

# **WILKINSBURG-PENN JOINT WATER AUTHORITY**

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## **RULES**

**For the Furnishing of Water Service**

# **THE WILKINSBURG-PENN JOINT WATER AUTHORITY**

## **SUPPLYING DIRECT SERVICE TO:**

BRADDOCK HILLS	CHALFANT	SWISSVALE
CHURCHILL	EDGEWOOD	FOREST HILLS
NORTH BRADDOCK	TRAFFORD	WILKINSBURG
EAST PITTSBURGH	WILMERDING	TURTLE CREEK
EAST McKEESPORT	PITCAIRN	WILKINS
RANKIN		

## **PARTS OF:**

BRADDOCK (4TH WARD)	MONROEVILLE	N. VERSAILLES
PITTSBURGH (13TH WARD)	MUNICIPALITY OF PENN HILLS	
NORTH HUNTINGDON		

In 1877, five young businessmen in Sterrett Township organized the Pennsylvania Water Company to provide for the water needs of the little village of Wilkinsburg. In 1888, it merged with the Penn Water Company, the first growing step in a succession of quality service to Western Pennsylvania communities. In 1946, the Pennsylvania Public Utility Commission approved purchase of the Pennsylvania Water Company by the eight month old Wilkinsburg-Penn Joint Water Authority, formed on September 11, 1945 at a meeting of officials of the Borough of Wilkinsburg and Penn Township. Today the Authority is governed by a twelve member Board representing East Suburban communities.

We are the fifth largest water authority in the state and currently serve a total of 40,000 customers. Our borders reach from the City of Pittsburgh to the Westmoreland County line and from the Monongahela River to the Allegheny River. We pump an average of 22 million gallons of water per day through 430 miles of pipe. Our regulations are set by the DER, EPA and Allegheny County Health Department.

## **A MESSAGE FROM THE DIRECTORS...**

Change is inevitable. Ready or not, difficult change will happen. At the Wilkinsburg-Penn Joint Water Authority, we choose to be ready. We react well to change because we anticipate the certainty of change.

The Board of Directors recognizes its inherent responsibility to meet the demands of public trust and confidence in providing our service to the community. Meeting this responsibility requires that the Authority not merely adapt to change but that we foresee that change, when possible, and thereby protects the communities we serve from the ravages of detrimental change.

We, as providers of drinking water, have a burden of responsibility more acute than many other organizations. We are charged with the responsibility to gather, process, protect, and nurture a basic necessity of life. In addition, an implied public trust derives from our mission to serve and promote the general welfare of those who drink our water. We do all in our power to meet our responsibilities without compromising that confidence, trust and dependency.

Everyone involved in the Wilkinsburg-Penn Joint Water Authority is fully aware of his or her contribution to our basic mission: service to the public. Fulfilling that mission means securing our own personal welfare and that of our customers. Our past successes are important links to our future endeavors. Each Board member knows that meeting Authority objectives and goals can only be achieved by the contributions of all. So, as we go forward, be confident that we who are charged with charting the course, pledge our support to all who commit their efforts to our important mission.

The Board of Directors

Wilkinsburg Penn Joint Water Authority

# WATER

Water is so common that we rarely give it a thought. We turn on the tap and it's there. But what if there were no water?

We cannot live without water. Even the strongest human alive would die in just a few days if totally deprived of all water. Each of us must replace about 2.5 quarts (2.4 liters) of water each day. That's why water is so important.

Practically every function of our bodies depends on water. Our food is digested in a stomach full of a liquid that's mostly water. Our blood, which bathes every cell of our body with life-giving fluids, is 83% water. For that matter, each cell in our body is mostly water. The total percentage weight of water in your body, right now, is 70%.

One of the most important things that water does for us is to carry chemicals throughout our body. How does this happen? It happens because water, itself, is a very special chemical - H<sub>2</sub>O - into which other chemicals can dissolve. Just like a spoonful of sugar dissolves in a cup of coffee, so valuable chemicals - vitamins, minerals, nutrients and oxygen - dissolve in our blood.

Not everything present in water is healthy for humans to take into their bodies, especially bacteria, germs and harmful chemicals. Virtually all water has harmful chemicals and bacteria in it, especially water near highly populated areas. That's what makes water treatment necessary. Making sure that clean, safe water is readily available is one of the most important requirements of society.

Living near water has been the first human necessity ever since humans first inhabited the earth. In today's complex society, the water is brought to us.

Inside these pages, you'll find the story of how the Wilkinsburg-Penn Joint Water Authority makes sure that safe, pure water is available to you every time you turn on the tap.

## **COMMITMENT TO CUSTOMER SERVICE**

Service to our customers - that is the primary reason for our existence. The Authority's commitment to our customers is easy to sum up:

We will provide our product and services with the highest quality standards at competitive prices

We will work to provide an adequate and dependable supply of water, under all conditions, for both now and for the future.

We will deal fairly with all of our customers, building on the Authority's reputation for prompt service dependability, integrity, courtesy competence.

We will stay abreast of emerging technology and use that technological change which enhances our ability meet our customers' needs

We will encourage and use innovations and improvements that control or reduce costs without sacrificing quality service.

We will maintain our water supply facilities and equipment system to assure safe operations and appearance.

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# RULES

## DEFINITIONS

**Rule 1** The word "Authority" as used herein, shall mean The Wilkesburg-Penn Joint Water Authority acting through its properly authorized officers, agents or employees, each acting within the scope of the particular duties entrusted to him.

The word "Consumer" as used herein shall mean the party applying for and taking a supply of water to a property.

## APPLICATIONS FOR SERVICE, TERMINATIONS, CANCELLATIONS, DEPOSITS, ETC.

### APPLICATION

**Rule 2** Service connection will be made and water will be furnished upon written application by the prospective Consumer or his properly authorized agent on forms prepared by the Authority for this purpose and after the approval of the application by the Authority. The application and these rules shall constitute the contractual relations between the Consumer and the Authority and each Consumer, by the taking of service, agrees to be bound thereby.

A. Owner must present one form of identification with one showing proof of ownership and date of acquisition and the other giving positive ID e.g. (driver's license).

B. Lessee must show one form of identification with one bearing the effective date of the lease agreement, the name and address of the owner or authorized agent and the other giving positive ID e.g. (driver's license).

C. In each case, the new applicant must appear at the office and personally sign a prepared service request card.

---THERE WILL BE NO MAILING OF CONTRACTS.---

D. Lessee must provide a statement signed by the owner attesting to the correct mailing address of the owner. This address will be deemed as provided by the owner and will be used to notify the owner by first class mail of owners responsibility for any unpaid tenant's bill.

E. Water service will be initiated without charge providing the turn on is performed during regular working hours (8:30 A.M. to 4:00 P.M.) Monday through Friday, except holidays. A responsible person, at least 18 years of age, must be present and able to provide access to the meter when the water is turned on. If at that time the internal plumbing does not meet Authority specifications

and is not leaking, the consumer must accept responsibility for the water being left on by signing the work order that outlines what needs done to be in compliance. The Authority will give the consumer thirty (30) days to bring the plumbing up to Authority specifications and inspected by the Authority. At which time, if not completed, water service will be terminated.

F. Service will be initiated for new subscribers on weekends or holidays provided that the application requirements have been met during preceding business hours and the required service charge will be applied to account.

G. A legally authorized agent may sign the water service contract on behalf of the owner; however, the agent must advise when the owner will appear at the Authority office to personally affect the transfer. Unless the owner appears on the day specified, the water service will be terminated the following day.

H. Any consumer previously on the water system, new to the area or currently on the system must make a new application for water service for each property in conjunction with the rules outlined for an application for service. This new application must be made to and approved by the Authority upon any change in identity of the Consumer at a property or in the service described in the application and the Authority may, upon five (5) days' notice, discontinue the water supply until such new application has been made and approved.

## *APPLICATION FOR WATER FOR BUILDING*

### *PURPOSES – METERED*

**Rule 3** A metered supply of water for building or other such purposes, except on a lot or premises already supplied, shall be specially applied for. Such a supply will be furnished on an application for water service subject to the preceding rules for water service. (See Appendix B)

### *TERMINATION*

**Rule 4** A consumer who, for any reason, wishes to terminate his liability for service shall give a written order to the Authority to do so. The Consumer shall be responsible for payment for service rendered by the Authority until such written notice is received and in addition a reasonable time shall be allowed from the receipt of such notice for reading the meter and shutting off the water. The Consumer must allow the Authority access to the meter to allow for a final reading and preparation of a final bill. If the Authority is not given access to the meter, the consumer is liable for all water used and any damage to the meter until access is given.

Before any discontinuance of service to a landlord's property due to a request for voluntary relinquishment of service by the landlord; the landlord shall state in a form bearing his notarized signature that all of the affected dwelling units are either unoccupied or the tenants affected by the proposed discontinuance have consented in writing to the proposed discontinuance. Such form shall conspicuously bear a notice that false statements are punishable criminally.



Discontinuance of service by the Authority for non-payment of a bill or violation of these rules shall not cancel the application for service nor constitute a waiver of the rule.

### *MEDICAL CONDITION*

**Rule 5** A consumer who supplies the Authority with documentation, signed by a Board Certified Physician, specifically stating that they have a life threatening illness can have a medical code placed on their account. This medical code will ensure that an additional notice is sent when the account is going through the delinquency process. Although the medical code provides the consumer with additional notification free of charge, it does not prevent discontinuance of service.

### *CANCELLATION BY THE AUTHORITY*

**Rule 6** Application may be cancelled by the Authority for proper cause, at any time, upon giving five (5) days' written notice by first class mail of such cancellation.

### *DEPOSITS*

**Rule 7** Deposits may be required from any or all consumers. A security deposit is required on all accounts following a bankruptcy filing.

A permanent deposit in an amount to be determined by the Authority shall be required from all applicants for service where the records show that the applicant has moved from a location without making final payment for water service, or are indebted to this Authority on any basis or where the consumer has shown a history of paying their water bill after the initial due date. The deposit required will be based upon the estimated bill for a three (3) month period. If the calculated deposit is less than \$400 it will be divided and billed on the next 6 bills. If the calculated deposit is greater than \$400 it will be divided and billed on the next 12 bills.

Any Consumer, having made a deposit, shall pay bills for water service as rendered in accordance with the rules of the Authority. The deposit shall not be considered as payment on an account for a water bill during the time that the Consumer is receiving service.

No interest will be paid on deposits. Deposits will be held until termination of service and then the amount of the deposit shall be returned to the applicant, providing there is no arrearage.

### *INDEBTED APPLICANT*

**Rule 8** Service will not be furnished to an applicant known to be indebted to the Authority for any prior service, until arrearages have been paid in full or satisfactory arrangements made to insure the payment of bills. The Authority reserves the right to transfer any unpaid balance on an account to an active account bearing the same customer name or to the property owner.

## DISCONTINUANCE AND RENEWAL OF SERVICE

**Rule 9** Service under an application may be discontinued, after due notice, for any of the following reasons:

- For misrepresentation in application of property to be supplied or use to be made of the water supply.
- For use of water at property other than described in the application.
- For any tampering with the meter measuring the water supply, meter wiring or reading device (so as to affect its proper operation and registration of the water supplied), or with the seals of the meter, without first having notified the Authority in writing.
- For failure to pay for maintaining the meter, meter wiring or reading device in working order when it has been damaged by freezing or otherwise as provided in **Rule 18**.
- For waste of water through improper or imperfect pipes, fixtures, or otherwise.
- For non-payment of any account in the amount of \$15.00 or more for water supplied, service rendered, meter maintenance fee, service charges, required deposit, delinquent charges, or any other fee or charge assessed by the Authority and not paid
- For any tampering with any special service pipes or the seals thereon, or with the curb stop cock, or any other appliance of the Authority controlling or regulating the water supply.
- For failure to keep meter, meter wiring, reading device or curb box accessible.
- For failure to keep owner information up to date.
- In case of vacancy of the premises.
- For the violation of any rule of the Authority
- For failure to provide a permanent functioning heat source to protect the Authority's water meter, pipes and fittings from freezing.
- For failure to have installed an approved backflow preventer at the meter location.

When the conditions for discontinued service are corrected, a responsible person at least 18 years of age must be present and able to provide access to the meter when the water is turned on.

Service will be renewed under a proper application, when the conditions for which service was discontinued are corrected and upon payment of charges provided in the schedule of rates of the Authority. The Authority will not collect payment at the property under any circumstances. Water service will not be restored the same day service is terminated. Water service will be restored the day after service termination, provided the Authority's work schedule permits it and upon receipt of payment at the office.

For non-payment of sewage charges provided the Authority has been notified in writing to terminate service by an Authorized governing agency. Service will not be restored until the Authority is notified to do so by the governing agency.

### *MULTIPLE SUPPLIES*

**Rule 10** Where two or more buildings or two or more units are supplied through a single service line, any violation of the rules of the Authority with reference to either or any of said buildings shall be deemed a violation as to all, the Authority may take such action as could be taken as to a single building, after reasonable notice has been given.

### *SERVICE LINES*

All service line installations, maintenance, connections, and inspection must comply with Authority Service Line Specifications available at our office.

### *INSTALLATION, REPLACEMENT, MAINTENANCE, SERVICE CONNECTION FEES*

**Rule 11** New service lines from the main to the curb, consisting of the corporation cock or ferrule and coupling, the curb stop and coupling, the pipe from the ferrule to the curb stop and the curb box will be furnished by the Authority, upon payment, by the Consumer or other party ordering the service line installed, of a Service Connection Fee as required in the schedule of rates and charges, provided the property to be supplied abuts a distribution line. If the property to be served does not abut a distribution line, or if the property does not have a deeded utility right of way from the property to be supplied to a distribution line, a distribution line must be extended to the property to be served in accordance with ***Rule 39*** hereinafter set out and to a point on the property suitable to the Authority.

Normal installation shall include 1-inch service lines not exceeding 45 feet in length, connected to a distribution main not exceeding 12 inches in diameter, at a depth of not more than 6 feet. All other installations will be charged at actual cost, with minimum charges as indicated. Cost estimates can be obtained from the Authority for a \$200.00 fee per estimate payable in advance. If several cost estimates are requested the \$200.00 cost estimate fee will be charged for every estimate. All minimum charges and actual installation costs based on cost estimations shall be payable in advance.

**Replacing lead service lines:** After the consumer replaces their side of the lead service line from the curb stop to the meter and it has passed an inspection, the Authority, at no charge to the consumer, will replace the lead service line from the main to curb stop.

When a service line is to be re-located or a larger/smaller tap is requested because of changes or upgrades to a property, or an existing service line is to be used but does not meet current Authority specifications or will not supply an adequate amount of water, the customer must pay to the Authority the complete cost for the installation between main and curb. Such cost will be no less than the standard fee for new service. In addition, the customer must pay the actual cost for shutting off the old line at the ferrule. If the Authority deems the existing tap unusable, then the property owner will not be charged to shut off at the ferrule. All installation costs based on a cost estimations and costs where minimum charges apply are payable in advance.

Where the governmental units charge a fee for issuing a permit or permits for street or road openings, the amount of such fee will be paid by the Consumer or other party ordering the original installation of the service line.

All service lines from the main line to the curb box will be maintained by the Authority without cost to the Consumer.

The Authority is required by the Pennsylvania Safe Drinking Water Act Section 109.709 (b) under the direction of the Department of Environmental Resources to develop and implement a comprehensive control program for the elimination of cross connections and backflow.

All service connections of the Authority system must have a backflow preventer installed at the meter location for both domestic and fire service.

An employee of the Authority must complete a site survey for cross connections of each property supplied by the Authority.

## **INSPECTION**

**Rule 12** Water will not be supplied through the Consumer's part of any service or supply line between the curb stop and the meter which has not been inspected in the open trench and approved by the Authority. This applies to both original installation and repairs. The inspection fee for original installation and for each additional trip necessary to complete such inspection shall be paid by the Consumer.

## **BUILDING SUPPLIED**

**Rule 13** Service lines shall be used to supply a single building only, except in the case of multiple units or multiple floors in commercial buildings. The Authority will provide one tap to a manifold of curb stops; each curb stop will

constitute a service line and be charged according (see Schedule of Charges Appendix B). Separate service lines will be installed at the owner's expense or by the developer in order to have separate meters set for each unit or floor. All inside plumbing must be separate to each unit. The owner or developer is responsible to maintain plumbing with no cross connections between units or tenants. If cross connections are found, water service will be terminated to all units or tenants until the cross connections are removed. It is the responsibility of the owner or developer, at their expense, to locate and remove the cross connections.

### MAINTENANCE

**Rule 14** All connections, service line and fixtures, when furnished by the Consumer, shall be maintained by him in good order and service may be discontinued for failure to do so.

The customer shall maintain the curb box and curb stop so as to keep it accessible, undamaged and free from debris and must keep the curb box at a finished grade. The Authority may perform necessary adjustments as needed. Consumer must notify the Authority in a timely manor for any repairs needed to curb box and curb stop. The Authority shall not be responsible for accidents or damages from curb boxes being above or below grade.

The Authority shall in no case be responsible for maintaining Consumer's service line from curb stop to meter or for damage done by water escaping there from, or for lines or fixtures on Consumer's property, and Consumer shall at all times comply with municipal regulations with reference thereto, and make changes therein required on account of changes of grade. The Authority may discontinue service for any failure to carry out the provisions of this rule.

No person, except an authorized agent of the Authority, shall be permitted to clean the service line between the main line and the curb. Permission may be granted to clean the line between the curb and the meter, provided the line is disconnected at the curb before cleaning. The curb stop must be operated by Authority employees. The penalty for cleaning a line without permission shall be as set forth in the schedule of rates and charges, plus the cost of repairing damage caused to the Authority's service line between the main line and the curb and any other costs to The Authority including but not limited to penalties and costs relating to back flow into the water system. The liability for the payment of said amount shall be jointly and severally the responsibility of the owner of the property and of the person actually doing the cleaning.

### LOCATION

**Rule 15** No service pipe shall be placed within eighteen (18) inches of any sewer trench or other trench, or within three (3) feet of any open vault or area, nor shall it be laid at a depth of less than four and one-half (4-1/2) feet below the surface of the ground, and that portion of the service line in the public highway shall not be less than four and one-half (4-1/2) feet below the street grade, where one has been established by public authority. The Consumer's supply line shall be laid at right angles to the street.

## APPROVED SERVICE LINE MATERIAL

**Rule 16** Consumer's service or supply line from curb stop to meter shall be of first quality copper service tubing, known to the trade as type K, soft, or copper pipe, "I.P." size.

All joints in Consumer's service line between the curb stop and the meter shall be made with a mechanical coupling of a design and material satisfactory to the Authority, and no joint shall be made outside of the wall of the building within five (5) feet of the wall. A soldered joint will be permitted on Consumer's service line, 1- 1/4 inch or smaller, between the inside wall and meter, if left exposed. All repairs to Consumer's service line will be subject to inspection and approval as provided by ***Rule 12***.

## **METERS**

### NEW METERS- LOCATION

**Rule 17** The Authority will furnish meters, meter wiring and a reading device for new properties. Old meters will be replaced and the appropriate wiring, reading pad and MIU installed where necessary when the Authority considers the old equipment no longer suitable for service. There will be no cost to consumers in either case, except where the consumer requests a meter larger than the Authority deems necessary. These meters shall be and remain the property of the Authority. The Consumer shall lay the service line so that the meter can be set just within the foundation wall and above the basement floor of the building supplied. A permanent type of heat protection must be provided for the meter, unless otherwise stipulated by the Authority. If there is no cellar or basement under the building, or if the distance between the access road and building exceeds 100 feet, the Consumer shall provide an authorized vault for the meter, in accordance with the specifications of The Authority. The Consumer shall furnish and place on the service line a female threaded ball valve, without waste, the same size as the service line on the street side of and immediately before the meter, and a female threaded ball valve or threaded valve with waste immediately after the water meter followed by an approved back flow preventer. The back flow preventer must be a type approved by the American Water Works Association.

### MAINTENANCE AND METER SEALS

**Rule 18** Meter, MIU, meter wiring and a reading device will be maintained by the Authority at its own expense so far as ordinary wear is concerned but damage caused by freezing, hot water, or other causes shall be paid for by the Consumer. The Consumer shall be responsible to the Authority for any damage to, or loss of any meter, MIU, meter wiring or reading device. (See Appendix B)

The Consumer shall not permit anyone who is not an agent of the Authority or otherwise lawfully authorized to do so, to remove or tamper with the meter, meter wiring or reading device or other property of the Authority on his premises.

If in repairing the Consumer's service line, it becomes necessary to break the meter seal, the Authority will, upon application authorize the person making the repairs to break the seal and the Authority will reseal the meter without charge to the Consumer. Otherwise, when a meter seal or seal wire has been tampered with, removed or broken or the meter removed from the service line, at the Authority's discretion, we will remove the meter, test it, reset it, for which the Authority will charge a fee as shown on schedule of rates and charges. If the fee is not paid within ten (10) days, service may be discontinued.

### SEWAGE DEDUCTION METERS OR CREDIT METERS

**Rule 19** All costs associated with the purchase and installation or replacement of deduction meters are the responsibility of the consumer. Sewage deduction or Credit meters shall be installed after the Authority meter. An Authority representative will have to verify that the deduct meter is being set on a non-sewered line. All required backflow preventers shall be installed at the regular Authority meter. When these requirements are met, then the deduction meter can be installed. The Authority requires that an Authority approved meter type and reading pad be installed so that the Authority meter reading equipment can capture the necessary reading. Required meter information can be obtained from our office. After the credit meter is set, the Authority will wire the pad for a fee. Wiring fees will vary depending on the difficulty of the job and a similar wiring fee will be charged to repair any future wiring problems associated with the deduct meter. We are not responsible for deduct meter readings that we can not obtain. Credit meters and Backflow preventers must be installed by a certified and registered plumber. The consumer is responsible for any damage to, or loss of any reading device or meter wiring. (See Appendix B for fees and charges)

### NOTIFICATION OF DAMAGE TO METER

**Rule 20** The consumer shall notify the Authority of damage to, or of the failure of the meter, meter wiring, reading touch pad or of the breaking of the seal or seal wire, as soon as the same comes to his knowledge.

### METER TESTS

**Rule 21** In case of a disputed account involving the accuracy of the registration of a meter, the meter will be tested by the Authority on payment by the Consumer of the test charges set forth in the schedule of rates and charges. The test charge will be returned to the Consumer if the meter is found to over-register four percent or more or if it under-registers four percent or more, the registration shall be readjusted and water charge corrected accordingly. If the meter is found to be in sound working order no charges will be adjusted or test charges refunded.

### REGISTRATION CONCLUSIVE

**Rule 22** Where water is furnished by meter, the quantity recorded by it shall be conclusive on both the Consumer and the Authority, unless the meter has been found to be registering incorrectly or has ceased to register. In such case the

quantity may be determined by the average registration of another meter for a period of a least twenty (20) days, or of the same meter for a period of at least twenty (20) days after it has been repaired, tested and reset; or the quantity consumed during a previous corresponding period may be used as a basis for settlement. If none of these methods can be applied fairly, another method may be used that will be just and reasonable to the Authority and to the Consumer.

## **PUBLIC FIRE SERVICE**

### **HYDRANT LOCATION**

**Rule 23** Upon written instructions from the duly authorized officials of any municipality supplied by the Authority, the Authority, at the expense of the municipality, shall set at any location on the public highway, at line and grade to be given by the proper representative of the municipality, a standard fire hydrant. All fire hydrants will be maintained by the Authority at its own cost and expense, provided that any expense for repairs caused by carelessness or negligence of the employees of the municipality or the members of the fire department thereof shall be paid for by the municipality. A yearly fee for each hydrant in a municipality, borough, or township will be charged to the municipality, borough, or township for maintaining each hydrant. See **Appendix B** for the yearly fee.

### **MOVING A FIRE HYDRANT**

**Rule 24** Whenever a municipality shall desire a change in the location of any fire hydrant, the Authority, upon written notice so to do, will make such change at the expense of the municipality.

### **OPERATION OF A FIRE HYDRANT**

**Rule 25** No person shall operate or tamper with any fire hydrant except authorized employees of the municipality or of the Authority. No person shall take water from any fire hydrant except for fire purposes unless permission has been granted by the Authority for the particular time and occasion. If permission is granted by The Authority, the applicant must provide an approved backflow preventer to be installed in conjunction with a flush meter being set.

## **PRIVATE FIRE SERVICE**

### **HYDRANT BACK FLOW & METERING**

**Rule 26** All fire hydrants on private property must be metered at the service connection of the Authority's line. Cost of the meter and approved vault and service connection will be paid for by the consumer.

## **GENERAL**

### **TURN ON AND OFF CHARGES**

**Rule 27** At a property where the bill is current, water will be turned off and on without charge for Consumers who wish to discontinue or renew service.



When service is requested after hours or because of a seasonal nature of business, vacation, home inspections etc., a charge will be made for each trip to the premises. If a consumer fails to keep two (2) scheduled services calls, there will be a charge for every service call thereafter. A turn-off and a turn-on charge shall be paid when water has been turned off because of an unpaid bill or for violation of the terms of the application card or rules of the Authority. See schedule of rates and charges for the amounts to be charged for these services.

### OPERATION OF VALVES, CURB STOPS, ETC.

**Rule 28** No person, except an authorized agent of the Authority, shall turn on or off any street valve, curb stop, service cock, or any other service connection.

For unauthorized operation of a service connection due to delinquent water, delinquent sewage, or other violation of Authority rules, the customer of record shall be required to pay the amount set forth in the schedule of rates and charges for each occurrence of unauthorized operation (See **Appendix B**). After the second time the water is found on, the Authority will either dig up or disable the service connection or disconnect the service line from the main line in the street. The customer of record shall be required to pay the actual charges for the disconnection and restoration of the service as set forth in the schedule of rates and charges (See Appendix B). Before service will be restored all bills must be paid and a satisfactory deposit must be made to insure the payment of future bills.

For unauthorized operation of any service connection for the purpose of repairs to or replacement of the service line, or to add, repair, or remove plumbing fixtures, etc, the customer of record will be required to pay the amount set forth in the schedule of rates and charges for each occurrence of unauthorized operation (See Appendix B)

### PENALTY FOR PLACING OBSTRUCTION OVER, IN OR AROUND CURB BOXES

**Rule 29** If obstructions are placed over, in, or around curb boxes in such a manner as to prevent normal operation of the curb stop, or to result in damage to the curb box, the consumer will first be notified to have the obstruction removed. If seven days after proper notification, the obstruction is not removed sufficiently enough to permit normal operation of the curb stop, the Authority will either dig up and disable the curb stop or disconnect the service line from the main line in the street. The customer of record shall be required to pay the actual charges for the disconnection and restoration of the service as set forth in the schedule of rates and charges (See Appendix B). Before service will be restored all bills must be paid and a satisfactory deposit must be made to insure the payment of future bills.

### INSPECTION

**Rule 30** Pipe lines, meters and fixtures shall, be subject to inspection during normal working hours by employees of the Authority, who are identified by proper badge or letter.

## EMERGENCY TURN-OFFS

**Rule 31** The Authority shall have the right to turn off water service without notice in case of breakdown and for other unavoidable causes; or for the purpose of making necessary repairs, connections, etc., on reasonable notice when practicable.

## RESERVATION OF WATER FOR FIRE AND OTHER EMERGENCIES

**Rule 32** The Authority shall have the right to reserve at all times a sufficient supply of water in its reservoirs and tanks to provide for fire and other emergencies.

## ADDRESS OF BILLS AND NOTICES

**Rule 33** Bills and notices relating to the Authority or its business shall be mailed or delivered to the Consumer's last address as shown by the books of the Authority, and the Authority shall not be otherwise responsible for delivery. The Authority shall deliver or mail such notices and bills to the address given on the application until a change in writing has been filed with the Authority by the Consumer.

## MINIMUM CHARGE FOR WATER SERVICE

**Rule 34** There shall be a minimum charge, payable monthly as applicable, where the service is by meter. Each minimum charge shall apply to a single building, by which is meant a structure used by one family or occupant, or, where used by more than one family or occupant, not capable of sub-division. Where a building is capable of sub-division and is used by more than one family or occupant, a minimum charge shall apply to each sub-division, family or occupant.

Each minimum charge shall entitle the Consumer to use the number of cubic feet of water per quarter or month, or fraction thereof, for which the minimum charge would pay as shown by the schedule of meter rates. The minimum rate shall be paid whether such amount is used or not. All water used in excess of the specified amount shall be paid for in accordance with The Authority's schedule of rates.

## CREDIT PERIOD

**Rule 35** All bills shall be payable within twenty one (21) days from date issued except The Commonwealth of Pennsylvania and any agency thereof shall be entitled to a thirty (30) day period from the date due of any bill for the payment of such bill. At thirty one (31) days, if the bill is still owing, a first class reminder notice will be mailed to the home owner requesting full payment and a charge for producing the notice will be charged to the customer account. (See **Appendix B**) Thereafter the Authority will implement the final stages of its water service termination policy in accordance with all applicable laws governing such termination and applicable charges will be added to the customer account. (See **Appendix B**)

## PAYMENT PLANS

**Rule 36** Arrangements can be made for a payment plan, from the issue date of the bill and 67 days following the issue date of the bill. If water service is discontinued due to delinquency, a payment plan will not be permitted and the outstanding balance must be paid before restoration of service. Payment plans are permitted for bills of \$150.00 or more and a deposit of 50% of the bill is required to initiate a payment plan. Please note, that following payment schedule will be applied for any remaining balance on payment plans:

\$75 - \$200.....2 weeks

\$201 - \$349.....1 month

\$350 - \$500.....2 months

\$501 or above to be determined by a supervisor

The Authority will permit each owner a one time only free payment plan. For every additional payment plan an administrative fee of \$5.00 will be charged. Owners who have multiple properties will be charged \$5.00 per payment plan per property. (Fee is payable at time of agreement)

If a consumer defaults leaving a balance of \$15.00 or greater on a payment agreement (does not pay the agreed amount by the due date) that consumer will not be permitted to enter into a payment agreement thereafter.

Until a signed payment plan is in effect, service is subject to termination in accordance with applicable laws governing such termination.

Payments WILL NOT be applied to a payment plan unless specified. Payments WILL NOT be reversed or reapplied to satisfy payment plans. Failure to specify payment plan payments may result in termination of water service. Refer to **Rule 9** (Discontinuance and Renewal of Service) for information regarding restoration of service once service has been terminated.

## OWNER LIABILITY FOR UNPAID TENANT WATER BILL

**Rule 37** In the case where The Authority has agreed to provide water service to the tenant of a property, the owner shall be liable to pay the tenant's bill for service rendered to the tenant by The Authority after The Authority notifies the owner and the tenant within (30) days after the bill first becomes overdue. Such notification shall be provided by first class mail to the address of the owner provided to The Authority by the owner and to the billing address of the tenant respectively, (Municipal Authorities Act, 53 P.S. Section 306 (h.1.)(1994-1995).

## LIENS

**Rule 38** The Authority will file liens on properties for uncollected water bills. All fees incurred in the filing of these liens, will also be included in the total lien on the property. Before service can be restored, the total lien must be satisfied at the Authority's Administrative office.

## EXTENSIONS OF DISTRIBUTION PIPE SYSTEM

**Rule 39** Applications for extension of distribution pipe system to reach and supply water service to the property or properties of persons desiring such service will be received on forms furnished by the Authority. The cost of processing the application and the preparation of a cost estimate or re-estimate for extending the water main will be \$200.00, which must be paid before the application can be processed by The Authority. If, after receiving the cost estimate from The Authority regard to the installation of a new water main the applicant decides to proceed with the water main installation, the applicants, or others interested, shall advance to The Authority the entire amount of the estimated cost for the installation of the water main. The Authority will then make the extension and render service. The amount so advanced for the water main installation will be returned by The Authority as added consumers take service from the extension, in accordance with the provisions outlined in Act No. 1990-203.

In accordance with Act 57 developers are permitted to construct water extensions in accordance to the rules, regulations and policies of the Authority.

### AUTHORITY REQUIREMENTS:

**Rule 40** The developer must submit design drawings, shop drawings, topography drawings and bidding documents for review and approval of the Authority's consulting engineer and legal department. After reviewing all documents and project bids, the Authority shall have the right at its option, to perform the construction itself if the Authority can provide the extension to the customer facilities at a lower cost within the same timetable specified or proposed by the property owner or owners or their approved subcontractor. Upon compliance with the Authority rules, regulations and policies as they pertain to main line installations and compliance with Act 57 requirements, the Authority will prepare a Developer's Agreement. The developer must deposit in an escrow account an amount deemed necessary by the Authority for the costs to the Authority of engineering reviews, inspections, administration, legal expenses and any other installation expenses before construction begins.

Main line extensions must extend from the existing main to the end of the property to be supplied. The main line extension must extend from property line to property line of the lot being served. The next consumer that requests water service will then extend the main from property line to end of property line of that lot or lots. (See Appendix C for drawing)

## REVERSE PAYMENT

**Rule 41** After WPJWA receives two (2) reverse payments for any reason via returned checks, credit card payments and/or e-checks within a two (2) year period, the consumer will receive notification that the Authority will only accept payment from consumer by way of cash or money order on all accounts under the consumer's name. A \$30 charge for each reverse payment will also be applied to their account. Written confirmation from the consumer's bank stating that the consumer has not had a returned check in two (2) years is required to reinstate payment by check.

## RULES CANNOT BE VARIED

**Rule 42** 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.

## **WHAT YOU CAN DO FOR YOURSELF!**

Check every faucet and toilet for leaks. Even a slow drip can waste a lot of water each day.

Take short showers and shallow baths.

Turn off the water while you are brushing your teeth or scraping the dishes or washing your hands.

Don't use the toilet to flush away tissues, gum wrappers or any other small scraps. It is not a trash can!

Be careful to water the lawn, not the sidewalk or street.

Fill the dishwasher and clothes washer with soiled dishes or clothing. Washing partial loads can waste electricity, water and money!

Never use a hose to clean off the driveway. A broom is better and it doesn't use water at all!

Use a bucket of water to wash the car and a hose to rinse it off.

Keep a jug of drinking water in the refrigerator; then you won't have to run water to cool it.

Turn off drinking fountains and sinks in public places.

**USE WHAT YOU NEED - THEN TURN IT OFF!!**

## METER RATES

### **REGULAR MONTHLY ACCOUNTS**

Minimum for first 400 cubic feet used.....	\$ 26.477
For all water used in excess of 400 cubic feet per 100 cubic feet.....	\$ 6.618

### **HIGH CONSUMPTION MONTHLY ACCOUNTS**

Minimum - First 10,000 cubic feet used.....	\$657.24
For the next 10,000 cubic feet used per 100 cubic feet.....	\$ 4.930
For the next 28,000 cubic feet used per 100 cubic feet.....	\$ 4.261
For the next 52,000 cubic feet used per 100 cubic feet.....	\$ 3.636
For all over 100,000 cubic feet per 100 cubic feet.....	\$ 3.266

### **WATER FOR RESALE - WHOLE SALE CUSTOMERS**

Minimum - First 10,000 cubic feet used.....	\$578.589
For the next 10,000 cubic feet used per 100 cubic feet.....	\$ 4.344
For the next 28,000 cubic feet used per 100 cubic feet.....	\$ 3.750
For the next 52,000 cubic feet used per 100 cubic feet.....	\$ 3.198
For all over 100,000 cubic feet per 100 cubic feet.....	\$ 2.876

### **WATER FOR RESALE- REPUMPING CUSTOMERS**

Minimum - First 10,000 cubic feet used.....	\$668.430
For the next 10,000 cubic feet used per 100 cubic feet.....	\$ 5.187
For the next 28,000 cubic feet used per 100 cubic feet.....	\$ 4.577
For the next 52,000 cubic feet used per 100 cubic feet.....	\$ 4.074
For all over 100,000 cubic feet per 100 cubic feet.....	\$ 3.709

**\*\*\* SEWAGE RATES \*\*\***

**AUXILIARY METER FEE**

Reading and maintaining auxiliary meters (per day)..... \$ .301370  
(Boroughs of Churchill, Wilkins Twp., Penn Hills & Edgewood do not have this charge)

**ALCOSAN RATES FOR ALL COMMUNITIES**

**(Except Penn Hills)**

ALCOSAN charge for bill issued..... \$ 6.37  
Rate for each increment of 1000 gallons..... \$ 9.10

**PENN HILLS SEWAGE RATES**

Residential Rates per 1,000 gallons..... \$ 20.75  
Residential Flat Rate (Well water) per quarter..... \$178.00  
Commercial Rates per 1,000 gallons..... \$ 21.92  
Commercial Flat Rate (Well water) per quarter ..... \$285.00  
Penn Hills Customer Service monthly charge per dwelling..... \$ 6.66  
Non-Resident rate per 1000 gallons..... \$ 30.44  
Storm Water Fee per month..... \$ 1.66

**COMMERCIAL GRINDER FEES**

\$1.894176 times number of days since last read times horsepower rating of grinder **\$1.894176 x days x grinder power rating**

**EFFLUENT SURCHARGES**

**BOD (Biochemical Oxygen Demand)** BOD sample reading minus 300 times .001823 times gallons of water used in 1000's plus or minus any auxiliary meter consumption (Sample BOD - 300) x .001823 x (water consumption + or - auxiliary meter consumption)

**SS (Suspended Solids)** SS sample reading minus 275 times .002056 times gallons of water used in 1000's plus or minus any auxiliary meter consumption (Sample SS - 275) x .002056 x (water consumption + or - auxiliary meter consumption)



## **SEWAGE RATES (cont.)**

The following surcharges are established by the individual boroughs and are subject to change:

### **BRADDOCK HILLS SURCHARGE**

Rate for each increment of 1000 gallons..... \$3.00

### **CHALFANT SURCHARGE**

Rate for each increment of 1000 gallons..... \$4.50

### **CHURCHILL SURCHARGE**

Rate for each increment of 1000 gallons..... \$6.00

### **EAST PITTSBURGH SURCHARGE**

Percentage is taken from total sewage charge..... 50%

### **EDGEWOOD SURCHARGE**

Rate for each increment of 1000 gallons..... \$5.70

### **NORTH BRADDOCK SURCHARGE**

Rate for each increment of 1000 gallons..... \$5.75

### **PITCAIRN SURCHARGE**

Rate for each increment of 1000 gallons..... \$4.50

Flat monthly fee..... 0.833334

### **RANKIN SURCHARGE**

Percentage is taken from total sewage charge..... 30%

### **SWISSVALE SURCHARGE**

Rate for each increment of 1000 gallons..... \$3.50

### **TURTLE CREEK**

Rate for each increment of 1000 gallons..... \$2.50

### **WILKINS TOWNSHIP SURCHARGE**

Minimum Charge all accounts up to 1 thousand gals..... \$5.00

Rate for each increment of 1000 gals above 2 thousand gals..... \$2.50

### **WILKINSBURG SURCHARGE**

Rate for each increment of 1000 gallons..... \$1.75

### **WILMERDING SURCHARGE**

Rate for each increment of 1000 gallons..... \$3.00

### **WPJWA SURCHARGE**

Charge for producing bills that include sewage charges..... \$1.50

## **SCHEDULE OF CHARGES**

### **Flush and Construction Meters**

For water used by a municipality from a fire hydrant for sewer flushing or street washing with permission of the Authority, metered

The rate charge is \$4.274 per 100 cubic feet plus cost to the Authority for rendering service. Minimum charge of \$20.00 per day.

For water service furnished through a public fire hydrant and measured by a meter furnished by the Authority. Operation of the hydrant must be performed by an Authority employee or a person authorized by the Authority. The following charges are required for this service:

A \$250.00 meter deposit; a \$20.00 per day charge; the current monthly regular rate per 100 cubic feet; and, any additional cost(s) for rendering service by the Authority. If the meter and its appendages are lost, stolen or damaged, actual cost of the meter and/or appendages will also be all be charged.

For water used from a fire hydrant for construction, industrial, etc. use, without permission of the Authority, consumer will be charged the current monthly regular rate per 100 cubic feet for estimated quantity used plus cost to the Authority with a minimum charge of \$60.00.

For water service furnished through an existing Authority service tap and measured by a meter furnished by the Authority. The applicant must furnish a temporary enclosed area for the protection of the Authority's meter. An inlet valve, outlet valve and an approved backflow preventer are required and must be in place before a meter can be set and the water turned on.

Consumer will be charge the current monthly regular rate per 100 cubic feet plus cost to the Authority for rendering service. A \$60.00 deposit is required. There is a turn on charge of \$20.00 and a turn off charge of \$20.00. If the meter is lost or stolen then actual cost of the meter will be charged.

Although the service may be rendered during a weekend, application can only be made in person at the Authority office during business hours Monday through Friday, 8:00 am to 4:30 pm. The Authority reserves the right to recover any unforeseen costs that may occur with flush or construction meters.

## SCHEDULE OF CHARGES (cont.)

Rate charged per hydrant per year for providing fire service to a municipality, borough or township..... \$100.00

### PRIVATE FIRE SERVICE

Rate per quarter, based on size of connection

3/4" -2".....	\$ 73.05
3".....	\$ 91.32
4".....	\$ 120.02
6".....	\$ 300.04
8".....	\$ 495.72
10".....	\$ 717.49
12".....	\$1095.81

### SERVICE CONNECTION FEES (Rule 11)

3/4 " line, normal installation.....	\$1,495.00
1" line, normal installation.....	\$1,495.00
Larger than 1", actual cost with minimum of .....	\$1,495.00
1" Combination domestic and fire service.....	\$1,995.00

Abnormal installation, actual cost with above minimums.

Fire line meters will be furnished by the Authority at the expense the applicant.

### MISCELLANEOUS CHARGES

Charge for testing private meters brought to the shop,  
5/8", 3/4", 1" and 2" ..... "ACTUAL COST"

Charge for special reading of meter by request of Consumer  
and subsequent billing..... \$ 20.00

Charge for inspection of service or supply line (Rule 12)..... \$ 40.00

Charge for additional inspection trips (Rule 12) ..... \$ 20.00

Charge for unauthorized cleaning of service line (Rule 14)..... \$ 65.00  
Plus all cost necessary to control and monitor any contamination to  
Authority water system.

Charge for removing, resetting and resealing meters, where  
seal wire has been tampered with, or broken, or the meter removed  
from the service line (Rule 18)..... \$100.00

Charge for testing meter at Consumer's request (Rule 21)  
5/8", 3/4", 1" meters, each ..... \$ 45.00  
1 - 1/2" and 2" meters, each..... \$ 90.00  
All other sizes at actual cost to the Authority

Charge for turning water off or on due to non-payment of bills, violation of rules including backflow noncompliance, or terms of the application card, per trip( <i>Rule 27</i> )	During regular business hours.....	\$ 20.00
	After regular business hours.....	\$ 45.00
Charge for turning off or turning on water temporarily due to seasonal nature of business, vacation, home inspections etc., per trip		
( <i>Rule 27</i> )	During regular business hours.....	\$ 20.00
	After regular business hours.....	\$ 45.00
Charge for emergency service calls, during other then regular business hours, per trip. This charge is in addition to any and all other applicable charges. ( <i>Rule 27</i> ).....		\$ 25.00
Charge for every service call after failing to keep two (2) scheduled service calls.( <i>Rule 27</i> ).....		\$ 25.00
Charge for unauthorized operation of street valve, curb stop, etc. ( <i>Rule 28</i> ).....		\$100.00
Charge to Replace/Repair meter wiring or device ( <i>Rule 18</i> ).....		\$ 30.00
Charge to Replace MIU ( <i>Rule 18</i> ).....		\$100.00
Charge to Replace meter register ( <i>Rule 18</i> ).....		\$ 80.00
Charge to Repair damaged meter ( <i>Rule 18</i> )		
5/8" .....		\$ 49.00
3/4" .....		\$ 60.00
1" .....		\$ 80.00
Charge to replace meter lost, stolen, or damaged beyond repair ( <i>Rule 18</i> ) .....	Actual Inventory Cost	
Charge for checks returned (NSF), checks returned on closed bank accounts, and any other checks returned unpaid from the bank ( <i>Rule 41</i> ) .....		\$ 30.00
Charge for a No Lien Letter.....		\$ 25.00
Filing of Water Lien ( <i>Rule 38</i> ).....		\$ 78.00
Credit Card Convenience Fee – Web Site or in Office.....		\$ 1.75
Pay by Phone Fee via echecks or Credit Cards.....		\$ 2.15

## Appendix B

**DELINQUENCY FEES**

Charge for first delinquent reminder.....	\$ 6.00
Charge for final delinquent notice.....	\$ 6.00
Charge for sending delinquent certified letter.....	\$ 8.00
Charge for posting delinquent property.....	\$ 15.00
Charge for entering into each payment agreement.....	\$ 5.00

**CHARGES FOR DISCONNECTION OF SERVICE DUE TO A VIOLATION OF AUTHORITY RULES (*Rule 28 & 29*)**

Termination of service at the curb stop or service valve

Connection Located in Grass or Dirt.....	\$2231.00
Connection Located in Concrete.....	\$2444.00
Connection Located in Asphalt.....	\$3009.00

Inspections and Permit fees will be charged in addition to the above costs and will be based on actual cost to the Authority.

Charge for flow testing Authority hydrants (per hydrant) .....	\$250.00
Charge for main line and service line cost estimates.....	\$200.00

One Hundred Dollar (\$100.00) refund if project is completed and property purchases water from the Authority

