- All costs for preparing and filing the lien, as well as filing and service of the complaint, summons and other associated pleadings (in addition to any damages, costs, interest, and attorneys’ fees as awarded by the Court).

7. TRANSFER AND COLLECTION OF UNPAID ACCOUNT BALANCES. When a customer requests a transfer of service to a new location, the Utility may, without prior notice, transfer the Customer’s current account balance to the Customer’s new account.

8. CUSTOMER PRIVACY. Except as provided in **Chapter 660** of the MPUC Rules and Regulations, it is the Utility’s policy to keep confidential its customers billing and credit history.

9. CHARGE FOR DISHONORED PAYMENTS. As provided in **Chapter 870** of the MPUC Rules and Regulations, Belfast Water District charges for all dishonored payments. The charge is the maximum allowed by the MPUC.

10. VISIT TO PREMISES. At the customer’s request, a visit to the premises by District personnel to establish, maintain, activate, or terminate service may be required. The Utility will charge **\$50.00** during the normal business hours of **7:00 a.m. to 3:30 p.m., Monday through Friday**. During **holidays and other than normal business hours**, the charge will be **\$100.00**. During winter conditions from December 15th through March 31st the Utility will charge **\$75.00** during the normal business hours of **7:00 a.m. to 3:30 p.m., Monday through Friday**. During **holidays and other than normal business hours**, the charge will be **\$125.00**.

Service personnel will not enter the premises nor restore water service to the premises unless accompanied by the customer or a representative thereof and may require that person to be an adult. At its discretion, Belfast Water may visit the premises to establish, maintain, activate, or terminate service without a responsible party present, if the responsible party provides written permission to do so. The District assumes no responsibility if – during disconnection of service – entry is not provided to confirm cessation of water flow.

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When the customer or their representative requests a visit by service personnel to establish, maintain, activate, or terminate service, the District will make two scheduled attempts during business hours to complete the work. If the work cannot be completed within two visits due to delays caused by the customer as determined by BWD, the customer will be charged **\$35.00** for each additional visit beyond two during regular business hours. Customers must cancel scheduled appointments at least an hour in advance to avoid the return trip fee.

11. CHARGES FOR RESTORATION/RECONNECTION OF SERVICE. The Utility will charge a customer a reconnection fee for restoration of service at the Customer's premises if service was disconnected for any reason allowable under Chapter 660 of the MPUC Rules and Regulations.

The reconnection fee for restoration of service, other than Customer request, the charge will be **\$90.00** during the normal business hours of **7:00 a.m. to 3:30 p.m., Monday through Friday**. During **holidays and other than normal business hours**, the charge will be **\$135.00**. During **winter conditions from December 15th through March 31st** the charge will be **\$135.00** during the normal business hours of **7:00 a.m. to 3:30 p.m. Monday through Friday**. During **holidays and other than normal business hours**, the charge will be **\$202.50**.

12. COLLECTION TRIP FEE. If Utility personnel must visit the Customer's premises for non-payment, a courtesy notice 'will be' delivered in lieu of actual disconnection of service for non-payment, if the Customer pays or makes a payment arrangement for the entire past due balance, the Utility will charge a collection trip fee of **\$50.00**, as permitted in Chapter 660 of the MPUC Rules and Regulations.

13. DISCONNECTION OF LEASED OR RENTED RESIDENTIAL PROPERTY

Before disconnecting a leased or rented single meter, multi-unit residential property (the account for which is in the Landlord's or Landlord's agent's name), the Utility will:

- Comply with the notice requirements contained in **Chapter 660** of the MPUC Rules and Regulations.
- Offer the tenant the right to take responsibility for future payments.
- Apply any existing deposit to the current account balance.
- Assess, against the landlord, a collection fee of **\$200** in addition to all applicable fees approved in these Terms and Conditions.
- At its discretion, the Utility may separately meter or cause to be separately metered, at the landlord's expense, each dwelling unit within the property.
- Retain the right to place liens on real estate served to secure payments.

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BELFAST WATER DISTRICT TERMS AND CONDITIONS

REVISIONS

14. UNAUTHORIZED USE OF WATER.

No Customer or their agent shall:

- Supply water to another, nor use it for any purposes not mentioned in their application without District approval.
- Obtain water from any hydrant or other fixture of the District's without the previous consent of the Utility.
- Bypass any meter.
- Restore service without Utility authorization.
- Interfere with Utility service nor otherwise take action to prevent the proper metering of water consumed by the Customer.

In the event of the discovery of such unauthorized use of water, the Customer will be immediately disconnected, as authorized pursuant to **Chapter 660**. In addition, the Utility is entitled

- to bill and recover, from the Customer or responsible person, the cost of the estimated amount of water consumed, based on the Utility's approved rates, plus interest at an annual rate of 5%.
- to bill and recover, from the Customer or responsible person, a fee of **\$60 per hour**, with a minimum of one hour, for each service visit to the Customer's premises necessary to investigate and address the unauthorized use of water, including removing the meter bypass, taking measures to prevent further diversion of water, and verifying that corrective measures have been taken and maintained. For service visits that occur during other than normal business hours, the fee will be **\$135 per hour** with a minimum two-hour charge.
- to pursue civil action under **Title 35-A MRS §2706** as amended or replaced, the Customer or person responsible, for the unauthorized use to recover other reasonable costs including attorney's fees, costs of undertaking and completing the investigation resulting in the determination of liability, and for a civil penalty not to exceed twenty-five hundred dollars (\$2,500.00), due and payable to the Belfast Water District for each violation.

15. NO TAMPERING WITH UTILITY PROPERTY. No person may tamper with District property – including but not limited to standpipes, distribution system valves, public or private service line valves, public or private hydrants, or meters/other appurtenances – shall be opened or closed or otherwise operated, modified or removed without the consent of the District.

Tampering will subject a customer or other responsible party to the same charges and actions outlined in Section 14. '*Unauthorized Use of Water*'. In addition, in the event of such tampering, the responsible party may be subject to a civil action, pursuant to **Title 35-A MRS §2707**, as amended or replaced.

16. MAINTENANCE OF PLUMBING. Pursuant to **Chapter 620** of the MPUC Rules and Regulations, Customers must maintain, at their own expense, the plumbing and fixtures within their own premises in good repair and protect them from damage, including freezing and/or from heat damage. Protecting the meter against freezing is a customer maintenance responsibility. If damage occurs, the Customer is liable for any expenses incurred. Painting of meters or appurtenances constitutes damage. The meter will be located in a warm, clean, dry, and accessible area such that it can be serviced and read during normal business hours as defined in Section 17 '*ACCESS TO PREMISES*'.

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17. ACCESS TO PREMISES. Pursuant to Chapter 620 of the MPUC Rules and Regulations, as a condition of service, Customers will provide access for Utility employees having proper identification, to all premises supplied with water, at all reasonable hours, to:

- Permit inspection of plumbing and fixtures.
- Set, remove or read meters.
- Determine the manner and amount of water used.
- Enforce these Terms and Conditions.

The Customer must keep the meters accessible for reading and inspection at all times. If there is an obstruction, the Utility shall contact the Customer in writing to clear the obstruction; if the obstruction is not cleared, estimated charges shall be assessed until the obstruction is cleared and then a retroactive billing adjustment shall be made in accordance with Chapter 660.

18. LIABILITY. The Utility will only be liable for any damages arising from claims to the extent liability is expressly provided in the Maine Tort Claims Act, as set forth in Title 14 MRS, Chapter 741. The Utility will not be responsible for any damages caused by discolored water for any reason, and makes no representations or warranties, expressed or implied, about the suitability of any water provided by the Utility for any particular purpose.

19. SERVICE INTERRUPTION. As specified in Chapter 660 of MPUC Rules and Regulations, the Utility will provide reasonable notice of any planned shut-off to affected Customers. If the planned interruption is expected to last more than five (5) hours or to affect more than ten (10) Customers, or a single non-residential Customer on a dedicated line, notice will be given at least twenty-four (24) hours in advance of the interruption of service. The Utility will notify the Customers when practicable of the cause and expected duration of any unplanned shut-off. Notice may be given using electronic means, including but not limited to posts on Belfast Water's website and social media sites.

Pursuant to Chapter 660, if a customer requests, the Utility will make a pro-rata reduction in the Customer's minimum bill if service is interrupted for more than forty-eight (48) hours and the interruption is not due to negligence or improper care by the Customer.

20. WINTER CONSTRUCTION. No new Service Lines or extension of Mains will be installed, after November 1st, for the convenience of a customer during winter conditions which increases the cost of the work for the Utility unless the Customer assumes all normal and extraordinary construction costs.

21. STOP VALVES. Pursuant to Chapter 620 of the MPUC Rules and Regulations, every service must be provided with operable stop valves located inside the building near the service line entrance before the meter,

- Installed by the customer in compliance with District's specifications,
- Owned, and maintained by the customer, and
- Easily accessible and protected from freezing.

One valve must be located immediately upstream of the meter and one valve must be located immediately downstream of the meter. All plumbing must be installed to comply with applicable plumbing codes, to prevent back-syphonage and to permit draining whenever necessary.

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BELFAST WATER DISTRICT RULES AND REGULATIONS

PARTITION 1

22. CROSS CONNECTIONS. All customers--both new and existing--will comply with all provisions of the District's approved Cross-Connection Control Program regarding installation, inspection, maintenance, and testing of approved backflow prevention devices. All requirements of the District's Cross-Connection Control Program must be met before water service will be supplied. For items not addressed in the program, the Maine State Internal Plumbing Code is the minimum requirement.

Pursuant to **Chapter 620** of the MPUC Rules and Regulations,

- No cross-connection between the public water supply system and any other supply will be allowed unless properly protected, in accordance with the rules of the Maine Center for Disease Control.
- No new cross connection may be installed without the express, written approval of the Utility.
- No connection will be permitted, capable of causing backflow, including back siphonage or back pressure, 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.

If the owner of such a connection fails or refuses to discontinue or properly protect the connection within a time limit specified by the Utility or the Maine State Internal Plumbing Code (02-395 CMR Ch. 4), the Utility may disconnect the service according to **Chapter 660** of the Commission's Rules and Regulations.

The Belfast Water District's Cross Connection Control Program is on file at the Utility office and on its website.

23. WATER PRESSURE. Pursuant to **Chapter 620**, of the MPUC Rules and Regulations, a Customer may not install or use any device that will affect the Utility's pressure or water quality without prior Utility written permission. If permission is granted, the District may require the customer to confine or reduce such fluctuations to limits determined by the District. Failure to comply will result in termination of service in accordance with MPUC **Chapter 660**.

- A. Inadequate water pressure:** In services where the normal operating pressure at the junction of the main and the service line could be expected to fall below twenty (20) pounds per square inch, a "Limited-Service Agreement" and approval by the MPUC is required. Under a Limited-Service Agreement, it may be necessary for applicants, at their own expense, to install pumping facilities on their property to obtain pressure higher than that available from Belfast Water. A Limited-Service Agreement does not relieve the applicant of compliance with all other Belfast Water specifications and requirements.
- B. Excessive water pressure:** When water pressure is in excess of eighty (80) pounds per square inch, an approved type of pressure regulator preceded by an adequate strainer shall be installed and the pressure reduced to eighty (80) pounds per square inch or less, per the Maine State Internal Plumbing Code. All costs associated with the purchase, installation and maintenance said pressure reducing valve (PRV) shall be the customer's responsibility.

24. SAFEGUARDING DIRECT PRESSURE AND AUTO-FEED DEVICES. Pursuant to **Chapter 620**, of the MPUC Rules and Regulations, Customers must install and maintain vacuum, temperature and pressure relief valves or cutouts to prevent damage to a direct pressure water device or secondary system supplied by an automatic feed valve, should a reduction occur in the water main pressure, as required by the Maine Center for Disease Control.

The District is not liable for damage resulting from the lack of or the failure of these devices.

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25. JOINT USE OF SERVICE PIPE TRENCH. Pursuant to Chapter 620 of the MPUC Rules and Regulations, normally, water Service Pipes will not be placed in the same trench with other Utility facilities.

A horizontal separation of ten feet will be provided away from all other utilities from the Main to the curb stop shut off valve. Where extenuating, unusual or special circumstances are encountered on the Service Line after the curb stop shut off valve to the building, a lesser separation or joint use of trench may be allowed if all parties agree, provided that the installation complies with all applicable laws, rules and regulations.

26. WATER CONSERVATION. All Customers must prevent unnecessary waste of water. Pursuant to Chapter 620 of the MPUC Rules and Regulations, in the event of an emergency or when otherwise necessary to conserve the water supply, the Utility may restrict or prohibit waste or improper usage as determined by the Utility, including but not limited to the use of hoses and lawn sprinklers, or limit water use per the Maine Center for Disease Control or Maine Department of Environmental Protection. The District will decide what constitutes waste or improper use, and may – with MPUC approval – impose penalties for non-compliance.

If a leak is located on part of the service pipe for which the customer is responsible, the utility will provide notice to the customer requiring expeditious repair. If the customer fails to repair the leak by the deadline set by the District, service will be disconnected pursuant to Chapter 660 of the MPUC rules.

The Utility may declare a water supply emergency and implement mandatory water conservation and/or utilization restrictions when drought, low rainfall, hot weather and wasteful water usage practices combine to create a water supply emergency for the Utility. When it has been determined that a water supply emergency exists, the Utility shall make a formal declaration and shall provide notice to all affected Customers as soon as reasonably practical.

27. METERING POLICIES. Belfast Water District owns, installs, and services the water meters. In accordance with Chapter 620 and 660 of MPUC Rules and Regulations, BWD determines of the type of meter and automated reading device, the size of the meter, and the meter configuration (temporary or permanent), including impact on billing and collections.

A. Separate Metering of Buildings: No Customer shall supply water to another, nor use it for purposes not mentioned in their application without prior written Utility approval. At its discretion, the Utility reserves the right to require separate piping and a separate meter and shut-off for each building as a condition of service, except as provided in Chapter 620 and 65 of MPUC Rules and Regulations.

B. Meter Placement: Meters may not be placed in crawl spaces, underneath mobile homes, or in other inaccessible areas such that the service worker(s) must have adequate work space. Water spillage occurs during meter servicing; water sensitive items should be placed away from the work area.

Meters must be located:

- within the first two feet of point of entry into the building as measured along the water pipe, and
- before any branches or tap.

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- C. Metering Policy for Multi-Unit Developments:** This metering policy is for application to units in multi-unit developments in the Utility's service territory. With the specific exception of hotels and motels and as otherwise specifically excluded herein, this policy applies to all multi-unit developments, including condominiums, apartments, mobile home parks, cottages, commercial and retail units and other similar units within residential and commercial developments. This policy also applies to all conversions of an existing building or buildings to multi-unit residential or commercial developments. The purpose of this policy is to promote water conservation, to bill customers based upon their individual water usage and to ensure fairness in collections. The Utility's policy is to require that each residential or commercial unit in a multi-unit development be individually metered, including units in a single building and units in multiple buildings in a larger development. In most cases the water service shall remain private and it shall be owned and maintained by the owner of the multi-unit development complex or building, or in the case of a condominium development by the condominium association. Design and construction of the system, including the sizing, location and installation of meters, associated valves and backflow prevention devices shall comply with all the Utility's specifications and construction standards. In the case of multi-unit time-share developments, each unit shall be individually metered, but all meters within the same time-share development complex shall be billed to the complex owners, association, corporations or other responsible entity. As an exception to this policy, the Utility will consider, on a case-by-case basis, at the request of the Customer the master metering of multi-unit or multi-site campgrounds and RV parks that are principally used by transient campers or guests utilizing mobile tents, campers, recreational vehicles, motor homes or similar equipment that is easily moved from a site and is not designed or used for long-term use at a single site. Campgrounds and RV parks that are master metered and subsequently add or convert individual sites or units to non-transient or long-term use shall have all such sites or units individually metered.
- D. Submetering:** Submetering is allowed AFTER the Utility's meter and the backflow preventer. Additional or auxiliary meters for showing subdivision of water use must be furnished, installed, read and maintained at the Customer's own expense.
- E. Bypass Valve:** Customers requesting a bypass valve must receive approval from the District prior to installation. If allowed, the bypass line will be owned and maintained by the customer. The line will be equipped with a meter (owned by the District and purchased by the customer), and a backflow preventer. The size of the bypass meter and the type of backflow preventer device will be determined by the District. In the event that the bypass is operated without a meter or backflow preventer, the District will require removal of the bypass valve at the customer's expense.
- F. Charges for Damaged Water Meters and Other Utility Equipment:** Pursuant to Chapter 620 of the MPUC Rules and Regulations, the charges to Customers for costs incurred for the repair or replacement of meter(s) or other Utility equipment damaged due to improper care or negligence by Customers are as follows: During the normal business hours of 7:00 a.m. to 3:30 p.m., Monday through Friday, the charge will be \$60.00 per hour, with a minimum charge of one hour, plus the cost of the necessary replacement parts, including the meter. During holidays and other than normal business hours, the charge will be \$135.00, plus the cost of the necessary replacement parts, including the meter.

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G. Meter Pits: The Utility reserves the right to require a meter pit, at the Customer's expense, if the premises to be served is located more than two hundred (200) feet from the main or is a mobile home, or the Customer does not provide a clean, warm, dry and accessible location for the meter and its appurtenances. The Utility will perform the work during the normal business hours of **7:00 a.m. to 3:30 p.m., Monday through Friday**, at a charge of **\$60.00** per man-hour of labor, plus the cost of the necessary materials and equipment rental, if applicable. The Customer will pay a deposit in advance to cover the estimated charge. The Utility will return any excess deposit upon completion. If the final cost exceeds the deposit, the Customer must pay the balance due as a condition of service. Since the meter pit is owned by the Customer, he/she is responsible for the replacement, relocation if required and maintenance. Protection against freezing is a customer maintenance responsibility.

H. Meter Testing: The Utility will test its water meters according to the schedule and standards in **Chapter 620** of the MPUC Rules and Regulations. Upon Customer request, the Utility will test the Customer's water meter at no charge in the presence of the Customer or representative, unless the Customer requests more than one test in an 18-month period. If the Customer requests a test more frequently, the Utility may require the Customer to pay a deposit to cover the cost of the test. If a meter tested at the Customer's request does not conform to standards, the Customer's deposit will be refunded, and the Utility will adjust the Customer's bill according to the provisions of **Chapter 620**. If the meter conforms to standards, the Utility may keep the Customer's deposit and continue to use the meter at the Customer's premises.

28. SERVICE LINES, MAIN EXTENSIONS, AND PRIVATE LINES POLICIES.

All procedures, materials, and installation will be in compliance with the MPUC Chapter 65 and the Belfast Water District's Water Main and Service Specifications.

Requests for new water mains and service lines must be accompanied by information requested by the District for review. Information requested may include but is not limited to:

- A New Water Installation Application,
- Plans/drawings of the affected area including above- and below-ground utilities, existing and proposed structures, and property lines,
- Average domestic water demand (GPD), maximum fire protection demands (GPM),
- Installing contractor,
- Approximate date of installation,
- Other required municipal/regulatory approval.

If the project is by BWD, the items that must be performed by the District are:

- The tap into the water main (applicant provides all materials)
- Operation of all valves,
- Observation of pressure test,
- Collection and processing of post-disinfection water samples, and
- Inspection prior to backfilling.

The applicant must contract a third party to conduct the pressure test and the chlorination work; and provide the District with the final documentation.

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SERVICE LINES. As permitted in **Title 35-A MRS §6106**, and **Chapters 620** of the MPUC Rules and Regulations, each applicant for a new water service will be responsible for the costs of the entire Service Line, including permits for opening the pavement or boring across the road, if applicable, equipment rental, labor and materials and necessary appurtenances for installation, including the meter.

The Customer will be responsible for contracting the installation of the Service Line from the curb box or shut off valve into the building and for obtaining the Utility's written approval for the work. The Service Line location will be set by the Utility and must be installed to applicable plumbing codes and to the Utility's standards and specifications, which are available at the Utility office. Only Utility approved materials may be used. The Utility reserves the right to inspect the materials and installation and must be notified before they are buried or enclosed. All contractor charges will be paid by the Customer directly to the Contractor. If a site visit has been scheduled, and if the Utility must later return to the premises due to inadequate preparation by the Customer or Contractor or lack of adherence to the specifications, the Customer will be responsible for the cost of the extra visit(s).

The Utility will be responsible for installing the Service Line from the Main to the curb box or shut off valve, including excavation, tapping the Main, and installing the meter and other appurtenances. At its discretion, the Utility may subcontract out any part of this installation. The work will be performed during the normal business hours of **7:00 a.m. to 3:30 p.m., Monday through Friday**. The costs to the Customer for the Utility installed/subcontracted Service Line located from the Main to the curb box or shut-off valve and appurtenances are as follows:

- A charge of **\$60.00** per man-hour to install the Service Line from the Main to the curb box or shut-off valve of the above-described installation done by the Utility, and for the inspection and approval of contracted work. If a District inspection is not completed or evidence indicates the line does not meet Utility standards, water service will not be provided. Uncovering the line and any required modification upon inspection will be at the applicant's expense.
- Costs of the necessary materials, parts, equipment and equipment rental, if applicable, including the cost of the meter.
- Utility contractor charges for piping across the road, which may consist of either boring across the road or opening the road, plus additional costs, including but not limited to digging, permits, and flagging, charged as required by the situation.

A written estimate will be provided to the Customer for the cost to install the Service Line from the Main to the curb box or shut off valve and a deposit equal to the estimate will be collected prior to the Utility performing the work. As a Condition of Service, the balance of the costs will be payable as per the written agreement between the Utility and the Customer.

- A. Location of Service Pipe:** The service pipe connections shall normally be made from a main in a street in front of the property to be served.
- B. Single Service:** No more than one Customer may be served from a service pipe under the control of a single curb box or shutoff valve.

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- C. Maintenance of the Service Pipe:** The service pipe between the main and the curb box or shutoff valve in public ways shall be maintained and repaired by the Utility without cost to the Customer. The remainder of the service pipe between the curb box or shutoff valve and the meter shall be repaired and maintained by the Customer at the Customer's expense. The Utility is not responsible for issues arising during routine maintenance or valve operation if the customer's portion of the service line has not been properly maintained, i.e., galvanized pipe.
- D. Temporary Service:** A temporary service is one installed to a building or trailer, not placed on a permanent foundation, or to a garden or for temporary use. The entire cost of installation shall be at the Customer's expense.
- E. Notice of Repairs:** Prior to making repairs to or altering the service pipe, the Customer shall notify the Utility. In case of an emergency, the repair work may be done, but the Utility shall be notified within twenty-four (24) hours. Inspection of service must be done by Utility before such emergency work is permanently backfilled.
- F. New Service Meters:** As permitted in Title 35-A MRS §6106, and Chapter 620 of the MPUC Rules and Regulations the Customer is responsible for the cost of the meter. The cost of the meter is included in the cost of the new service installation. All meters shall be set as close as possible to the point of entrance of the service pipe to the building. All water sold by the Utility shall be on the basis of meter measurement or as otherwise provided for in the Utility's rate schedule whenever deemed expedient by the Utility. Meters will be installed and removed only by authorized Utility personnel.

MAIN EXTENSIONS. All requests for water main extensions shall be at the Customers expense, as permitted in Title 35-A MRS §6106. All water main extensions shall be installed, owned, and maintained in accordance with Chapter 65 of MPUC Rules and Regulations.

The Utility will prepare an estimate of actual costs to the Customer for the extension, including the cost of the estimate itself. If the Customer proceeds with the construction, a deposit equal to the estimate will be collected prior to the Utility performing the work. A final reconciliation of the job costs will be done upon completion, and if applicable, the Utility will return any excess deposit at that time. If the final cost exceeds the deposit, the Customer must pay the additional amount upon completion as a condition of service. Main extension work may be performed by a Utility approved contractor and installed to the Utility's standards and specifications, which are available at the Utility office.

PRIVATE LINES. Pursuant to MPUC Chapter 65, private lines are installed, owned, and maintained at the expense and risk of persons other than BWD. Where the potential to serve more than one customer exists (as determined by BWD), no private lines will be approved. The owner of the private line is responsible for continued maintenance of the private line, with the exception of the main valve or shut off (nearest curb stop to the main). Any fire hydrant served from a private water line or situated on private property shall be considered a private hydrant.

29. UTILITY JOBBING. In accordance with Chapter 620 of the MPUC Rules and Regulations, "Utility jobbing" means unregulated Utility services, including but not limited to inspection of service, construction, laboratory services, sale of used meters, and thawing frozen services.

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If the Utility agrees, work outside of regulated services is performed at the Belfast Water District's discretion and solely at the customer's expense including labor, overhead, equipment, and materials. Work performed in support of unregulated utility service outside of normal business hours will be performed at the Belfast Water District's discretion and labor will be charged at overtime rates.

A Customer must complete a written application before a Utility will provide unregulated Utility service. As permitted in **Chapter 620** of the MPUC Rules and Regulations, a customer must pay a deposit equal to the Utility's written estimate. Unless the work is done on a flat rate basis, the Utility will return any excess deposit upon completion. If the final cost exceeds the deposit, the Customer must pay the additional amount upon completion. Jobbing rates are established annually by the Utility and are available upon request.

30. FIRE HYDRANTS.

- A. Authorized Use of Fire Hydrants:** Both public and private, may not be used for any purpose other than to extinguish fires unless prior permission is given by the Utility. Fire hydrants must not be opened by any person other than an agent of the Utility or a duly authorized representative of the municipality or the owner.
- B. Unauthorized Use of Hydrants:** The District reserves the right to meter any fire line from which it has reason to believe that water is being taken for purposes other than fire protection.
- C. Metered Water Sales from Hydrants:** At customer request, the District may provide a meter and backflow preventer for temporary bulk water from a hydrant for a construction site, or for filling a swimming pool, holding tank, or other large container. During business hours, the District charges **\$100.00** to set/remove the meter, plus the cost of water.
- D. Winter Hydrant Use:** Any hydrant use between December 15th and March 31st (winter use) must be reported to the Utility on the day that it was used so that the hydrant can be pumped and inspected.

31. FIRE HYDRANT FLOW TESTING. Flow tests at the request of a municipality served by the District will be at no charge to the municipality. For all other flow tests, including but not limited to flow tests performed for new or proposed projects, or for diagnostic purposes, the charge to perform hydrant flow testing will be billed to the requesting party at the following rates: **\$200.00** for the first flow test during normal business hours of **7:00 a.m. to 3:30 p.m., Monday through Friday**, (this includes the two hydrants used for the initial test). For each additional hydrant flow test at the same location, the charge is **\$55.00**. No hydrant flow testing will be performed during winter conditions from December 15th through March 31st.

Flow testing at times, other than during normal business hours, may be required by the District based on the operational needs of the District's distribution system, and the charges will be **\$300.00** for the first two hours, and **\$50.00** each hour thereafter.

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32. PRIVATE FIRE PROTECTION. Customers requiring private fire protection must contact the Utility to determine the availability of fire service at their location. If available, the fire service line will be installed at the Customer's expense within the bounds of the public way or right of way with a separate service connection tapped into the main and running into the building. A variance may be approved such that a fire service line may have an external tap for domestic service provided that each line has an external shut-off valve such that they may be shut off separately and an appropriate easement is provided to the District. Customers should note this variance often results in internal water quality issues, therefore, any flushing required to remedy the issue would be at the customer's expense.

After installation, the line will be owned and maintained in the public way or right of way by the Utility, as specified in Chapter 640 of the MPUC Rules and Regulations. Private fire protection charges are billed quarterly.

The Utility does not guarantee any quantity of water or pressure available through a fire protection service.

The owner of the service shall determine, from time to time, the adequacy of supply through the fire service by conducting tests of the private system. Timely notice must be given to the Utility so a representative of the Utility can be present to observe the test. Water pressure in the distribution system may not drop below 20 psi at any time during the test.

Customers wishing to voluntarily shut off fire service protection must notify the District in advance and in writing, and must have permission in writing from the appropriate fire department official. Physical shut-off of the fire service and/or private hydrant(s) will not be made by the District until the prescribed notice has been made.

33. FROZEN SERVICES. Thawing of frozen services will be in compliance with MPUC Chapter 620. The responsibility for the costs of thawing the service is based on the location of the frozen area, generally measured from the customer's side of the service toward the District's side. If the frozen area is on the customer's side of the shut-off valve, the customer pays the full cost of thawing efforts. If the frozen area is on the District's side of the shut-off valve, the District pays the full cost. The District is solely responsible for determining the location of the freeze, and District personnel must be present at the time of determination. No claims regarding frozen service lines will be honored if not verified by the District. A customer (or customer's representative) may request that the Belfast Water District thaw a frozen service line at the District's discretion, on a jobbing basis, and a deposit may be required.

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