

Town of Mulgrave
Water Connection and Disconnection Policy C-12

Title

1. This Policy is entitled the “Water Connection and Disconnection” policy.

Purpose

2. The purpose of this policy is to provide direction with respect to the connection and disconnection of water services within the Town of Mulgrave.

Definitions

3. In the Policy, unless the context otherwise requires, the expressions:
 - a. **“Municipality”** means the Town of Mulgrave;
 - b. **“Customer”** means a person, firm, or corporation who or which arranges to be supplied with water at a specific location or locations;
 - c. **“Board”** means the Nova Scotia Utility and Review Board.
 - d. **“Water Utility”** means the Town of Mulgrave Water Utility.
4. **Water Service** – The Town of Mulgrave Water Utility provides water services on either at a flat quarterly rate or based on metered service.
5. **Water Service Connection** – When a customer requests water service connection, a “Water Utility Request for Water Connections / Disconnections form will be completed by Town staff. The Public Works department is responsible for water connections and will complete the installation. When the water is turned on by Public Works, the customer must be on site and sign the form certifying that the water has been connected.
6. **Water Service Disconnections** – A customer may request water service be disconnected or water service may be disconnected by the Town for non-payment or other reasons outlined in this policy. When a customer requests water service connection, a “Water Utility Request for Water Connections / Disconnections form will be completed by Town staff. The Public Works department is responsible for water disconnections and will schedule the disconnection according to their work schedule. When the water is turned off by Public Works, the customer must be on site, and confirm in writing that the water has been disconnected for the building.

7. **Board Prevails** – Nothing contained in this Policy over-rides rulings made from time to time by the Nova Scotia Utility and Review Board related to the Town of Mulgrave Water Utility. In the case of conflict between the provisions of this policy and a ruling or decision of the Board in force at the time, the ruling or decision of the Board will prevail.
8. **Water Rates and Fees** – Rates and fees for water, services of the Water Utility, and any other rates and fees pertaining to water in the Town of Mulgrave are governed by the Nova Scotia Utility and Review Board in decisions it renders from time to time.
9. **Liability for Payment of Water Bill** – An agreement is deemed to exist between a customer and the Town of Mulgrave Water Utility for the supply of water service in accordance with this Policy by virtue of:
 - a. the customer applying for and receiving approval for water service;
 - b. the customer consuming or paying for water service from the date that the customer who is a party to an agreement pursuant to clause (a)(the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the water service account up to the date the Utility is notified that the customer of record wishes to terminate the supply of water service.
 - c. At the discretion of the Water Utility, a property owner who rents or leases a property or self-contained unit to a tenant or lessee may be required to open an account for the provision of water at the property rented or leased.
10. **Refusal of Water Service** – Water service may be refused or suspended to customers who have failed to discharge all of their liabilities and obligations to the Water Utility, or who are in breach of this Policy.
11. **Payment of Bills** – Bills for water service will be rendered on a quarterly basis and are due on the billing date. Bills which are not paid within thirty (30) days after the billing date shall be subject to an interest charge of 1.5% per month or part thereof. The amount due within the thirty (30) day period and the effective date of the interest charge shall be clearly shown on the bill.
12. **Suspension of Water Service for Non-Payment of Bills** – The Water Utility shall have the right to suspend water service to a customer whose bill remains unpaid for more than forty (40) days.
13. **Access to Customer's Premises** – Representative of the Water Utility shall have Right of access to all parts of a customer's property or premises at all reasonable hours for the purpose of suspension or disconnection of water service, inspecting

any water pipes, fittings, appliances, or for the purpose of installing, removing, repairing, reading, testing or inspecting meters or outside reading devices. The Water Utility shall have the right to suspend water service to any customer who refuses such access or does not respond to requests by the Water Utility for such access.

14. **Alternate Water Supply Prohibited** – Connection of any customer’s installation served by the Water Utility to any other source of water supply is prohibited. Failure to comply with this regulation shall entitle the Water Utility to suspend the service.

15. **Plumbing to be Satisfactory** – Within the boundaries of the Municipality, all plumbing, pipes and fittings, fixtures, and other devices of conveying, distributing, controlling, or utilizing water, which are used by a customer and are not the property of the Water Utility, shall be installed in a manner satisfactory to the Water Utility. The water shall not be turned on (except for construction or testing purposes) until the applicant for service has satisfied the Water Utility that all requirements have been met. The supply of water may be discontinued to a customer at any time, if in the opinion of the Water Utility, the plumbing, pipes, fittings, fixtures, or other devices as hereinbefore mentioned, or any of them, fail to comply with the above requirements, or if any part of the water system of the customer or the meter is in any unsuitable, dirty, unsanitary or inaccessible place. Water service shall not be re-established until the condition is corrected to the satisfaction of the Water Utility.

16. **Prohibited Devices** – Water service may be refused or suspended by the Water Utility to a customer who installs or uses any device or appurtenance, as for example, booster pumps, quick-opening or quick-closing valves, water operated pumps or siphons, stand pipes, or large outlets for supplying ships, etc., which may occasion sudden large demands of short or long duration thereby requiring oversize meters and pipe lines, or affect the stability of regulation of water pressure in the Water Utility’s system. Permission to install or use any such device or appurtenance must be obtained from the Water Utility, which permission shall specify the special arrangement, such as elevated storage tanks, surge tanks or equalizing tanks, etc., that must be provided by the customer.

17. **Improper Use or Waste of Water** – No customer shall permit the improper use or waste of water, nor sell or give water to any person, except upon such conditions and for such purposes as may be approved in writing by the Water Utility.

18. Service Pipes

- a. Upon receipt of an application for water service to any premises fronting on a public street and there exists in this section of the public street a Water Utility owned and active water main and the premises is not already

provided with water service, the Water Utility shall install a service pipe which it considers to be of suitable size to provide the demand required. No water service smaller than 20 mm (3/4 inch) in diameter shall be installed. The necessary excavation and backfilling for the laying of the service pipe, from the property line to the premises, shall be the responsibility of the applicant for water service and all such work shall be performed without cost to the Water Utility. The excavation may be the same excavation as is used for the sewer service pipe or if minimum horizontal and vertical separation between water and sewer pipes cannot be obtained, a separate excavation for the water service pipe shall be required. In either case, the excavation is to be provided by the applicant to the satisfaction of the Water Utility. The cost of supplying and laying a 20 mm (3/4 inch) water pipe and fittings in the trench provided between the main pipe and the property line shall be paid by the Water Utility. From the property line to the premises, the cost shall be paid by the Customer.

For water service pipes larger than 20 mm (3/4), the whole cost shall be borne by the customer, less the cost of 20mm (3/4 inch) service pipe and fittings in the trench provided from the main to the street lines. Should any person make application for more than one service pipe to a premises, the decision as to the necessity of the additional service pipe shall be made by the Water Utility. When a service pipe has been installed without objection from the customer as to the location of the same, no subsequent removal of or alteration to the position of the service pipe shall be made except at the expense of the customer requesting such removal or alteration.

- b. In the event of a change of the use of premises, by way of rezoning, subdivision, condominium conversion or otherwise, where such use would result in an increased occupancy of the premises, the owner of such premises shall apply to the Water Utility for a determination as to whether the existing service pipe(s) is/are of a suitable size to provide the increased demand required. The applicant may be required to provide a hydraulic analysis of the proposed water use and existing system to determine the suitability of the service for the new use. In the event that the Water Utility, in its sole discretion, determines that the existing service pipe(s) is/are not suitable, the owner shall comply with the requirements of the Water Utility with respect to the appropriate type and size of water service pipes to be utilized. All such service pipes shall be installed at the owner's expense, from the property line to the premises, and all installation shall be to the satisfaction of the Water Utility.
- c. The Water Utility may require the owner of a property to cap off abandoned service laterals at the water main as prescribed by and without

cost to the Water Utility.

19. **Repairs to Service Pipes** – If a leak or other trouble occurs in a service pipe, it shall be repaired as soon as possible. If the leak or trouble occurs between the main and the street line or the easement boundary, it shall be repaired by the Water Utility at its expense. If the leak or trouble occurs elsewhere on the service pipe, it shall be repaired by the customer at the customer's expense. The Water Utility may make such repairs for any customer provided the Customer agrees to pay the cost of same. When required, each customer desiring the Water Utility to do such work shall deposit with the Water Utility a sum equal to the estimated cost of the work.

If a leak occurs on the customer's portion of the service pipe, and the customer after being notified of the same refuses or unduly delays to have repairs made, the Water Utility may discontinue the supply of water to the service pipe if in its opinion, the action is necessary in order to prevent wastage of water. The Water Utility shall notify the customer affected of its intention to discontinue the supply.

20. **Season for Laying Pipes** – The Water Utility shall not be required to lay pipe in any season of the year which in its opinion is not suitable. The Water Utility may not guarantee a free flow of water in service pipes exposed, extended or installed in severe winter conditions.
21. **Pressure Reducing Valves** – Where, in the opinion of the Water Utility, it is necessary for proper water service, a customer shall install on the service pipe, between the meter and the shutoff valve on the supply side of the meter, a pressure reducing valve of a type satisfactory to the Water Utility. The customer shall be responsible for the cost of installing and maintaining the pressure reducing valve at all times.
22. **Unauthorized Extensions, Additions or Connections** – No person shall, without the written consent of the Water Utility, make or cause to be made any connection to any pipe or main or any part of the water system, or in any way obtain or use water thereon in any manner other than as set out in this policy.
23. **Liability for Supply and Pressure of Water Service** – The Water Utility shall not be deemed to guarantee an uninterrupted supply of water at a sufficient or uniform pressure. The Water Utility shall not be liable for any damage or injury caused or done by reason of the interruption of supply, variation of pressure or on account of turning off the water for any cause.
24. **Interference with Water Utility Property** – No persons unless authorized by the Water Utility in writing, shall draw water from, open, close, cut, break, or in any way injure or interfere with any fire hydrant, water main, service pipe, or any property of the Water Utility or obstruct the free access to any hydrant, valve,

service box, meter or building etc., provided however, that no thing in this paragraph contained shall be deemed to prevent an officer or member of the Fire Department engaged in the work of the Department, from using any hydrant or other source of water supply of the Water Utility for such purpose.

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25. **Water Conservation Directives** – The Water Utility may enact conservation of water directives to its customers, if in the opinion of the Water Utility, such directives will permit the Water Utility to provide a reliable, continuous water supply to all customers serviced by the Water Utility. During such times as these directives may be enacted, customers who do not comply with the directives may have their water supply suspended until such time as the customer will agree to comply with the directive or upon suspension of the water conservation directive, whichever occurs first. In the event that water is temporarily suspended for non-compliance of a water conservation directive, the cost of turning on the service will be billed to the customer.

26. **Suspending Service for Violation** – Whenever in the opinion of the Water Utility, violation of any part of this Policy is existing or has occurred, the Water Utility may cause the water service to be suspended from the premises where the violation has occurred or is existing and may keep the same so suspended until satisfied that the cause for such action has been removed.

Certification for Town of Mulgrave Policy & Procedures Manual:

Date of notice to Council Members of Intent to Consider: March 14th, 2013

Date of Passage of Current Policy: April 2nd, 2013

I certify that this Policy was adopted by Council as indicated above.

Chief Administrative Officer

Date