

TERMS AND CONDITIONS

DOVER & FOXCROFT WATER DISTRICT

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DOCKET NUMBER: 2024-00234

Scott Coy, Chairman
Board of Trustees

The following Terms and Conditions made by the DOVER & FOXCROFT WATER DISTRICT and filed with the Maine Public Utilities Commission constitutes a contract between the customer and the District. The customer agrees to adhere to these Terms and Conditions and to take water only for purposes stated in the application and at the established rates.

Section 1: Definitions

The following terms have the following meanings, unless the context clearly indicates a different meaning:

- A. Account Balance. "Account balance" means the total water amount owed by a Customer that has been properly billed by the District.
- B. After hours. "After hours" are defined as:
 - 1. Weekdays: after 3:00 PM and before 7:30 AM
 - 2. Weekends: after 3:00 PM Friday and before 7:30 AM the following Monday
 - 3. Holidays are observed according to the published State of Maine government holidays. Holidays are not considered "normal business hours". Holidays start at 12:01 AM of the observed holiday and end at midnight.
- C. Amount Overdue. "Amount Overdue" means the total water amount that has been properly billed to a Customer that has not been paid by the due date of the bill or by a date otherwise agreed upon by the District and the Customer.
- D. Applicant. "Applicant" means any person or business that applies for District service and who has not been a Customer of the District within the past 30 calendar days.
- E. Basic Service. "Basic service" means District service where the Commission regulates the rate or charge for the service and the rate or charge for the service is contained in the District's rate schedules.
- F. Bill. "Bill" means a statement, either in written or electronic form, from the District to a Customer that states the amount owed by the Customer for the current billing period, the amount overdue, the account balance, and any other charges lawfully owed by the Customer. Bills shall be issued in accordance with Chapter 660 and these Terms and Conditions.
- G. Commission. "Commission" means the Maine Public Utilities Commission.
- H. Complaint. "Complaint" is a dispute between an applicant or Customer and the District which the District has decided to resolve pursuant to this Rule.
- I. Consumer Assistance and Safety Division. "Consumer Assistance and Safety Division" or "CASD" is a division of the Commission assigned with the responsibility of dealing with consumer issues under Chapter 660.
- J. Customer. "Customer" means any person, business, corporation, government or governmental division that has applied for, been accepted to receive, is receiving District service or has agreed to be billed for District service. This term also includes a person or business that was a Customer of the District within the past 30 days and who requests service at the same or a different location.

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- K. Deposit. "Deposit" means any payment, however designated, that is held as security for future payment or performance.
- L. Dispute. "Dispute" means a grievance of a Customer or applicant about the District's application of any provision of this Rule. Disputes include, but are not limited to:
 - 1. deposit requirements.
 - 2. the accuracy of meter readings or bill amounts.
 - 3. the proper person to be charged.
 - 4. the terms of a payment arrangement.
 - 5. the terms to avoid a pending disconnection.
 - 6. the terms to obtain a reconnection; and
 - 7. the transfer of an account balance incurred in one Customer's name into another Customer's account.

If a Customer or Applicant has a grievance and then indicates that the response from the District's employee was satisfactory, the dispute between the Customer or Applicant and the District will be considered resolved.

- M. Due date of bills. All Bills are past due no less than twenty-five (25) days after the Bill is mailed or otherwise delivered to the Customer. A Bill is considered "mailed" on the date it is postmarked or otherwise delivered to the Customer. If the due date for payment falls on a Saturday, Sunday, legal holiday, or any other day when the District's offices are not open for business, the District shall extend the due date to the next business day.
- N. Establishment. An "Establishment" is a location at which water service is sought or is being rendered.
- O. Fraud. The term "Fraud" means a false representation, by words or conduct, or the concealment of facts which should have been disclosed, which is intended to deceive the District and upon which the District reasonably relies in taking actions with respect to a Customer.
- P. Make-up Bill. A "make-up bill" is a bill issued for previously unbilled District service.
- Q. Non-basic District Service. "Non-basic District service" means District service that meets any of these conditions:
 - 1. The Commission does not regulate the rate or charge for the service; or
 - 2. The rate or charge for the service is not contained in the District's rate schedules; or
 - 3. The service is for merchandise or equipment that is not required as a condition of receiving District service.
- R. Occupant. "Occupant" means any person who resides at an establishment that is provided with basic or non-basic District service.
- S. Payment Arrangement. "Payment arrangement" means an agreement between a Customer or applicant and the District that allows the account balance or deposit to be paid in one or more installments.
- T. Person. "Person" means an individual, partnership, or voluntary association.
- U. Premises. "Premises" means any residential or non-residential building or property.
- V. Private Line. "Private line" means:
 - 1. A water line constructed prior to May 7, 1986, across private property to serve one or more Customers and not considered by the District to be a water main.
 - 2. Except as provided under Chapter 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.
- W. Refund. "Refund" means a cash or cash equivalent reimbursement to a Customer. The application of a credit to a Customer's account is not a refund.

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- X. Residential. "Residential" means District service provided to a dwelling. It includes service provided for a nonresidential purpose, if a residential dwelling is receiving service through the same meter.
- Y. Seasonal Customer. "Seasonal Customer" means a Customer which regularly takes service through summer service pipes and water mains. A seasonal Customer will be subject to the rules and charges of seasonal rates in effect.
- Z. Serious Medical Condition. "Serious medical condition" means a medical condition such that a lack of District service would pose a serious risk of harm to the individual with the condition.
- A. Service Line. "Service line" means the water line running from the water main to the Customer's establishment. (Chapter 620 §2 L)
- B. Service Drop. The "service drop" portion of the service pipe shall be owned by the District and shall extend from the main to the curb stop (shut-off valve). The curb stop shall ordinarily be at the edge of the right of way. (Chapter 65 §1 L)
- C. Summer Service Pipes and Water Mains. "Summer Service Pipes and Water Mains" are pipes which can supply Premises for only a portion of the year, typically from May 1 to October 1. The District may elect to extend service before May 1 or after October 1. (Chapter 620 §3 E)
- D. Temporary Establishment. "Temporary establishment" means 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. The absence of a cellar or permanent foundation shall not be the sole criterion used by the District in determining that an establishment is temporary. As a general rule, temporary establishments are expected to last no longer than 5 consecutive years. The owner must enter into a temporary service agreement with the District before any temporary establishment can be served.
- E. Third Party. "Third party" means a person or entity not employed by or working on behalf of the District. For the purposes of this Chapter, neither Commission staff nor contractors working on behalf of the District are considered "third parties".
- F. Unauthorized Use. "Unauthorized use" means the interference or diversion of District service. Unauthorized use includes, but is not limited to:
 - 1. tampering with the meter (any act which affects the proper registration of service through a meter).
 - 2. bypassing the meter without prior District permission (unmetered service that flows through a device connected between the service line and Customer-owned facilities);
or
 - 3. restoring service without authorization from the District
- G. District. "District" refers to the Dover & Foxcroft Water District.
- H. Water Main. A water pipe, other than a service pipe or private line which is owned, operated, and maintained by the District, and used for the transmission or distribution of water.

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Section 2: Establishment of Service

1. APPLICATION OF SERVICE.

Pursuant to Chapter 620 of the Commission's Rules, the owner or the owner's agent, or the occupant of the establishment to be served may apply for service on forms provided by the District. Any tenant may become a Customer if the tenant assumes responsibility for future service under the conditions set forth in Title 35-A.M.R.S.A Sec. 706(2), and Commission Rules, Chapter 660.

If a new service connection or other work on the owner's Premises is required, the owner must authorize the District to enter the Premises to perform the necessary work. The size and location of the District's portion of the service pipe for a new service and service upgrade shall be determined by the District. (Chapter 620 §3 C)

2. **Conditions of Service**

District Employees displaying proper identification shall have the right of reasonable access to all premises which it serves, at reasonable hours, to permit the inspection of plumbing and fixtures, to set, remove, or read meters, and to ascertain the amount of water used. (Chapter 620 §5A)

Every establishment must be equipped with an operable stop valve located inside the building near the entrance of the service line, easily accessible, and protected from freezing. One valve must be located immediately downstream of the meter. All piping must be arranged to prevent back-siphonage and must permit draining whenever necessary. Chapter 620 §5B)

The use of water consumption equipment which could affect the District's pressure or operating conditions and interfere with the service of other Customers is prohibited. If a Customer fails to comply with these regulations, the District may disconnect service pursuant to Chapter 660.

Customers must install vacuum, temperature, and pressure relief valves or cutouts to prevent damage to a direct pressure water device or secondary system supplied by an automatic feed valve.

Cross connections between the public water supply system and any other supply are prohibited unless it is properly protected by measures which comply with rules of the Maine Center for Disease Control. The District prohibits any connection that will cause back flow between the public water supply system and any plumbing fixtures, device or appliance, or between any waste outlet or pipe

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having direct connection to waste drains. If the Owner of such a connection fails to break or properly protect the connection within a time limit specified by the District or Department, the District will discontinue service pursuant to Chapter 660 of the Commission rules. (Chapter 620 §5E)

3. Service Line.

The District shall install, own and maintain the service drop portion of the service line, as described in and subject to the payment and other requirements of Chapter 65 of the Commission's Rules. The District will determine the size, location, and material of its portion of the service line. (Chapter 620 §3 C)

The Customer shall pay for, install, own and maintain the Customer's portion of the service line. If a public way must be crossed by the Customer's portion of the service pipe, the crossing must be approved by the District. (Chapter 65 §2 D) The Customer-owned portion of the Service Line must be installed per the District's standards and specifications and only after approval of the District is obtained.

Any service pipe requested shall be financed in full by the Customer, including the portion within the public or District right-of-way.

The Applicant must provide any Deposit for the full estimated amount at least two weeks before the District executes any work.

4. Frozen service pipe

Frozen service pipes will be addressed in accordance with Chapter 620 §3 C2

5. Access to Premises for Resumption of Service

The Owner must authorize the District to enter the premises to do the work necessary to establish a connection (Chapter 620 §3A)

The District requires the Customer to provide an authorized adult, 18 years or older, to escort District personnel throughout the Premises as needed.

6. Seasonal resumption of service charge.

The District will charge seasonal Customers an annual fee of \$55.00 to both reconnect summer service pipes, water mains, and meters each spring and to disconnect summer service pipes, water mains, and meters at the end of the season.

The seasonal resumption of service charge is in addition to seasonal metered rate charges.

A seasonal Customer regularly takes service for only a portion of the year from either a summer or year-round main. A seasonal Customer will be subject to the

rules and charges of seasonal rates, in effect, or of annual rates, if seasonal rates are not in effect. A Customer regularly vacating the premises for three months or less may elect in writing to be classified as an annual Customer subject to annual charges.

Section 3: Credit and Collections

7. Billing.

All billing and payment standards will be governed by Chapter 660.

Annual metered customers are billed quarterly in arrears. Seasonal flat rate customers are billed in advance for the season. The District does reserve the right to render bills monthly if it so desires.

a. Seasonal minimum meter charges will be billed immediately after the meter is set for the season. Bills for water used in excess of the minimum amount will be billed immediately after the final reading for the season. The District reserves the right to render bills quarterly for excess water used by seasonal customers.

b. Public and private fire protection charges shall be due and payable in advance, each year, on a (monthly, quarterly, annual) basis.

c. All bills shall be paid by any District-approved payment method, including but not limited to by mail, in person, or electronically. Payments must be received at the office of the District, at any designated collection station, or through a District authorized vendor. Failure of the Customer to receive their bill does not relieve them of the obligation of its payment nor for the consequences of non-payment.

The District reserves the right to bill at a different frequency upon notice to the customer, agreement with the customer, or outside the normal provisions of water (e.g. temporary establishment/construction meters).

8. Credit and Collection.

All credit and collection procedures for both Residential Customers and nonresidential customers will be based upon Chapters 660 and 870 of the Commission's Rules.

DEPOSITS. The District may demand a deposit from any residential or non-residential customer as permitted by Commission Rules, Chapter 660.

9. Terms of Payment

Customers are legally obligated to pay for the services they receive. Bills are payable upon being issued. Failure of the Customer to receive his/her bill does not

relieve him/her of the obligation of payment for services received nor for the consequences of non-payment. The due date for payment, in order to avoid the incurrence of late fees or the initiation of collection action, will be no less than 25 days after the bill is mailed or hand delivered to the customer. The late payment charge for overdue bills will be no more than the maximum amount allowed under Chapter 870 of the Commission's Rules, to be determined annually. Payment is made on the date the District receives the payments (Chapter 660 §8 F2)

When a **partial payment** is received, the District must first apply the payment to the oldest basic service balance due unless an approved request from the customer, a disputed bill, or a payment arrangement requires otherwise. (Chapter 660 §8 H) After all basic service balances due have been paid, unused payment amounts may be applied to non-basic service, unless otherwise stipulated.

10. Payment Arrangement

The District shall continue to serve a Customer who cannot pay the Account Balance, provided mutually agreed upon payment arrangements are adhered to in accordance with Chapter 660 §9 and with these Terms and Conditions.

11. Dispute Resolution.

The District resolves disputes in accordance with Chapter 660.

12. Proration.

As appropriate, initial, final and seasonal bills may be pro-rated in accordance with Dover & Foxcroft Water District's approved tariffs and the number of months in the billing cycle.

13. Bank Charges on Customer Checks

As provided in Chapter 870 of the Commission Rules, the District may charge \$5.00 per account to which the check is applied or the amount the bank charges the District, not to exceed \$20.00 for each check returned for non-payment by a bank. If the District charges more than \$5.00, the District shall furnish the customer with proof of the bank charge.

The bank charge for clearing an international check for payment on account shall be charged back to that customer.

14. Charge for Establishment of Service

(Application for Service)

An Application for Service fee is charged when:

1. A change is made to an existing account that requires District personnel to obtain a meter reading or that causes an additional account record to be created.
2. A new account – without prior service at the location – is established.

The District will charge \$25.00 to establish water service if it is not necessary for the District to enter the premises to connect the service. The District will decide if entry to inspect or install the meter is necessary. If it is necessary for the District to enter the premises to connect the service, the District will charge \$55.00 during the normal business hours of 7:30 a.m. to 3:00 p.m., Monday through Friday. The charge during holidays and other than normal business hours is \$55.00 per hour with a minimum charge of \$110.00.

15. Reconnection of Service and Fee

The District will charge a Customer a reconnection fee to restore services at the Customer's premises if service was disconnected for any reason allowable under Chapter 660 or reconnected at customer request.

Flat fees for restoration of service following disconnection are as follows:

Normal business hours:	\$55.00
After hours:	\$110.00
Holidays:	\$165.00

16. Collection fee.

If District personnel visit the customer's premises to disconnect service for non-payment and in lieu of actual disconnection the customer pays or makes a payment arrangement for the entire past due balance, the District may charge a collection fee of \$25.00, as permitted in Chapter 660.

17. Return Trip Fee.

The District may charge a Customer a \$25.00 Return Trip Fee when the Customer fails to appear for their scheduled appointment. Customers must cancel scheduled appointments with the District at least one hour in advance to avoid the Return Trip Fee.

18. Late Payment Charge.

The District will impose the maximum late payment charge, permitted under Section 870 of the Commission's Rules on all basic service bills not paid by the due date of the Bill. (Chapter 660 §8 G)

19. Disconnection of leased or rented property.

Before actual disconnection of service to a leased or rented residential property, the District shall comply with the notice requirements contained in Chapter 660 of the Commission's Rules and Regulations and offer the tenant the right to take responsibility for future payments.

Pursuant to Chapter 660, in addition to the above, before disconnecting a leased or rented single-meter, multi-unit residential property, the District shall:

- B. Apply any existing deposit to the current account balance, and

C. Assess, against the landlord, a collection fee of \$110.00 in addition to any applicable reconnection fee set forth in section 16 of these Terms and Conditions. At its discretion, the District may separately meter or cause to be separately metered, at the landlord's expense, each dwelling unit within the property.

The District retains the right to place liens on leased or rented residential property served to secure payments.

20. Lien Charges for Unpaid Water Bills

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

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

21. Electronic Payment.

The District may allow Customers to pay amounts owed the District for service using electronic payment systems.

Electronic payments are "received" by the District either:

1. at the date and time, the transaction is approved by the bank or
2. the date the Customer chooses for the payment to be applied to the Customer's account if that choice is available in the District's billing system.

Any vendor retained by the District to process electronic bill payments may charge the Customer a transaction fee provided the Customer is informed of the specific amount of the fee prior to making the payment and that the District does not recoup any portion of the transaction fee.

22. Charges for Removal of Snow, Ice, or Other Obstacles During Disconnections.

The Customer will be responsible for clearing snow, ice, or any obstacles to the shut-off valve and/or meter when requesting a disconnection, including but not limited to emergency requests resulting from a frozen meter. If the Customer does not fulfill this responsibility and the District must clear the area to perform the requested disconnection, the District will charge the Customer at the following rates: \$55.00 per man-hour during the normal business hours of 7:30 a.m. to 3:00 p.m., Monday through Friday plus the cost of equipment rental, if applicable. During holidays and outside normal business hours, the charge will be \$55.00 per man-hour with a \$110.00 per man-hour minimum charge plus the cost of equipment rental, if applicable.

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23. Abatement Policy

The District does not abate for unusual high usage by the Customer with the exception being if District equipment such as a meter was not reading accurately. The Customer is responsible for maintaining their own plumbing and to keep the meter in a safe, dry and accessible place.

Section 4: Customer and District Rights and Responsibilities**24. Unauthorized Use of Water**

No Customer shall supply water to another nor use it for any purposes not mentioned in his/her applications without District approval. No Customer or their agent shall obtain water from any hydrant or other fixture of the District without the previous consent of the District. No Customer or his/her agent shall bypass any meter, nor restore service without District authorization, nor unreasonably interfere with District service nor otherwise take action to prevent the proper metering of water consumed by the Customer. In the event of the discovery of such unauthorized use of water, the Customer shall be immediately disconnected, pursuant to Chapter 660. In addition, the District shall be entitled to bill and recover from the Customer or responsible person the cost of the estimated amount of water consumed, based on the District's approved rates, plus interest at an annual rate of 5%. Where the unauthorized use of water has occurred, the District may also assess the Customer or responsible person a fee of \$55.00 per person, per hour, with a minimum of one hour, for each service visit to the customer's premises necessary to investigate and address the unauthorized use of water, including and removing the meter bypass, taking measures to prevent further diversion of water, and verifying that corrective measures have been taken and maintained. For service visits that occur during After Hours or Holidays, the fee will be \$55.00 per person, per hour with a minimum one and one-half hour charge.

Billing and makeup bills will be addressed pursuant to Chapter 660 §8 E.

In addition, pursuant to Title 35-A MRSA Sec 2706 as amended or replaced, the Customer or person responsible for the unauthorized use may be liable in a civil action to the District for all other reasonable costs to the District, including attorney's fees, costs of undertaking and completing the investigation resulting in the determination of liability, and for a civil penalty not to exceed twenty five hundred dollars (\$2,500.00), due and payable to the District for each violation.

25. No Tampering With District Property

No person may tamper with District property. No valve, valve sealing mechanism, meter, shutoff, hydrant or standpipe that is the property of the District will be opened or closed or otherwise operated, modified, or removed by other than persons

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authorized by the District. Tampering will subject a Customer or other responsible party to the same charges and actions outlined in Section 13, entitled Unauthorized Use of Water. In addition, in the event of such tampering, the responsible party may be subject to a civil action, pursuant to Title 35-A MRSA Sec.2707, as amended or replaced.

26. Maintenance of Plumbing & Safeguarding Pressure Devices

Pursuant to Chapter 620 of the Commission's Rules, a Customer must maintain the plumbing and fixtures within his/her own premises in good repair and protect them from damage, including freezing and heat damage. If damage does occur, the Customer is liable for any expenses incurred. The meter will be located in a warm, clean, dry, and accessible area such that can be serviced and read during normal business hours.

The District strongly urges Customers to install thermal / pressure expansion tanks as a means to prevent damage to plumbing lines and fixtures caused by water hammer and / or over-pressurization.

Pursuant to Commission Rules, Chapter 620, as a condition of service, Customers must install vacuum, temperature, and pressure relief valves or cutouts to prevent damage to direct pressure water device or secondary system supplied by an automatic feed valve. The District is not liable for any damage resulting from the lack of or failure of these devices.

27. Access to Premises

Pursuant to Chapter 620 of the Commission's Rules and Regulations, employees of the District having proper identification shall have access to all premises supplied with water, at all reasonable hours to permit the inspection of plumbing and fixtures, to set, remove or read meters, to ascertain the amount of water used and manner of use, and to enforce these Terms and Conditions.

28. Liability

The District will only be liable for any damages arising from claims to the extent liability is expressly provided in the Maine Tort Claims Act, as set forth in Title 14 MRSA, Chapter 741. The District makes no representations or warranties about the suitability of any water provided by the District for any particular purpose.

- A. **No Liability for Interrupted or Unsatisfactory Service**
If, by reason of temporary shortage of supply or for the purpose of making repairs, extensions, connections, or placing or replacing meters, or for any reason beyond the control of the District, it becomes necessary to shut off water in a main or service, the District will not be responsible for any damages occasioned by such shut off. Notice of shut off will be given when practicable, but nothing in these Terms and Conditions shall be construed as requiring the giving of such notice.

- B. **Water Quality Issues**

The District will not be responsible for damage caused by discolored water or unsatisfactory water service which may be occasioned by cleaning of pipes, reservoirs, or standpipes, or the opening or closing of any valves or hydrants, or any abnormal condition, unless caused by the lack of reasonable care on the part of the District. The District will not be responsible for meeting unusually high-water quality standards for specialized or industrial customers.

29. Conservation.

The District takes all reasonable steps to prevent the unnecessary waste of water. If a leak is located on a Customer's service pipe, the District will notify the Customer that the leak must be repaired within the time frame specified by the District. If a Customer fails to repair a leak on their service pipe within the time frame specified, service shall be discontinued pursuant to Chapter 660. When necessary to conserve the water supply, the District may restrict or prohibit the use of hoses, sprinklers or other non-agricultural irrigation systems.

30. Fluctuation of Pressures by Customer's Apparatus.

No Customer shall install or use a water consumption apparatus which will affect the District's pressure or operating conditions so as to interfere with the service of another Customer. If permission is granted, the District will require the customer to confine or reduce such fluctuations to limits determined by the District. (Chapter 620 §5 C) If the Customer, after receiving written notice from the District, fails to present an acceptable remedial plan within a time limit set by the District, service will be discontinued pursuant to Chapter 660.

31. Interruption of Water Supply.

Water service may be interrupted when it is necessary to repair or maintain the District delivery system (planned or unplanned); to eliminate an imminent threat to life, health, safety or substantial property damage; or for reasons of local, state or national emergency As specified in Chapter 660, the District will provide reasonable notice of any planned shut-off to affected Customers. Chapter 660 provides details regarding reasonable notice of affected customers. (660 §14 A)

32. Winter Construction

No new service or extension of Mains will be installed for the convenience of a Customer during winter conditions that increases the cost of the work for the District unless the Customer assumes all extra expense over ordinary construction costs.

33. Joint Use of Service Pipe Trench

Pursuant to Chapter 620 of the Commission's Rules, water service pipes will not be placed in the same trench with other District facilities. Where possible, a horizontal separation of ten feet will be provided. Where extenuating, unusual or special circumstances are encountered, a lesser separation of joint use of trench may be allowed if all parties agree, provided that the installation complies with all applicable

laws, rules and regulations.

34. Waste Of Unmetered Water

Customers on flat rates must prevent all unnecessary waste of water. Water will not be supplied on flat rates for any continuous flow device. The District will decide what constitutes waste or improper use and will restrict usage when necessary.

35. Abandoned Service

When a structure is removed it is the customers responsibility to cut and cap the portion of the waterline between the curb stop and the structure to protect the service line from damage.

Section 5: Meters And New Service Lines And Main Extensions

36. Metering

A. Separate Metering of Buildings. No Customer shall supply water to another, nor use it for purposes not mentioned in his/her application without prior written District approval. At its discretion, the District reserves the right to require separate piping and a separate meter and shut-off for each building as a condition of service.

B. Metering of Multi-Unit Buildings. Except as provided in Chapter 660 of the Commission's Rules and Regulations, where there is more than one occupant of a building supplied with water, the District may require the owner to arrange the plumbing to permit separate connections with shutoffs and meters in locations acceptable to the District for each place of business or abode. In the case of a condominium, each unit owner may be required to have a separate meter and shutoff in locations acceptable to the District.

C. Sub-metering. Additional or auxiliary meters for showing subdivision of water use must be furnished, installed, read and maintained at the Customer's own expense.

D. Pursuant to Chapter 620 of the Commission's Rules and Regulations, repair and replacement of meters or other District equipment due to damage, including but not limited to improper care or negligence, other than ordinary wear and tear, may be charged to the customer including the associated labor costs as follows: During the normal business hours of 7:30 a.m. to 3:00 p.m., Monday through Friday, the charge will be \$55.00 per hour, with a minimum charge of one hour. During holidays and other than normal business hours, the charge will be \$55.00 per hour, with a minimum charge of two hours. The cost of the necessary replacement parts, including the meter will be charged to the Customer.

PROPOSED EFFECTIVE: October 1, 2024

EFFECTIVE DATE:

DOCKET NUMBER: 2024-00234

Scott Coy, Chairman
Board of Trustees

E. Meter Pits. As permitted in Chapter 620 of the Commission's Rules, the District reserves the right to require a meter pit at the Customer's expense if the Customer does not provide a clean, warm, dry and accessible location for the meter and its appurtenances. The District may perform the work during the normal business hours of 7:00 a.m. to 3:00 p.m., Monday through Friday, at a charge of \$55.00 per man-hour of labor, plus the cost of the necessary materials and equipment rental, if applicable. The Customer will pay a deposit in advance to cover the estimated charge. The District will return any excess deposit upon completion. If the final cost exceeds the deposit, the Customer must pay the balance due as a condition of service.

F. METER TESTING. The District will test its water meters according to the schedule and standards in Chapter 620 of the Commission's Rules. Upon customer request, the District will test the customer's water meter in the presence of the customer or representative, at no charge unless the customer requests more than one test in 18 months. If the customer requests a test more frequently, the District may require the customer to pay a deposit to cover the cost of the test. The District may perform the work during the normal business hours of 7:00 a.m. to 3:00 p.m., Monday through Friday, at a charge of \$55.00 per man-hour of labor, plus the cost of the necessary materials or machinery rentals if applicable. If a meter tested at the Customer's request does not conform to standards, the Customer's deposit will be refunded, and the District will adjust the Customer's bill according to the provisions of Chapter 620. If the meter conforms to standards, the District may keep the Customer's deposit and continue to use the meter at the Customer's premises.

G. New Service Lines and Meters. As permitted in 35-AMRSA Sec.6106, and Chapters 620 and 660 of the Commission's Rules, each applicant for a new water service will be responsible for the costs of the entire Service Line, including permits for opening the pavement or boring across the road, if applicable, equipment rental, labor and materials and necessary appurtenances for installation, including the meter.

The Customer will be responsible for contracting the entire service line, from the water main into the building and for obtaining the District's written approval for the work. The Service Line location will be set by the District and must be installed to applicable plumbing codes and to the District's standards and specifications, which are available at the District office. Only District approved materials may be used. The District reserves the right to inspect the materials and installation and must be notified before they are buried or enclosed.

In compliance with Commission Rules, Chapter 65, once completed, the District is responsible for the service line from the water main to the first curb stop and is not responsible for issues arising during routine maintenance or valve operation if

the customers portion of the service line has not been properly maintained.

All contractor charges will be paid by the Customer directly to the Contractor. If a site visit has been scheduled, and if the District must later return to the premises due to inadequate preparation by the Customer or Contractor or lack of adherence to the specifications, the Customer will be responsible for the cost of the extra visit(s).

H. Extensions of Mains. All requests for water main extensions (shall be at the Customers expense, as permitted in 35-A MRSA Sec 6106) as the District voted not to invest in main extensions.

Section 6: Cross Connections

37. Cross Connections

No cross connection between the Public Water Supply system and any other supply will be allowed unless properly protected in accordance with the Districts cross-connection control program, the Maine Center for Disease Control, and the Maine Internal Plumbing Code.

No new cross connection may be installed without the approval of the District.

No connection will be permitted capable of causing backflow, including.

- Back siphonage or back pressure, between the public water supply and any plumbing fixtures, device, or appliance, or
- between any waste outlet or pipe having direct connection to waste drains will be permitted.

If the owner of such a connection fails, or refuses, to break or properly protect the connection within a time limit specified by the District, service shall be disconnected pursuant to Chapter 660.

A copy of The Districts Cross Connection Control Program is available at its business office.

38. Backflow Prevention Devices Testing Requirements.

The District has the right to require a Customer to install a testable backflow prevention device at the Customers expense, pursuant to the Districts Cross Connection Control Program. The District requires testing must be done by a certified backflow prevention device tester at the customer's expense. Test results must be provided to the District within 30 calendar days of the actual test. A list of certified backflow prevention device testers is available from the District. In the event that a Customer does not comply with the testing requirements or does not make the repairs necessary to maintain full functionality to the device, the water service will be disconnected as a dangerous condition, pursuant to the Districts Cross Connection

Control Program and Commission Rules, Chapter 660.

Section 7: General Provisions

39. District Jobbing

Jobbing is the provision of unregulated District services, such as construction services.

A Customer must complete a written application before a District will provide unregulated District service. If the District agrees to do work outside the scope of regulated District service 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. Unless the work is done on a flat rate basis, the District will return any excess deposit upon completion. If the final cost exceeds the deposit, the Customer must pay the additional amount upon completion.

40. Bulk Water Hauling

At the Customers request and in compliance with the District's policy on hydrants, the District may, at its discretion, allow for temporary bulk water from a hydrant for a construction site, storage tank, or other large container. A backflow device or proven air gap shall be provided. The volume of water used will be metered. Hydrants will not be used to directly fill swimming pools.

Upon application by a customer, the District may supply water to a transport company approved by the District for the purpose of filling a swimming pool. Applications may be denied at the discretion of the District if conservation measures have been adopted or if such use would not be in the best interest of the District. Rates charged for this service are established by the District as follows:

Bulk Water Volume	Daily Fee
Minimum 0-4000 gallons/day	\$50.00 per day
4,001 to 10,000 gallons/day	\$110.00 per day
10,001 to 21,000 gallons/day	\$185.00 per day
21,001 to 35,000 gallons/day	\$250.00 per day

Bulk water quantities used beyond the schedule above will be billed at the rate of \$50.00 per 5,000 gallons.

Section 8: Fire Protection

41. Fire Hydrants

Fire hydrants may not be used for any purpose other than to extinguish fires unless prior permission is given by the District. Fire Hydrants must not be opened by any person other than an agent of the District or a duly authorized representative of the municipality or the owner.

42. Private Fire Protection

Customers requiring private fire protection must contact the District to determine the availability of fire service at their location. If available, the fire service line will be installed at the Customer's expense within the bounds of the public way or right of way. The fire service line, after installation, will be owned and maintained in the public way or right of way by the District as specified in Chapter 640 of the Commission's Rules and Regulations. Private fire protection charges are billed quarterly.

The District does not guarantee any quantity of water or pressure available through a fire protection service. The owner of the service shall determine, from time to time, the adequacy of supply through the fire service by conducting tests of his private system. Timely notice must be given to the District so a representative of the District can be present to observe the test.

The District provides water for domestic use and fire protection. The District requires all distribution mains to be adequately sized in accordance with Chapter 65.