

The following Rules and Regulations made by the Alton Water Works will, upon application for, or acceptance of service, constitute a contract between the customer and the utility will be considered to express his consent to be bound thereby, and to take water only for the purpose stated in the application and at the established rates.

1. Definitions:

- a. The word "Department" shall mean the Alton Water Works.
- b. The word "Customer" shall mean any person, firm, corporation, utility or agency that has applied for and has been granted water supply service.
- c. The term "water service" shall mean the furnishing of water by the Department.
- d. The term "Service Pipe" shall mean the pipe running from the customer's premises to the main.
- e. The term "main" shall mean a water pipe owned, operated and maintained by the Department for the purpose of transmission and distribution of the water.
- f. The word "meter" as used herein shall mean an approved device for measuring the quantity of water used by the customer for purposes of determining service charges.
- g. The word "Commissioners" shall mean the members elected to operate the Alton Water Works.

2. Rules and Regulations:

- a. Application for service shall be made at the Alton Water Works on forms provided. There will be a fee of \$250.00 payable with the application and the customer is to pay all expenses of installation.
- b. All new services shall be metered before being allowed water. Meters shall be installed on any existing services as the commissioners see fit. The meter shall be supplied by and remain the property of the Dept., with the exception that any meter over ¾" will be furnished by the Dept., to be paid for by the Applicant. The Dept. will maintain and test meters as necessary. It shall be the customer's responsibility to provide a suitable place for the meter that is accessible to the Dept. personnel or hired help at reasonable times, and to protect the meter from damage and freezing. If said meter has been damaged or frozen as a result of customer's neglect, the customer will be required to purchase a new meter.
- c. From the curb stop to the building, the service pipe on existing services will be the responsibility of the property owner. Parts and/or materials will be supplied by the Alton Water Works at cost.

New services will be installed by the Alton Water Works with all charges billed to the customer. The Alton Water Works may, at its discretion, require any new customer to have the work done by a private installer under the guidelines of the Dept.

Plastic is required for all services. CTS pipe is to be used. All fittings to be compression type fittings. No clamped fittings shall be used. Pipe must be rated for 200lb. The Commissioners reserve the right to change or modify any of the above mentioned.

- d. Protection Against Freezing.
All year round services must be protected against freezing. If it is necessary to thaw a frozen service, the customer shall assume the cost from the curb stop to the building and will secure a contractor other than the Dept. to do this thawing if available. If it cannot be clearly defined where the service is frozen, the customer will be required to assume one half of all expenses involved in thawing. At no time will the Dept. assist in any thawing operation inside the building.
- e. Unauthorized Use of Water.
No customer shall supply water to another party, nor shall he use it for any other purposes not mentioned in his application without the Dept. approval. No person shall obtain water from any hydrant or other fixture of the Alton Water Works without previous written consent of the Alton Water Works.
- f. Summer Service Pipes and Mains.
Summer service pipes and mains are ones, which, because of lack of sufficient cover or for other reasons, can supply water to customers for only a portion of the year. Water furnished through summer service pipes and mains will be furnished only from approximately April 15 to approximately October 15, except that the Commissioners may render service before or after these dates if they deem necessary.
- g. Seasonal Customer
A seasonal customer is one who regularly takes service for a portion of the year. A seasonal customer will be subject to the Rules and Regulations as well as the rates set forth by the Commissioners.

It is the responsibility of the customer to make sure that the valves inside the house are shut off before calling to have the water turned on. It is also the customers' responsibility to make sure that the water has been turned off after calling to have it shut off in case of a shut off valve failure. The Alton Water Works will not be responsible for any damages for valves left open.
- h. No cross connection between the public water supply system or any other system, will be allowed unless properly protected. No new cross connections may be installed without the written approval of the Commissioners. In addition, no connection capable of causing back flow between the public water supply system and

any plumbing fixture, device or appliance or between any waste outlet or pipe having direct connection to waste drains, will be permitted. If a customer fails to protect such cross connection after a time limit set by the Commissioners, service shall be disconnected.

i. **Safeguarding Direct Pressure Water Devices and Systems Supplied by Automatic Feed Valves.** All customers having direct pressure water devices, including, but not limited to, hot water tanks or secondary systems supplied by automatic feed valves, shall have installed and maintained in operating condition, appropriate vacuum, temperature or relief valves or cut outs in the water system and or secondary systems should it become necessary to shut off the water main or service pipe or should a pressure failure occur for any reason. Water service supplied to any customer not providing such protection devices will be strictly at the risk of the customer and the Alton Water Works will not be held liable for damages resulting from the lack or failure of such protective devices.

j. **Joint Use of Service Pipe Trench**

Water service pipes will not be placed in the same trench with any other utility, except under unusual circumstances, with a sewer service. When installed in the same trench with a sewer service, the water service pipe must not be less than 12" clear distance above the top of the sewer pipe and at least 18" clear distance from the side of the sewer service pipe. Services falling into the above circumstances must obtain written authorization and inspection by the Department.

k. **Winter Construction**

No new service pipes or extensions of mains shall be installed for the convenience of a customer during the winter months unless the customer assumes all extra expense over the ordinary construction cost. Such construction will be performed at the Department's discretion.

l. **Access to Premises**

Employees and Commissioners of the Water Works, having proper identification, shall have free access to all premises supplied with water at reasonable hours to permit the inspection of plumbing and fixtures, to set, remove, or read meters, to ascertain the amount of water used and the manner of use and to enforce these rules and regulations.

m. **No Liability for Interrupted or Unsatisfactory Service**

If, by reason of shortage of supply or for the purpose of making repairs, extensions or connections or for any reason beyond the control of the Alton Water Works it becomes necessary to shut off the water in a main or service pipe, the Dept. will not be held responsible for any damages caused by such shut off and no adjustment of rates shall be made unless service is interrupted for a continuous period of Ten (10) days. In this case, a proportional adjustment of rates shall be made. Notice of shut off will be given, if practical, but nothing in this Rule shall be construed as requiring the giving of such notice. The Dept. will not be responsible for damage caused by

discolored water or unsatisfactory water service which may be occasioned by cleaning of mains or standpipes on the opening or closing of valves or hydrants or any abnormal condition unless caused by negligence or lack of reasonable care of the Dept. The Water Department will make every effort to maintain normal pressures at all times on the distribution system, but shall not be held liable for the failure of either the supply or distribution division of its system to furnish adequately its normal quantity of water when such failure is due to the elements, natural causes, breaks, leaks, or the waste or unlawful use of water.

n. Repair to Meters

Meter repairs and replacements necessitated by ordinary wear will be paid for by the Dept. Those caused by freezing, not water or by other causes within the control of the customer, will be charged to the customer, including cost of removing and replacing the damaged meter.

o. Fire Hydrants

Fire hydrants will not be used for any purpose other than the extinguishment of fires or for such other purposes as may be agreed by the Commissioners. In no case shall fire hydrants be open by a person other than an agent of the Alton Water Works or one who has obtained written authorization from the Alton Water Works

p. Turning Water On and Off

Under no circumstance will any person other than the Alton Water Works employees be allowed to turn on or off the water service at the curb stop. The charges for turning water on and off at the customer's request shall be determined by the Water Commissioners. (See charges). If the customer does turn on or off the water and damage is caused and repairs or replacement is needed, the customer will be responsible for all expenses.

It is the responsibility of the customer to make sure that the valves inside the house are shut off before calling to have the water turned on. It is also the customers' responsibility to make sure that the water has been turned off after calling to have it shut off in case of a shut off valve failure. The Alton Water Works will not be responsible for any damages for valves left open.

q. Water Restrictions

The Alton Water Works reserves the right to limit or curtail use of water for such purposes as lawn care, car washing, swimming pools, etc., during periods of water shortage or during any other period when it becomes necessary for the common good. Failure to comply with such restrictions after due notice, shall result in termination of water service for the duration of such limitation by the Dept.

r. Bleeds

In some cases, older mains and services have been installed without sufficient cover to prevent freezing. To prevent this, certain customers may be asked to allow water to flow continuously through a bleeder outlet during the coldest months. An

adjustment will be made on the billing for this period to compensate these customers for the increased water usage. No adjustment will be made for customers who use bleeders for their own convenience rather than at the request of the Alton Water Works.

s. Waste of Unmetered Water

Customers on flat rate schedules must prevent all unnecessary waste of water. They shall not allow it to run to prevent freezing unless requested by the Dept. Water will not be supplied on flat rate schedule for any continuous flow devices. The Commissioners shall decide what constitutes waste or improper use and shall restrict the same when necessary.

3. Billing:

- a. Water bills are presented on a quarterly basis and are computed on the basis of consumption as determined by the meter readings or at the minimum rate, whichever is the greater; and, are payable upon presentation. Seasonal customers are billed annually in May and those seasonal customers not having a meter will be billed on a flat rate basis as determined by the Water Commissioners. Seasonal customer bills will include both the turn on and the turn off fee unless otherwise notified.
- b. All billing for the use of water shall be made to the owner of the property as listed on the Town of Alton Tax Records. Outstanding water bills are a lien against the property.
- c. Customers having year round service metered or on Flat Rate billing will be billed the minimum rate whether the service is turned on or turned off.
- d. When the meter reader is unable to read the meter, he will leave a notice card for the customer to read his own meter. It shall be the responsibility of the customer to read their own meter and notify the Dept. within 48 hours. If no reading is received, the Dept. will estimate the bill based on previous billings.
- e. In the event of a malfunction of the water meter, an average charge for the past year will be used for billing purposes. If and when a break or leak occurs within the customers plumbing, the customer is expected to pay the amount of the bill for the water passing through the meter.
- f. Main Extensions
Extensions of mains and service mains will be made upon petition of prospective customer, and or as desired by the Commissioners, subjected to the following Terms and Conditions:
 1. The Alton Water Works will extend mains in highways, streets, roads and right of ways where easements can be obtained.

2. Service mains will be approved by the Commissioners and will become the property of the Dept. upon acceptance.
 3. With one exception to the above, a qualified contractor can make application to lay a water main with the approval of the Superintendent but said contractor will be responsible for maintenance and repair of said main for one (1) year after the finish date to the satisfaction of the Dept. provided material specified by the Dept. is used. After one year, if properly operating, the Dept. will assume maintenance of said main after inspection by the Dept.
 4. The size and kind of pipe shall be determined by the Dept. in accordance with conditions surrounding the extension including the possibility of future extension or the addition of fire protection service.
 5. Extensions of mains and service mains shall be made only upon conditions that the prospective customer signs an agreement with the Dept. which shall provide that the customer and/or customers shall pay the entire cost of the extension and/or extensions applied for. A contract shall be drawn stating the terms and conditions as set forth.
- g. Termination of Service
Any service may be terminated after proper notification for the following reasons:
1. An illegal service connection.
 2. A cross connection to any other water supply.
 3. Tampering with service connections and or meters.
 4. Denial of access to a member of the Dept.
 5. Non-compliance with Dept. request to curtail use of water under conditions set forth in the Dept. Regulations.
 6. Failure to pay a delinquent account.
- h. If a bill for water service in the Alton Water System is not paid within thirty (30) days after the due date, the Dept. reserves the right to discontinue the service after twelve (12) days from the date of mailing a shut off notice to the customer addressed to him at the address on file with the Alton Water Works. Reconnection will not be made until all previous charges for water including penalties have been paid plus the turn on and turn off fee.

These are intended to be the Rules and Regulations for the operation of the Alton Water Works. As such, they are subject to change by the Alton Water Works Commissioners.