

**NEW CASTLE DEPARTMENT OF WATER
REGULATIONS AND STANDARD PROCEDURES MANUAL**

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SECTION ONE GENERAL PROVISIONS

1.1 GENERAL

The regulations and procedures hereinafter set forth shall be considered a part of a contract with every person, firm, company, or corporation that is supplied with water through the Water Department System of the City of New Castle, Indiana, and every such person, firm, company, or corporation, using water shall be considered to have expressed his or their consent to be governed thereby. The City of New Castle reserves the right to alter, amend, or add to the regulations and procedures at any time.

1.2 QUALITY OR SERVICE NOT GUARANTEED

The supply of water to all parties for any reason whatever is subject to the following conditions: The Water Department does not guarantee to the consumer a fixed or continues pressure, nor does it guarantee the water delivered as to quality, purity, or temperature, these all being subject to the variable conditions which may arise in the operation and maintenance of the Water Department.

1.3 WATER MAINS MAY BE SHUT-OFF WITHOUT NOTICE

In case of breaks in mains, services, pumping machinery, reservoirs, or other Water Department equipment, and for the purpose of tapping, extending, repairing, replacing or cleaning mains, the water may be shut off without giving notice and no claims will be considered for damages of any nature whatsoever arising from such action. The Water Department shall whenever possible, in such cases, attempt to notify consumers before shut offs.

1.4 RIGHT TO ENTER PREMISES

The Water Department reserves the right through its authorized agents to enter at reasonable hours the premises to which its service extends, for the purpose of reading, repairing, installing, removing or inspecting meters, or for any purpose which it may deem necessary in properly safeguarding the interests of the Water Department and the consumer. When such access is refused, the water may be immediately turned off and not turned on again until request of the Water Department has been complied with an "Off and On" charge has been paid (see office and payment procedures).

1.5 WATER USE RESTRICTIONS

The Water Superintendent is hereby authorized to declare a water use restriction for the entire City or portion thereof whenever he determines, in his discretion, that significant water problems exist within the City, or portions thereof, to warrant such action. Said restriction shall exist from the time it is formally announced until the time it is formally cancelled. Further a water use restriction shall be subject to review by the New Castle Utility Impact Board within seven (7) days of the issuance thereof.

Whenever a water restriction is in effect, all forms of nonessential water use, including lawn sprinkler, car washing or uses specifically set forth by the Water Department within the water use restriction shall be prohibited except when said water use comes from a private supply.

1.6 CROSSCONNECTION/BACKFLOW PROTECTION REQUIRED

No service shall be connected to the City water supply without cross connection/backflow protection as required by City Ordinance #2879.
(see attachment #1)

1.7 SPECIFICATIONS FOR NEW CONSTRUCTION

Specifications and materials for new construction shall be defined in the City of New Castle, Henry County, Indiana Utility/Street Standards dated March 23, 1998 located in the Building Commissioner's office and the Water Plant office.

SECTION TWO WATER METERS

2.1 WATER METERS

All water services shall be metered.

2.2 ONE METER FOR EACH SERVICE

Each individual service shall have a water meter. Plans showing the piping arrangement must be submitted to and approved by the New Castle Utility Impact Board.

2.3 MULTI UNITS WITH INDIVIDUAL METERS BUT ONE SHUT OFF VALVE

When a multi unit with more than one meter but only one shut off comes to the attention of the Water Department the issue will be addressed as follows.

The owner of the property will be given the choice of:

1. The Water Department make one meter set where the valve is currently located, remove all other meters and have only one water account. Someone would have to be responsible for the one account billing but there would not be excavating cost for the property owner.
2. The Water Department make two meter sets with their own shut off valves where the single valve is currently located, however the property owner would have excavating and plumbing expenses for running a second line and connecting the second meter set. (the City would only provide one)

2.35 MULTIPLE USE OF UTILITY SERVICE LINES

There shall be no more than 1 user meter for each service line extending from a City Utility Main Line. When multiple users are discovered, the property owner shall be responsible for the cost of constructing a service line on their real estate, from their structure to the City's connection point.

In the event it is not possible to construct a line solely on the property owner's real estate, the property owner shall:

- a) Obtain and record maintenance and construction easement from the owner of the real estate affected, and
- b) Obtain the approval of the New Castle Utility Impact Board.

The property owner shall also be responsible for all connection fees and charges. (12/7/98)

2.4 METERS REGISTERED BY SERIAL NUMBERS

All meters shall be registered by serial numbers and apply to street number and lot number, not property owner's name. Inquiries regarding meters should give street numbers and service number if possible.

2.5 DESCRIPTION AND CODING FOR RESIDENTIAL AND COMMERCIAL ACCOUNTS

For the purpose of billing, meter testing and backflow device. An account will be coded as:

Residential Account- A water service serving a residential facility containing not more than two (2) units for domestic water service.

Commercial/Business & Industrial Accounts- All other accounts will be billed under this code.

2.6 FURNISHING OF METERS

Residential water meters will be furnished by the New Castle Water Department

Commercial/Business or Industrial meters will be supplied and maintained by the **property owners**.

2.7 RESPONSIBILITY FOR LOSS OR THEFT OF METERS

Property owners shall be held responsible for the loss or theft and shall reimburse the Water Department for any meter supplied to them by the Water Department.

2.8 BUSINESS/COMMERCIAL/INDUSTRIAL METERS DAMAGED OR IMPROPERLY FUNCTIONING

All damaged or improperly functioning meters, not owned by the Water Department shall be repaired or replaced at the expense of the property owner. The property owner **must receive permission and**

approval from the Water Department of the repairs and/or replacement of any water meter. The Water Department must also be **notified** at least twenty-four (24) hours in advance of the repair or change so the Water Superintendent or designated representative may inspect the job.

When a meter malfunctions the Utility Office will upon approval of the Utility Impact Board (U.I.B) charge a flat rate fee. This fee will be calculated by multiplying the average monthly bill (as determined by the U.I.B) by two. An additional ten percent will be added for each month the meter remains inoperable or in disrepair.

If the property owner is notified by the Water Department that repair or replacement of a water meter is needed, they will be given a notice 30-days to have such repairs or replacements made.

2.9 REMOVING METER, BREAKING SEAL, AND TAMPERING

No unauthorized person shall maliciously, willfully, or negligently remove or tamper with any water meter or break any meter seal or break, damage, destroy, uncover, deface, or tamper with any structure, appurtenance, or equipment which is part of the Waterworks or the Water Distribution System.

If the Water Department finds that a meter seal has been broken or any bypass inserted or there is evidence that the meter has been tampered with, the water shall be shut off and shall not be turned on again until the consumer or owner of the premises pays for the estimated cost quantity of water which has been used, the cost of repairing or replacing the seal, and in addition, the applicable "Off and On" charges (see office and payment procedures).

*The City of New Castle reserves the right to disconnect water at the source if the replaced seal is broken or the meter or lines have been tampered with. The customer then would be responsible for the cost of the time and materials incurred and the new connection fees would be charged to restore service.

The charges herein above are in addition to the penalties provided by the criminal laws of the State of Indiana and the City of New Castle and by making the payment herein above will not in any way relieve any person from criminal prosecution.

2.10 METER TESTING

The Water Department reserves the right to remove a meter from any premises and substitute another meter in its place for the purpose of making repairs or testing. The Water Department may test any meter (owned by City or property owner), on a routine check or which in its judgment is registering incorrectly, without charge to the owner.

2.11 METERS MUST BE ACCESSIBLE

Meters must be freely accessible to meter readers and other authorized employees of the Water Department and must not be covered with or obstructed by rubbish or other material regardless of whether such meters are located in meter vaults, tiles or basements.

2.12 MULTIPLE USE OF A UTILITY SERVICE LINE

There shall be no more than 1 user meter for each service line extending from a City Utility Main Line. When multiple users are discovered, the property owner shall be responsible for the cost of constructing a service line on their real estate, from their structure to the City's connection point.

In the event it is not possible to construct a line solely on the property owner's real estate, the property owner shall:

- a) Obtain and record maintenance and construction easement from the owner of the real estate affected, and
- b) Obtain the approval of the New Castle Utility Impact Board.

The property owner shall also be responsible for all connection fees and charges.

SECTION THREE

OFFICE AND PAYMENT PROCEDURES

3.1 ESTABLISHING AN ACCOUNT FOR A NEW BUILDING

To establish an account for a new building, the building owner must: **1.** Have required papers filed at the Building Inspectors Office. **2.** Submit plans to the New Castle Utility Impact Board and receive permission. **3.** Then bring approval papers to the Utility Office, fill out an application and pay the \$300.00 connection fee. (If also connecting to the City sewer (\$300.00) this may be done at the same time.)

***Contact for fees (Hardship)** If after the approval of services the customer is under financial hardship they may appeal to the Utility Impact Board for an extension. If the UIB approves the request the Utility Office may prepare a contract for the customer allowing up to twelve months to pay connection or inspection fees provided all water and sewer bills are paid on or before their due date along with the contract payment. If prompt payments are made on current utility bills there shall be no penalties applied to contract payments for fees.

* A new service will be defined as: (a) There is service requested for a lot or parcel which was previously not serviced by the Utility or where there are no improvements on the lot and there has not been an active billing for that lot for a period in excess of twelve (12) consecutive months. (example: new construction or new account), (an active billing constitutes the receipt of a monthly utility bill from the City Utility); or (b) An additional service line is added to a lot or parcel already served, requiring an additional meter set; or (c) Improvements on a parcel require the disconnection from the City's main line and a subsequent reconnection; or (d) Any time the customer requests that service be disconnected and as a result, the service is physically terminated at the City's main line and the billing account is closed. Thereafter, new service is requested by the customer, requiring a physical reconnection at the City's main line. (see policy 5/17/99)

Installation of Water Services

One Residence

After the above has been completed the New Castle Water Department will (when scheduling permits) install and maintain the water line from the existing main to the first available location (closest to the property line), approved by the Water Superintendent or his representative on the customer's property. The New Castle Water Department will install the pit, valve, meter and lid. It will be the customer's responsibility to connect and maintain from the pit (where the valve is located to the building being served).

Developers

After the above has been completed the developer will be responsible for all installations including water main and services to all lots being developed. The installations will be per the New Castle, Henry County, Indiana Utility Street Standards Manual dated 3-23-98 (located in the Building Inspectors office and the water plant) and **IDEM** specifications. As work is completed the developer/contractor will schedule with the New Castle Water Superintendent or his representative inspections of all mains, water lines and testing.

Developers will be required to provide a three-year maintenance bond on all water mains and services. After the three years the water main and service lines to the pit and including the pit become the property of the City of New Castle. The service line from the pit to the building being served is the responsibility of the property owner.

Commercial/ Business

After the above has been completed the developer will be responsible for all installations including water main and services to all lots being developed. The installations will be per the New Castle, Henry County, Indiana Utility Street Standards Manual dated 3-23-98 (located in the Building Inspectors office and the water plant) and **IDEM** specifications. As work is completed the developer/contractor will schedule with the Water Superintendent or his representative inspections of all mains, water lines and testing. The commercial property owner will be responsible for everything (pit, meter, line, valve, etc.) beyond the City Main Line.

3.2 OPENING A NEW CUSTOMER ACCOUNT

1. An application will be filled out completely with two pieces of identification and **coded per type of building**. The application is considered to be a service contract. (for description of coding see section 2.5 & application attachment #2)
2. Previous water account paid in full to date.
3. Deposit of \$50.00 paid if a renter (can be waived if good payment history-has not defaulted in the past two years into the 60-day status).
4. If a business is not incorporated the account will be listed in the **owners name with the DBA listed**. If this is a rental property of 2 units or more, in a landlord's name it shall be listed DBA-landlord.
5. An **inspection account** may be set up, by the owner or an agent of the owner for the purpose of a plumbing inspection. The water service will be activated at an agreed upon time and left on no more than 72 hours. The cost for this service will be \$25.00. This will include the turn on fee and maximum of two units of water and sewer use. The owner or agent will need two pieces of identification and provide proof of ownership, sales or utility activation agreement.
6. A current meter reading must be obtained before service is activated.

3.3 DEPOSIT

A deposit shall be required from a customer that owes the Utilities money on an account that is disputed or uncollected. This would allow for a new account to be activated and let the customer continue to be served by the Utility. This deposit will be two times the customer's average monthly bill, based on the most recent history.

3.4 READING WATER METERS

Water meters will be read monthly. When a meter reading cannot be obtained, or the water meter does not register, the City reserves the right to estimate and bill for the water consumed by establishing a fair and just pro-rate based on knowledge of current usage and a review of past usage.

*Phone in readings will be accepted up to five (5) months in a row, on the sixth month the utility office will make arrangements with the customer for a Water Department employee to read and inspect the meter, during regular working hours. If reasonable attempts for entrance (to read and inspect the meter) are made by the Utility and entrance is not obtained, the Utility reserves the right to discontinue service until a reading is obtained to close the account. Thus insuring the final bill will be accurate. Estimated or phoned in readings will not be accepted.

3.5 **BILLS TO BE DELIVERED TO THE CONSUMER**

The Water Department will undertake to deliver bills for water by depositing the same in the U.S. Post Office only as a matter of convenience to the owner or consumer. Failure to receive a bill shall not relieve any person from his obligation to pay the bill.

<u>Section</u>	<u>Mail Bill</u>	<u>Due</u>
1	15 th	1 st
2	25 th	10 th
3	5 th	20 th

3.6 **LATE FEE / PENALTY**

A late fee will be added to the bill if not paid on or before the due date.

3.7 **DISCONNECT FOR NON-PAYMENT**

Disconnection for non-payment may occur twenty five days after bill is due. A door hanger (disconnect notice) will be delivered one or two days (to the home being severed on any account) before service is disconnected for non-payment. ***Unpaid sewage fees on rental properties are the responsibility of the landlord. If left unpaid by the tenant and landlord and in a 90-day status the amount owed shall have sewer liens recorded against the property.**

3.75 **DELINQUENT ACCOUNTS SUBJECT TO COLLECTION**

An account, which is delinquent and reasonable efforts made to collect money, will be forwarded to a collection agency. A fee equal to that which is charged by the collection agency will be added to the balance of the account, to ensure full payment to the Utility.

To restore service:

1. Payment in full plus a \$15.00 reconnect fee. **OR**
2. A contract (see attachment #3) may be written on unpaid balance **if** they have not breached a contract agreement in the past twelve months, pays at least \$10.00 or 1/10 of bill plus the \$15.00 reconnect fee.

3.8 **SERVICE CALLS AND AFTER HOURS SERVICE CALLS**

Request for service calls shall end at 3:00 p.m. each workday. Any request for service received after 3:00 p.m. shall be placed on the calls for the next working day or shall be handled as an **EMERGENCY SERVICE WITH THE CUSTOMER PAYING THE APPROPRIATE ADDITIONAL COST**. The after hours (workday after 3:00 p.m., weekends and holidays) service charge is \$40.00 per call. Said charges will be waived if said service is requested by a representative of the City, for an emergency such as a fire.

* A reconnect fee of \$15.00 will be charged when there is a re-connection of an existing service. This fee will be charged after restoration by the customer's request due to repairs by the customer, turn on after customer's vacation and turn on after disconnect for non-payment. (policy 2-1-99)

3.9 LAKS, LEAK ADJUSTMENTS & CITIZEN'S UTILITY ADVISORY BOARD

If a claim is presented for a leak that has occurred over more than a one-month period, only one-month bill will be adjusted. Only one adjustment will be made in a 12-month period.

Adjustments: Must provide documentation that repairs have been made.

Leak in Crawl Space Area: May receive an adjustment of ½ of the SEWER ONLY above the custom's average.

Leak underground: May receive an adjustment of SEWER ONLY above the customers average.

Leak inside the meter pit: The utility will absorb the cost of usage resulting from said leak, based upon the average consumption, for **residential customers only.**

Unmetered leaks: The utility will make contact with the property owner. If the owner refuses to fix the problem within a reasonable length of time not to exceed seven (7) days, then the utility will at their discretion discontinue service until the problem is resolved.

****The Citizen's Utility Advisory Board in addition to the above will consider claims that do not follow the above guide lines. (Customer must fill out a Utility Advisory Board application, see attachment #4)**

3.10 POOL FILLS (residential)

Residential customers wishing to fill their swimming pools may do so with their own domestic lines. (Fire hydrant fills are not allowed) When the reports a pool fill on their bill reflecting the added consumption a sewage credit may be given. This credit will be for the sewage over their average, based on the water consumption in January, February, and March of that year. This credit may be given only once in a calendar year per resident.

3.11 BULK WATER

A registration (permit) fee of \$40.00 per year will be charged to each purchaser of water. The fee shall be paid in advance of the first water purchase. This fee shall be paid at the New Castle Utilities Office. The water will be made available at a designated location of the Water Superintendent's choosing and will be available only during the working hours of the Water Plant, unless authorized by the Water Superintendent. An accurate record of gallons received will be kept and submitted to the water plant. The water sold will then be billed to the purchasing company at a rate of \$5.00 per thousand gallons or any part thereof.

3.12 CORRECTION POLICY ON INCORRECT BILLING

It shall be the policy of the New Castle Utilities (Wastewater & Water) that the billing errors (either in the Utilities favor or customer's favor) shall upon review and conformation by the Utility Impact Board be corrected by charges or refunds for a period of not greater than 12 months. (9-8-98)

3.13 PLACEMENTS OF METERS FROM BASEMENT TO CURB

A current residential customer with the Water Department meter located in their building or basement, may pay a fee of \$100.00 and request the meter to be removed from their building and located in a meter pit at, or near their property line adjacent to a city street or right of way, where existing water line is located. This must meet with the Water Superintendent's approval. The work will then be scheduled by the Water Department.

SECTION FOUR IRRIGATION (YARD SPRINKLER) SERVICES

4.1 IRRIGATION (YARD SPRINKLER) SERVICES

Irrigation (Yard Sprinkler) systems are to be separate systems and are to be metered. Such service will be subject to a \$300.00 connection fee.

All irrigation systems shall have a **PVB** (pressure vacuum breaker) backflow device or a **DC** (double-check) backflow device and be inspected by an Indiana Licensed Backflow Inspector at the beginning of each season.

The irrigation systems will be subject to monthly fees. The bill is for water only (no sewage). The billing account will be activated beginning May 1, and will be discontinued at the request of the customer.

Residential customers who do not have an irrigation system but do yard sprinkling through their domestic lines can request their accounts to be marked for summer yard sprinkling and their bills will automatically be adjusted for the extra water usage.

SECTION FIVE FIRE PROTECTION

5.1 FIRE HYDRANT USE

Fire hydrants are intended for the use of the Fire Department. Permits for the use for other purposes are given occasionally and only in cases where such use cannot be avoided. No person except an authorized employee of the Water Department, Fire Department, Street Department, Sewer Department or plumber or contractor with a permit and authorized by the Water Superintendent shall open, operate, or remove a nozzle cap from any fire hydrant to which water is supplied in whole or part by the New Castle Water Department.

5.2 DAMAGE TO FIRE HYDRANT AND UNAUTHORIZED USE OF HYDRANTS

In case any person does any damage to a fire hydrant, he shall upon demand by the Water Department, pay for such damage and all cost and expense incurred therein. Cost shall include water lost or water drawn without authorization.

5.3 PRIVATE AND TOWNSHIP FIRE HYDRANTS

Fire hydrants on private property or that were installed by a business for the purpose of fire protection for the business will be considered private fire hydrants and any such fire hydrants will be subject to monthly fire hydrant protection fees, per hydrant.

Fire hydrants that are located in the Township not located on private property will be subject to monthly fire hydrant protection fees, per hydrant. This cost is billed to the Township Trustee's Office.

Fire hydrants that are located in the City not located on private property or for private property requirement will be subject to monthly fire hydrant protection fees, per hydrant. This cost is billed to the City of New Castle.

5.4 FIRE PROTECTION SERVICE CONNECTIONS

The installation of fire protection service connections to supply water to standpipe and sprinkler systems for fire protection shall be permitted when applications and plans for such service have been submitted and approved by the New Castle Utility Impact Board and the Fire Department.

All fire protection line connections shall have a DCDC (double-check detector check) backflow device. A RPDA (Reduced pressure detector assembly) backflow device will be required if chemical additives are used.

All fire protection lines shall be in accordance with the Fire Department specifications.

Fire protection lines shall be defined as private water lines serving properties with standpipes, storage tanks, or sprinkler systems for fire protection. All such lines shall be subject to a monthly charge depending on the size of the system.

The revisions of this Regulations and Standard Procedures Manual have been approved by the Board of Works.

Approved this _____ day of _____ 2005.

Board of Works

Board of Works

Board of Works