



Rule No. 16
SERVICE CONNECTIONS, METERS, AND CUSTOMER'S FACILITIES

Sheet 2

3. Installation. Only duly authorized employees or agents of the utility will be permitted to install a service pipe from the utility's main to the location of the service connection. The connection from the meter to the customer's piping will be made by the utility, provided, however, that if the customer's piping requires repair or replacement, the connection may at the option of the utility, be made by the customer or his agent. (T)

B. Customer's Responsibility for all Services

1. Condition Precedent to Receiving Service

The Customer as a condition precedent to receiving service shall:

- a. Pay required charges as specified in Section B.2.
b. Furnish and lay the necessary piping to make the connection from the service connection to the place of consumption and shall keep such piping in good repair in accordance with such reasonable requirements of the utility as may be incorporated in its rules herein.
c. Provide a main valve in the piping between the service connection and the point of customer use.
d. Where service is to be rendered at or near the service area boundary for use beyond the service area, install, operate, and maintain the facilities necessary to provide service.
e. The customer's piping shall extend to that point on the curb line or property line of easiest access to the utility from its existing distribution system or requiring the least extension of the existing distribution main. The utility shall be consulted before installation thereof and its approval of location secured

2. Charge for Service Connections

- a. For services that are the utility's responsibility per Section A.1 of this Rule, the customer shall pay any Special Facility Fees applicable to the Premises as specified in the applicable tariff sheet as the sole costs for making a connection pursuant to this Section A. (C)
b. For services provided as requested by the customer per Section A.2 of this Rule, the customer shall pay the actual construction cost, as well as any Special Facilities Fee applicable to the Premises as specified in the applicable tariff sheet. (C)

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3. Ownership and absence of Rental Obligation Where Facilities Are on Premise of Customer

- a. The service pipe, curb stop, meter, and meter box furnished by or on behalf of the utility and located wholly or partially upon a customer's premises are the property of the utility.
b. No rent or other charge will be paid by the utility where the utility-owned service facilities are located on a customer's premises.

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Table with 3 columns: (TO BE INSERTED BY UTILITY), ISSUED BY, (TO BE INSERTED BY C.P.U.C.) and rows for Advice, Decision, Date Filed, Effective, and Resolution.





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C.3. Type and Expense of Backflow Preventers

Any backflow preventer utilized shall be of the type and design specified and approved for the circumstances as described in the State Water Resources Control Board Cross Connection Control Policy Handbook, except that a customer may utilize an approved backflow preventer providing greater protection than required by the Cross Connection Control Policy Handbook. Backflow preventers shall be installed by and at the expense of the customer, in a manner approved by the utility and the public health agency having jurisdiction. Backflow preventers shall be installed as close as practical to the customer's connection to the utility and in a location which is readily available for periodic inspection.

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4. Periodic Testing of Backflow Preventers

Whenever a backflow preventer is installed, relocated, or repaired, the customer shall have it tested by persons who have demonstrated their competency in testing of these preventers to the utility or health agency. Backflow preventers shall be tested at least annually or more frequently if determined to be necessary by the health agency or utility. The utility shall notify the customer when testing of backflow preventers is needed. The notice shall give the date when the test must be completed. Backflow preventers shall be tested, repaired or replaced at the expense of the customer. At the option of the utility, if a backflow preventer is not tested by the date specified, the utility may;

- a. Discontinue service in accordance with paragraph C.5.c; or
b. Have all untested assemblies tested and, if needed, repaired or replaced. The costs of all such testing, repair, or replacement, or combination thereof, will be borne by the customer, and the utility may add such costs to the customer's water bill. In tenant-landlord situations, the utility shall not be responsible for determining the responsible party beyond notification of the customer of record.

Reports of testing and maintenance shall be maintained by the utility for a minimum of three years.

5. Refusal to Serve or Discontinuance of Service

The utility may refuse or discontinue service:

- a. Until there has been installed on the customer's piping an approved backflow preventer of the required type, if one is required.
b. Where the utility has been denied access to the customer's premises to make an evaluation.
c. Where the customer refuses to test a backflow preventer, or to repair or replace a fault backflow preventer.
d. Where there is a direct or indirect connection between the public water system and a sewer line.
e. Where there is an unprotected direct or indirect connection between the public water system and a system or equipment containing contaminants.
f. Where there is an unprotected direct or indirect connection between the public water system and auxiliary water system
g. When there is a situation which presents an immediate health hazard to the public water system.

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C. 6. Pumps and Boosters

When a customer receiving service at the utility's main or service connection must, by means of a pump of any kind, increase the pressure of the water received, the pump shall not be attached to any pipe directly connected to the utility's main or service pipe. Such pumping or boosting of pressure shall be done, at the option of the utility, either:

- a. From a sump, cistern or storage tank which must be served through an air gap connection, or
- b. From a combination of an approved backflow preventer plus a device approved by the water utility to prevent the booster pump from drawing the utility's system pressure below 20 psig.

This requirement shall not apply to American Water Works Association (AWWA) Class 2 Fire Protection systems, except as provided for in the Information Bulletin issued by the Office of State Fire Marshal on December 10, 1984.

AWWA Class 2 fire protection systems have direct connections from public water mains only; no pumps, tanks or reservoirs, except that booster pumps may be installed in the connections from t11e street mains to the fire protection systems; no physical connection from other water supplies; no antifreeze or other additives of any kind; all sprinkler drains discharging to atmosphere, dry wells, or other safe outlets.

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(TO BE INSERTED BY UTILITY)		ISSUED BY	(TO BE INSERTED BY C.P.U.C.)	
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