

PORTLAND WATER DISTRICT BOARD OF TRUSTEES

Policy 620 WATER SERVICE STANDARDS

SUMMARY: This policy establishes the regulations for the Portland Water District, including rules applicable to jobbing, conditions of service, seasonal service, low pressure areas, limited service agreements, and metering.

1. Definitions

- A. Corporation. A body created and authorized by law to act and be treated as a single legal entity with an identity distinct from that of its individual members. This definition includes private companies, municipal and quasi-municipal corporations.
- B. Customer. A person, firm, government or government division which has applied for and is granted service or which is responsible for payment of the service.
- C. Establishment. A location at which water service is sought or is being rendered.
- D. Limited Service Agreement. A written agreement, the form of which is approved by the District Board of Trustees, by which the District agrees to provide and the customer agrees to accept a substandard level of service described in the contract.
- E. Person. An individual, partnership, or voluntary association.
- F. Private Line. (1) A water line constructed prior to May 7, 1986 across private property to serve one or more customers and not considered by the utility to be a main; (2) except as provided under Policy 65, a water line constructed after May 7, 1986 across private property to serve a single customer, a single multi-unit dwelling complex or a single commercial or industrial development upon which no other person has an easement or other right of access for water line purposes.
- G. Service Pipe. The pipe running from the water main to the customer's establishment.
- H. Temporary Establishment. An establishment that the District reasonably believes to be of a temporary nature after giving due consideration to the location, setting, structures, and use of the establishment.
- I. The District. The Portland Water District
- J. 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.

2. General Provisions

- A. Applications for Service. An application for service may be made by either owner or occupant of the establishment to be served. If a new service connection or other work on the owner's premise is required, the owner must authorize the District to enter the premises to do the necessary work.
- B. Advance Payment for Utility Jobbing. Whenever the District agrees to do work outside the scope of tariffed services for a customer at the customer's expense, the District may require an advance payment equal to the District's estimated cost of the work. At the completion of the work, any excess over the actual bill for services will be returned, and any amount due in excess of the advance payment will be payable.
- C. Service Pipe.
 - i. The District shall own and maintain the service drop portion of the service pipe, as described in and subject to the payment and other requirements of the District's Water Main Extension and Service Line Policy. The District shall determine the size, material, and location of its portion of the service pipe. The customer shall pay for, install, own and maintain the customer's portion of the service pipe. If a public way must be crossed by the customer's portion of the service pipe, the crossing must be approved by the District.
 - ii. When the District is requested by a customer to thaw a frozen service pipe and it cannot be determined whether it was frozen on the District's portion of the pipe or the customer's portion, one half of the cost of thawing the pipe shall be borne by the District.
- D. Temporary Service.
 - i. If it is impractical for the District to provide service directly to a customer, water may be furnished temporarily from an adjacent service if the District and the owner of the adjacent service approve. The temporary service shall be at the expense of the customer requesting the service.
- E. Seasonal Service shall be provided. Pursuant to Section 22 of the District's Terms and Conditions
- F. Joint Use of Pipe Trench. The District shall not place water mains or a service pipe in the same trench with facilities of other utilities. If possible, a water utility shall

provide a horizontal separation of ten feet between water mains or service pipe and facilities of other utilities.

- G. If a customer so requests, the District shall make a pro-rata 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.
- H. 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 40 p.s.i., except for periods of fire flow or system maintenance, unless a limited service agreement is executed between the customer and the District. If a customer within the District's franchise area is willing to enter into a limited service agreement, then the District may provide service. The District shall ensure that the limited service agreement shall specify the materials and minimum size for the customer's portion of the service pipe. The limited service agreement shall be made expressly subject to the authority of the Board of Trustees to require better service when, upon investigation, the Board of Trustees concludes that service should be improved.
- I. Conservation. The District shall take all reasonable steps to prevent unnecessary waste of water. When necessary to conserve the water supply, the District may restrict or prohibit the use of hoses or sprinklers for both flat rate and metered customers.

3. **Meters**

- A. Application. A customer may receive water through a meter upon written application to the District in compliance with Section 14 of the District's Terms and Conditions. The District shall determine the size of the meter, which shall be reasonable in view of the nature of the water service provided.
- B. Conversion from Metered Rates. The District shall not convert an establishment served at metered rates to flat rates without the approval of the Board of Trustees.
- C. 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 and installation as described in Sections 23 and 38 of the District Terms and Conditions. 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, the piping arrangement shall be in accordance with the requirements of the District.

D. Remote Reading Registers.

- i. If the District installs non-District-standard meter reading register at the request of a customer for his convenience, the register and installation shall be paid for by the customer but the equipment shall be owned and maintained by the District.
- ii. 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.

E. Meter Vaults. Meter vault installations shall be performed according to Section 26 of the District's Terms and Conditions.

F. 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 pursuant to Section 10 of the District's Terms and Conditions

G. Testing. Pursuant to Section 24 of the District's Terms and Conditions. The District shall provide and maintain suitable equipment and facilities or make arrangements with another District or qualified firm for testing its meters.

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.

Meters placed in service shall be tested by the manufacturer, with proper certification of such testing furnished to the District, or by the District before installation. 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 his representative if he desires, and a complete 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 authorized by the District's tariffs, to cover the cost of the test. If a meter tested at the request of a customer does not conform to the standards the standards established by the American Water Works Association (AWWA) Section C700.14.2.A., the customer's deposit will be

refunded. If the meter conforms to the standards below, 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 District will follow the standard specifications of the AWWA Section C 700.14.2.A., except that no meter shall 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.

- H. Rate Adjustment. Rate adjustments shall be made according Section 24 of the District's Terms and Conditions.

4. **Conditions of Service**

Conditions of Service are as described in Sections 130, 150, 310-315, 330, and 331 of the District Terms & Conditions.

5. **Water Supply Emergency**

The District may declare a water supply emergency and implement mandatory water conservation and/or utilization restrictions: (i) when the District has determined that water availability from the District's source is not sufficient to meet demand; (ii) to comply with drinking water orders by the federal or Maine Center for Disease Control and Prevention; (iii) when maintenance and repair of facilities or equipment substantially limits the District's ability to meet water demand; or (iv) when the District identifies other conditions that substantially limit the District's ability to meet water demand. The District may declare a water supply emergency for the entire distribution system or for a discrete portion or portions of the distribution system. When the District declares a water supply emergency, it will use the following process:

- A. Provide notice to all affected customers as soon as reasonably practicable. Notice will be given to customers by U.S. Postal Service mail, email, text message, by posting notice on the District's webpage or other electronic platform (for example but not necessarily limited to a Facebook page or Twitter account), by postings in public areas of the community, or any combination of the above. The notice will include a description of the water supply emergency, a description of the specific water conservation and/or utilization restrictions being imposed by the District, and notice that violations of the water conservation and/or utilization restrictions may subject the customer to a fee equal to twice the general reconnection fee in the District's Commission-approved Terms and Conditions. The notice will also specify that each 24-hour period for which the customer is not in compliance with the water company's water conservation and/or utilization restrictions constitutes a separate violation;
- B. For the first violation of the District's water conservation and/or utilization restrictions, the District will provide a warning by U.S. Postal Service mail, email,

hand delivery, text message, door hanger, or any combination of the above to each customer in violation of the District's water conservation and/or utilization restrictions. The warning will specify that each 24-hour period for which the customer is not in compliance with the District's water conservation and/or utilization restrictions constitutes a separate violation;

- C. For each subsequent violation of the District's water conservation and/or utilization restrictions after the violation that resulted in the warning in subsection 5(B) of this Policy, the District shall impose a fee on the customer's next water bill equal to twice the general reconnection fee contained in the water company's terms and conditions. For purposes of this fee, each 24-hour period for which the customer is not in compliance with the District's water conservation and/or utilization restrictions constitutes a separate violation. The District may disconnect customers for repeated violations of the District's water conservation and/or utilization restrictions if it deems those customers to be a threat to the safety of any person or the integrity of the District's delivery system; and
- D. The District will notify the Commission Staff of the implementation and removal of mandatory water conservation and/or utilization restrictions. Notification may be by email or telephone.

6. **Appeal to the Board of Trustees**

Board of Trustees will, upon motion of the District or customer, interpret the meaning and effect of the provisions of this Policy and may, for good cause shown, grant exceptions to these provisions to prevent undue hardship or injustice, or injury to health Pursuant to Section 27 of the Standing Rules of the Board of Trustees.

STATUTORY AUTHORITY: 35-A M.R.S.A. §6114 and Decision and Order of the Public Utilities Commission, dated November 13, 2015 Docket #2015-00159

EFFECTIVE DATE: April 1, 2022

Derivation: This Policy is derived from Chapter 62 of the Rules of the Maine Public Utilities Commission