



**THE UTILITIES BOARD  
OF THE  
CITY OF ONEONTA, ALABAMA**

**RULES AND REGULATIONS**

Revised January 1, 2012

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**THE UTILITIES BOARD  
OF THE  
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**RULES AND REGULATIONS  
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**1) GENERAL**

a) The rules and regulations in their entirety, as herein set forth or as they may hereafter be altered or amended shall govern the rendering of gas, water and sewer service, including the extension of mains and the installation of customer connections, and every customer upon signing an application for gas, water or sewer or upon the taking of water and sewer service, shall be bound thereby.

b) The Board reserves the right to alter, amend, delete from or add to these Rules and Regulations or to substitute other Rules and Regulations in lieu hereof at any time in a regular and legal manner without notice to the individual customers. Such action will be binding upon every customer from the effective date of such action.

c) All determinations, decisions, estimates or matters of judgement of any sort referred to herein will be made by the Board, in its sole discretion, and will be binding upon every customer.

d) The Board does not guarantee a uniform pressure or an uninterrupted supply of water or gas. Where an uninterrupted supply of water is required, customers must provide adequate water storage facilities or alternate supply. Where an uninterrupted supply of gas is required, customers must provide an alternate energy source. The Board will not be liable for any damage caused by interruption in service, inconsistent pressure or varying quality of water or gas.

e) The Board reserves the right to temporarily interrupt service from any of its mains or service connections without notice when necessary or desirable to make repairs, extensions, or connections, or for any other reasonable purpose. The Board will incur no liability for damage to any customer's plumbing or other property caused or alleged to be caused by cutting off water, or by the resumption of service without notice after such interruption.

f) Service to any customer may be immediately discontinued without notice to the customer for violation by the customer of any of the Rules and Regulations of the Board in effect at the time.

g) The Board endeavors to supply clean, wholesome water to its customers at all times. Due to circumstances beyond the Board's control, however, discolored water may occasionally enter the system. The Board will use every reasonable effort to clear up the discolored water as soon as reasonably possible. The Board will not be liable for damage to any customer's plumbing or other property, including staining of clothing caused by discolored water.

h) Customer will guarantee free right of access, ingress, and egress by the Board and its subcontractors to meters, regulators, and other property of the Board located on customers' premises for the purpose of inspection, meter reading, construction, reconstruction, maintenance, or repair of Board property.

i) The Board will retain title to all meters, regulators, and other property furnished by the Board. Customers will be responsible for safe keeping of Board property placed upon premises where the customer receives service.

j) The Board will light pilot lights at no charge on the initiation of gas service at a premises. All other instances will be charged a fee per the Schedule of Rates and Fees.

k) The Board, in its sole discretion, may from time to time waive its right to enforce any of these regulations in a particular circumstance, but such action shall not constitute a waiver of the right to enforce the regulation in question as to any other circumstance then or thereafter existing.

## 2) **DEFINITIONS**

a) "Board" means The Utilities Board of the City of Oneonta acting from time to time by and through its duly authorized members, employees and agents.

b) "Customer" means any person or legal entity who received water, sewer or gas service from the Board or who is legally or equitably responsible under either an express or implied contract requiring such party to pay the Board for such service.

c) A "(Water or Gas) Service Connection" is a tap off the main and the pipe used to supply a single premises installed between the Board's distribution main and the meter.

d) A "Sewer Service Connection" is the tap made at the main sewer line.

e) A "Water Service Line" or a "Gas Service Line" is all pipe and accessories extending from the service connection at the main to and including the meter.

f) A "Sewer Service Line" is the pipe from the customer to the sewer main.

g) "Business Day" means the period of each day from 8:00 a.m. to 4:30 p.m. excluding holidays and weekends.

h) "Premises" means any and all real property or tangible personal property affixed to real property served by the Board, or capable of being served by the Board as a result of the existence of a service connection.

i) "Fire Service" means a customer service pipe extending from the water main of the Board into a premises for the extinguishment of fires only.

### **3) APPLICATION FOR WATER, SEWER, OR GAS SERVICE**

a) All persons, or their authorized agents, desiring water, sewer or gas service through an existing or new service connection shall make application in writing at the office of the Board on forms supplied by the Board.

Applications by letter or telephone may be accepted at the option of the Board. In the event that such application is made and accepted by the Board, it shall be the responsibility of the customer to make a written application to the Board within 5 days of the original application. Failure to file a written application within 5 days of the original application may subject a customer to discontinuance of service.

b) Any change in the identity of the contracting customer at a premises will require a new application, and the Board may discontinue gas, water and sewer service at the premises until a new application has been made and accepted. Should the new customer fail to make application at the office of the Board within seventy-two (72) hours after beginning the use of the utility services, he shall be liable for all charges accrued since the last reading of the meter prior to the date of his beginning the use of service.

c) Application for transfer of service from one premises to another shall be made in writing.

d) Whenever an application is made for service to a premises, and the Board is aware of a dispute as to the ownership or the right of occupancy of the premises, the Board reserves the right to adopt either of the following courses:

1) To treat the applicant in actual possession of said premises as entitled to such service; or

2) To withhold service pending a judicial determination or other settlement of the right of occupancy of the various claimants.

e) The applicant shall provide all information requested by the Board which the Board deems necessary to provide service.

f) Receipt by the Board of an application for a connection shall not obligate the Board to make such connection. If the service applied for cannot be supplied in accordance with the Board's Rules and Regulations or the applicable regulations or ordinances of other public authorities, or because of physical limitations of the Board's water, sewer or gas distribution system, no connection shall be made. In the event no connection is made, the liability of the Board shall be limited to the return of any Connection Fee (and Line Charge, if collected) paid to the Board by the applicant.

#### **4) DEPOSITS**

a) Each customer will be required to make a security deposit with the Board, prior to the commencement of service, as a guarantee for payment of water, sewer and gas charges at his premises. The customer can make a deposit by cash, check, or debit/credit card.

b) The minimum deposit required for service is shown in the Schedule of Rates and Fees.

c) The Board reserves the right to discontinue water, sewer and gas service to the premises of the customer upon failure of the customer to pay the charges for service rendered. The deposit shall not be considered as a payment on account of a bill during the time the customer is receiving water, sewer, or gas service.

d) Upon discontinuance of water, sewer or gas service at any premises and the settlement of all charges, any unused portion of the deposit in the amount of One Dollar (\$1.00) or more shall be refunded by mail to the customer. Any deposit of less than One Dollar (\$1.00) will be refunded to the customer upon application at the office of the Board. The deposit shall be refunded to the customer without interest. When a customer moves from one premise to another, any charges, deposits, or credits applicable to the old premises may be transferred, at the option of the Board, to the account of the new premises, and the Board may discontinue service at the new premises for nonpayment of any indebtedness for water and sewer service transferred from the former premises.

e) No deposit shall be transferable or assignable by the customer.

## **5) BILLING**

a) Utility bills shall be rendered at substantial monthly intervals at the option of the Board, in accordance with the Schedule of Rates and Fees in effect at the time of billing. The Schedule of Rates and Fees may be modified or amended at any time by the Board, with or without advance notice to any customer. The current Schedule of Rates and Fees is available upon request.

b) Bills are due and payable when rendered. If bills are not paid by the disconnect date as specified in the disconnect notice, the Board may, without notice, at any time discontinue service to a customer whose payment has not been received by the disconnect date. Should the final date allowed for payment of the net amount fall on Sunday or a holiday, the final date for said net amount payment shall be the next regular business day of the Board. Payment of a delinquent account shall not be accepted at the customers premises.

c) Whenever service is discontinued for nonpayment, a disconnect fee, as provided in the Schedule of Rates and Fees, shall be paid by the customer to the Board before water, sewer or gas service is resumed by the Board. A default in the payment of the bill for water, sewer or gas charges shall also constitute a default in payment of the charges for all other services rendered to that customer by the Board. In the event that all charges are not paid by the customer, then in such events the Board may at any time thereafter discontinue all services to the customer. To reestablish service, it will be necessary for the customer to sign and put in place a new contract for service. A customer whose service has been discontinued, has until 3:00 p.m. to pay all charges then due to reestablish service with the Board. If all charges due and service has not been reestablished by 3:00 p.m., the customer's service will not be reconnected until the next business day. There will be no after hour reconnection of service.

d) All bills due the Board are payable only at the office of the Board or its duly authorized collectors or collection agencies. If making payment at the office of the Board and the customer does not present a copy of the bill, a fee in the amount specified in the Schedule of Rates shall be added to the customer's account. Gas, water and sewer bills may also be paid by mail, online, or bank draft. A fee in the amount specified in the Schedule of Rates will be charged when a payment is made by debit/credit card. This fee will be equal to a percentage of the amount due. Remittances of the net amount due shall be accepted by the Board provided the transaction is received on or before the discount date. (REVISED 4/11/2022)

e) Bills and notices of the Board relative to its business shall be mailed to the customer's last address as shown on the Board's records. Failure to receive any bill or notice shall not relieve the customer of any responsibility under these Rules and Regulations and shall not act to extend the time of payment of any bill due.



f) For each bad check returned to the Board by the customer's bank for insufficient funds or because the bank account is no longer operative, a returned check charge, in the amount specified in the Schedule of Rates shall be added to the customer's account.

g) The Board reserves the right to transfer delinquent debts owed by a customer for service provided to some given premises to any other active account for which that customer has an existing Contract for Service and to take appropriate measures for securing payment of said debt.

h) The Board, at its option, may require the payment of cash, cashier's check or money order as payment for checks which have been dishonored.

i) Payment of a delinquent account with a check which is dishonored may result in immediate discontinuance of service.

## **6) APPLICATION FOR TAP IN MAIN**

a) Application for a tap or connection to the main of the Board shall be made at the office of the Board by the owner of the premises to be served, or by his duly authorized agent on forms supplied by the Board.

b) The application shall state the purpose for which water, sewer or gas is to be used and shall furnish information regarding water-using fixtures and gas appliances to be used sufficiently to enable the Board to determine the minimum diameter of the service connections and the size and type of the meter to be installed.

c) Each application shall be accompanied by the payment of the applicable tap fee and system development charge as provided in the Schedule of Rates and Fees.

d) Upon receipt of an application and payment of the appropriate tap fee and system development charge, and upon determination by the Board that it will be able to serve the customer, the Board will make the tap. The tap shall be made as follows:

Gas Tap. The Board will tap its main, and will install all piping up to 300 feet for gas service on customer's premises from gas main to and including cut off valve, regulator, meter and connections. Charges for piping in excess of 300 feet will be determined on a per job basis. Gas meters are normally installed at the customer's building, but may be installed elsewhere with the consent of the Board.

Water Tap. The Board will tap its main, construct the piping from the main to the meter, and install a meter and meter box at or near the customer's property line. In rare instances, the customer may desire to have the meter installed at a point other than one at or near the property line, in which case the service connection shall end at the property line. The customer must obtain the Board's permission to locate the meter at any point other than one at or near the property line. In the event permission is granted, the meter location shall not be more than 10 feet from the customer's property line. All water service billing shall begin on the date the water tap is made. Billing for the water service will begin as of the date that the water meter is set.

Sewer Tap. The sewer tap fee, if sewer service is available, must be paid in advance at the same time as the water tap fee. The Board will make the sewer tap and extend the tap to a point at least three feet beyond the street's traveled way, pavement, curb, or sidewalk, on the side nearest the building proposed to be served. After the tap has been made, the customer will construct their sewer service line to the tap. After the initial installation, the customer will be responsible for the sewer service line from the premises served to the point of contact with the sewer main of the board. Sewer service billing shall begin 120 days after the sewer tap is made or when customer begins using sewer service, whichever occurs first.

e) Receipt by the Board of an application for a tap shall not obligate the Board to make such a tap. If the service applied for cannot be supplied in accordance with the Board's Rules and Regulations or the applicable regulations or ordinances of other public authorities, or due to physical limitations of the Board's existing system no connection shall be made. In the event no connection is made, the liabilities of the Board shall be limited to the return of any tapping fee made to it by said applicant.

## **7) TAPS IN MAINS AND SERVICE CONNECTIONS**

a) All taps made in the mains of the Board shall be performed only by the Board's employees or its authorized agents.

b) The Board maintains the right to specify the size, kind and quality of all materials to be used in the service connections.

c) Water service connections shall be installed and meters shall be set in front of the premises to be served except when the premise to be served is located on a corner lot with an adequate water main on the side street. In this case, the Board may elect to make the connection directly into the premises from the side street.

d) When, as determined by the Board, an insufficient flow of water is received within the premises and the Board determines that this is due to the condition of the service connection and not to increased demand, the Board will, at its expense, replace the service connection between the main and the meter, or the property line if the meter is not installed at the property line, provided the customer has replaced the service line beyond the meter or property line as recommended by the Board.

e) Not more than one service connection shall be installed to supply a single premise, except that a private fire service connection may also serve a premise having a regular domestic service connection. Where fire service and domestic service connections are installed to supply the same premises, the two systems shall be kept separate with no physical connection of any kind whatsoever between the two systems.

1) If two or more premises are combined or consolidated into one, all service connections except one will be disconnected by the Board. The Board may at its discretion leave any service connection and service line between the Board's water main or gas main and previous meter location so that it can be reactivated.

2) In the event a property owner acquires several adjacent premises with individual service connections and razes all existing structures on the property with the intent of erecting one new structure on the acquired property, all individual service connections serving the original multiple premises shall be disconnected at the Board's main. The Board shall be notified by the property owner in advance so the disconnection can be approved, salvageable property owned by the Board removed, and the Board's records corrected.

f) In the event a service line is inactive and unused, the Board reserves the right to disconnect said service line at the Board's main in lieu of repairing leaks in said service line.

## **8) SERVICE LINES AND FIXTURES**

a) Water service lines will be owned by the customer and will be installed by and at the expense of the customer from the meter to the point of use, or from the property line to the point of use if the meter is not installed at the property line.

Sewer service lines will be owned and maintained by the customer from the point of use to the point where it connects to the sewer main.

Gas service lines from the meter to the point of use will be owned by the customer and will be installed by and at the expense of the customer. The board reserves the right to waive all or part of the regular installation fee for customers using a gas water heater. The customer will be charged a fee in addition to the regular installation fee for the installation of gas service line in excess of 300 feet in length from the main to the meter.

b) Water, sewer or gas service will not be furnished through any service lines, fixtures or appurtenances which the Board may consider detrimental to its interests or which might unnecessarily waste water or gas.

c) No person except an employee of the Board or a person specifically authorized by the Board is permitted to turn the water on and off at the meter. An unauthorized person who turns water on or off at the Board's meter shall be charged a tampering fee in accordance with the Schedule of Rates and Fees. This fee will be in addition to any charges for repair of damage to the Board's street valves, corporation cocks, curb cocks, street connections, or meters.

d) The Board shall not be liable for any damages to the customer's service line, plumbing, fixtures, appliances, or property, alleged to be caused by high pressure, by low pressure, or by fluctuation of pressure. It is the responsibility of the customer to provide at his expense, any regulating devices or appurtenances required to adjust the pressure carried in the main serving his premises to a pressure suitable for the customer's requirements.

e) The inspection and maintenance of all customer's service lines and plumbing system shall be the sole responsibility of the customer. Providing service to a customer shall not be considered as a certification or approval of the customer's service lines, fixtures or system.

f) Each water service line must, at the expense of the owner thereof, be provided with a stop and waste cock to be placed between the meter and the first outlet in the service line and to be under the control of the customer, such stop and waste cock is to be used in the case of breakage of the service line or fixtures, or for making repairs, or to shut off water to prevent freezing.

## **9) METERS**

a) The Board shall determine the type and size of water meter to be installed and all meters (except meters or detector devices installed on private fire service connections by and at the expense of customers) shall be furnished, installed and removed only by the Board, and shall remain its property, except as herein provided.

b) The Board will require the customer to pay all material and labor costs involved in the installation of meters and appurtenances installed to serve seasonal requirements such as gardening, lawn sprinkling, swimming pools, air conditioning, etc., and where more than one service connection serves the premises, the meter will be read by the Board and at least the minimum meter charge shall be billed each billing period so long as such connection remains attached to the mains.

c) Meters will be maintained by the Board at its expense insofar as ordinary wear is concerned, but damage due to hot water or other external causes arising out of or caused by the negligence, carelessness or willful misconduct of the customer shall be paid for by the customer.

d) After being once installed, no meter shall be tampered with nor shall it be removed without the consent of the Board. Any unauthorized tampering or removal will result in a tampering fee in accordance with the Schedule of Rates and Fees. This fee will be in addition to any charges for repair of damage to the Board's street valves, corporation cocks, curb cocks, street connections, or meters.

e) Water meters will be set in meter boxes or vaults placed as nearly as possible to and opposite the tap in the main, except where the Board has given special permission for meters to be installed in a location other than at the curb line or within the roadway right-of-way in which the water main to which the service line is attached is located.

f) No meter will be placed in service nor kept in service, if on testing it registers more than 102 percent or less than 98 percent of the service passed on flows within the normal limits of the meter range.

g) The Board will, at its own expense, make routine tests when it considers such tests desirable.

h) The Board will make additional tests of its meters at the request of the customer only upon the payment of the charges set forth in Schedule of Rates and Fees. However, if any such test shows a meter not to be accurate within the limits set forth in bracket 9 (f) above, and in the Board's favor, the payment will be refunded.

i) The customer shall promptly notify the Board of any defect in or damage to the meter or its connections.

j) Where water or gas is furnished through a meter, the quantity recorded by it shall be taken to be the amount passing through the meter except where the meter has been found to be registering incorrectly or has ceased to register. In such cases the quantity may be determined by the average registration of the meter when in order, or by fair and reasonable method based upon the best information obtainable.

k) Each premises shall have a separate meter, with the exception that, due to the arrangement of the piping, duplex houses, apartment houses, office buildings, or business blocks may be served through a single meter, in which case one party must assume responsibility for the payment of the bills for water service for all premises so supplied. (See Section 11- "Multiple Premises")

l) Meters shall not be located in driveways or parking areas, and when driveways or parking areas shall be established in the area where a meter or group of meters is located, such meter or meters shall be moved from driveway or parking area at the expense of the property owner, and the Board may refuse to render service through said meter or meters after proper notice, until this rule has been complied with.

m) The Board reserves the right to designate meter locations. In the event that the Board determines that a meter needs to be relocated, the expense of said relocation shall be paid by the customer. The Board may refuse to render service through said meter or meters, after notice to the customer, until this paragraph has been complied with by the customer.

n) The Board will give the customer the following two options regarding irrigation meters:

1) Board owned irrigation meter. On request, the Board will tap the main and install a second non-sewer meter to be used for irrigation purposes only. The customer will pay no sewer charges on the water that is used through this meter. The Board may make inspections of the customer's irrigation system to verify that the water from this meter is used only for irrigation purposes.

2) Customer owned irrigation meter. The customer may install a second meter for irrigation use only and double check valve beyond the Board's meter. The Board prior to installation must approve installed second meter. Said second meter shall be the property and responsibility of the customer. It shall be the customer's responsibility to send irrigation meter readings to the offices of the Board in order to receive an adjustment on their sewer usage. The customer will be given two sewer adjustments per calendar year. The Board may make inspections of the customer's irrigation meter and verifications of the customer's readings.

## **10) TEMPORARY SERVICE**

a) Customers requiring temporary service, including but not limited to circuses, carnivals, fairs, shows, temporary construction and other temporary requirements, shall be required to pay all costs as determined by the Board for connection and disconnection incidental to supplying and removing service, in addition to the regular charge for water, sewer and gas service.

b) The Board may require such advance payment or deposit as it may deem sufficient.

c) Any person, firm, or organization desiring temporary service from a public or municipal fire hydrant must first make application for temporary service. The board may require advance payment, a deposit, or written assurance of later payment for water to be drawn from the fire hydrant.

d) Authorization for the temporary service will be conditioned upon the applicant or his authorized agent providing for adequate protection for the temporary meter. Whatever protection is required by the Board will be installed by and at the expense of the applicant or his authorized agent. The applicant will be held liable for any damage to the meter, meter box or any other Board equipment.



## **11) MULTIPLE PREMISES**

a) In case two or more premises are supplied through one service pipe, with specific permission of the Board, one party must assume responsibility for the full payment of the water, sewer or gas bill for all premises so supplied, but should said party fail to pay the charges for water, sewer or gas when due, or should any premises violate any rule of the Board, the Board may discontinue service to all premises until the bill has been paid or the rules complied with.

b) Where more than one place of business or a combination of one or more places of business or dwellings, or more than one premises is supplied through one meter, the minimum charge for water, sewer or gas as set for in the Schedule of Rates and Fees shall be charged for each place of business, each dwelling and each premises as if it were supplied through separate service lines and separate meters.

c) No new services or upgrades or improvements to existing services shall be installed where more than one individual residence is served through a single meter.

## **12) PRESSURE AND CONTINUITY OF SUPPLY**

a) Customers taking their supply of water for steam boilers, internal combustion engines, compressors, etc., directly from the water mains of the Board do so entirely at their own risk.

b) On all such direct service connections, check valves and relief valves must be installed by the customer to prevent damage to his own property and to the Board's meter

c) No steam or power driven pumps shall be attached, through a service line, directly to the mains of the Board, except with the approval of the Board.

d) The water distribution system shall be so that the minimum residual pressure at the customer's meter shall be no less than 20 psi under all normal flow conditions. A residual pressure of 20 psi at the customer's meter shall be considered adequate by the Board. Should a customer require pressure greater than 20 psi, it shall be the sole responsibility of the customer to provide his own in line pump to increase his pressure.

### **13) UNAUTHORIZED USE AND CONNECTIONS**

a) No person shall turn on or turn off any of the Board's street valves, corporation cocks, curb cocks, or other street connections or disconnect or remove any meter, without permission being granted by the Board. Any unauthorized usage of the Board's street valves, corporation cocks, curb cocks, street connections, or meters will result in a tampering fee in accordance with the Schedule of Rates and Fees. This fee will be in addition to any charges for repair of damage to the Board's street valves, corporation cocks, curb cocks, street connections, or meters and charges for water, sewer and gas used

b) No person shall make any connection to any main of the Board, or to any pipes between the main and the meter without the expressed permission of the Board. When such an unauthorized connection is discovered, service may be immediately discontinued, at the option of the Board. Service may thereafter be restored at the option of the Board, provided that:

1) payment of all charges for water, sewer and gas used (based on meter measurements or reasonable estimate) is made to the Board, and

2) all materials previously installed are of the same type as those required by the Board for connections installed by the Board. If the previously installed service connection does not have the same type materials as those required by the Board, all cost of replacement with standard materials must be paid to the Board before service will be reinstated.

#### **14) CROSS CONNECTIONS AND SIPHONAGE**

a) No cross connection of any kind shall be permitted between the water supply from the Board's mains and the water supply from any other source.

b) A cross connection is defined as:

1) any physical connection whereby the Board's water supply is in any way connected with any other water system, whether public or private, or

2) any arrangement whereby water introduced through a customer's service to a premises can be back-siphoned or reintroduced into the Board's mains.

c) No two or more customer service pipes used for domestic service, fire service or for any other purpose shall be physically connected together in any manner whatsoever, unless specifically approved by the Board, and then only with approved backflow prevention devices on each service pipe.

d) Customers who obtain water from a well, spring or other source in addition to their connection to the Board's water system shall maintain piping for said water which is completely separate from and with no connection to the piping for the water from the Board's water system.

e) Fountains, swimming pools, aquariums and all similar facilities shall be so constructed that there shall be a six-inch (6") gap between the customer's service pipe which delivers water to them and the overflow of each such facility.

f) All hospitals, mortuaries, nursing homes, autopsy facilities, clinics, chemical and testing laboratories, plating plants, chemical companies, packing houses and rendering plants, car washes, photograph processing plants, commercial laundries, sewage treatment plants, and any other facilities designated by the Board, including premises supplied with industrial or auxiliary water, shall have an acceptable backflow preventer installed in the customer's service pipe between the meter and the first water outlet on the premises.

g) A suitable backflow prevention device shall be installed on each service connection where an existing or potential health hazard to the water system exists or when any of the following conditions exists:

(1) Premises having an auxiliary water system, unless such auxiliary system is accepted as an additional source by the Department.

(2) Premises on which any substance is handled in such a manner as to create an actual or potential hazard to a water system.

(3) Premises having internal cross connections that, in the judgment of the supplier of water or the Department, may not be easily correctable.

(4) Premises where, because of security requirements, intricate plumbing, or other restrictions, it is impossible to make a complete cross connection survey.

(5) Premises having a repeated history of cross connections being established or reestablished.

(6) NTNC systems and other facilities having fire protection systems utilizing combinations of sprinklers, fire loops, storage tanks, pumps, antifreeze protection or other chemical additives, or auxiliary water sources.

(7) NTNC systems and other facilities having booster pumps which are connected to the water supply line but are not equipped with a low suction pressure cutoff device to shut off the booster pumps when suction pressure drops to 20 psi.

(8) Other premises specified by the Alabama Department of Environmental Management when cause can be shown that a potential cross connection hazard exists. (Ref. AAC 335-7-9.03)

h) In order to protect the potable water in the Board's mains which will be delivered to the general public, the Board reserves the right to require any customer to install and maintain by and at his expense a backflow preventer device, or any other such device approved by that purpose by the health authority which has jurisdiction over the area in which the premises is located.

i) The Board shall deny or discontinue the water service to a customer if a required backflow prevention device is not installed or properly maintained when required by the Board. Water service shall not be restored to such premises until the deficiencies have been corrected or eliminated to the satisfaction of the Board and the Alabama Department of Environmental Management. (Ref. AAC 335-7-9.05)

j) Backflow preventers, when required, will be installed on the customer's service pipe as close to the meter setting as possible. Reduced pressure backflow preventers shall be installed above ground, except as otherwise specifically authorized by the Board. Vaults shall be constructed to provide drain outlets to the outside of the vault at grade level. The backflow preventer shall be positioned in the vault so the relief or vent opening is twelve inches (12") above grade level outside the vault. The drain outlet in the vault shall be a minimum of four (4) times the area of the relief or vent opening on the backflow preventer, or at least four (4) such openings shall be provided, each having an area equal to the area of the relief or vent outlet. Sufficient clearance from the backflow preventer shall be provided on all sides to permit testing and maintenance without removal from the service pipe. All vaults shall have drain openings with positive drainage

at ground level a minimum of twelve inches (12") below the relief or vent opening on the backflow preventer which will prevent the relief or vent opening from being submerged. In the event the piping inside the vault is wrapped or insulated to prevent freezing, care must be exercised to keep the relief or vent opening from being blocked or obstructed in any manner. All backflow preventers which are designed for field testing after installation in the service pipe shall be equipped with gate valves on both the inlet and the outlet side of the backflow preventer, and the gate valve or valves shall be equipped with test cocks when required by the applicable standard under which the backflow preventer is approved.

k) It is the responsibility of the Board to establish and to operate a cross connection control and backflow prevention program consistent with the extent of the system within the jurisdiction of the utility. This program shall have an inspection program and records of health hazards found and corrective action taken shall be kept for five years and shall be made available to the Alabama Department of Environmental Management when requested. A copy of the Board's cross connection control policy shall be provided to customers on request. (Ref. AAC 335-7-9.04)

## 15) PRIVATE FIRE SERVICE CONNECTIONS

a) Service connections for water to be taken for the extinguishment of fire shall be made only upon written application of the owner or his agent or the occupant of the premises to which such service is to be supplied and on forms furnished by the Board.

b) No water may be taken through such private fire service connections, except for the extinguishment of fire or for testing purposes. In case of testing the customer will notify the Board in advance in writing.

c) The Board reserves the right to require the customer to install on proposed or existing private fire services, at the customer's sole expense, a detector device or devices approved by the Board to monitor the unauthorized use of water through private fire service connections, and to charge for such water taken at regular rates, and to require that use of water through said private fire connection, except as provided in Paragraph (b) of this section, be discontinued. Detector devices will be required by the Board on all fire service systems in which the following conditions exist:

1) Systems in which the overall footage of underground piping beginning at the property line of the premises exceed 200 feet in length.

2) Systems in which one or more private fire hydrants are connected to the service, except for fire services, where authorized by the Board, that terminate directly into a private fire hydrant. The fire hydrant must be located on private property and shall be adjacent to or within six feet (6') of the right-of-way in which the water main to which the service pipe is attached is located. The service pipe shall not be extended beyond the point of connection to the private fire hydrant or any connections or fixtures attached thereto.

3) Where hose connections are attached to a wet system and are not monitored by a flow alarm valve.

4) Systems in which, in the Board's sole discretion, such detector devices are deemed necessary due to existing or potentially existing conditions within the premises. The Board reserves the right to make routine tests, at its own expense, of meters owned by the customer, which are attached to detector devices and if the Board considers such test desirable. Backflow prevention devices shall be installed on fire service systems when the Board deems such devices necessary to protect the potable water in its mains.

d) Not more than one private fire service connection shall be made to a single premises unless specifically authorized by the Board. If more than one private fire service connection should be authorized, the Board reserves the right to specify the design of connections and protective devices to be installed at the customer's expense, on all proposed or existing services attached to the Board's mains.

e) The cost of private fire service connections shall be paid by the customer. The Board shall bear no expense whatsoever for facilities to provide private fire protection to any customer.

f) Whenever leakage or unauthorized use of water occurs in a private fire service, the customer will be notified by the Board to have the leakage repaired and stopped, or to discontinue the unauthorized use of water. Unauthorized use shall be discontinued immediately; the customer will be given a reasonable period of time, not to exceed thirty (30) days from the date of notification, to repair a leak. If unauthorized use continues or if leakage continues beyond the date specified to the customer, the street valve will be closed and service will be discontinued. After a leak has been repaired and written assurance has been furnished to the Board by the customer that the conditions of Section 13(f) will be complied with, service will be restored provided that service charges are current.

g) The owner shall install a valve on the fire service line in addition to the street valve at the service connection to the Board's main; said valve shall be located at or as close to the property line as practicable. The owner or his representative shall operate and maintain the fire service system from the valve at the property line, and not by the street valve over which the Board has sole control of operation.



## **16) WATER AND SEWER MAIN EXTENSIONS**

a) The Board will make main extensions in dedicated public streets of reasonable length from existing mains where adequate pressure and flow is available on the following terms and conditions.

1) Applicant shall deposit with the Board an amount equal to the lineal feet of pipe required to serve applicant multiplied by a unit cost per foot of main as such unit cost may be fixed from time to time by the Board.

2) Upon completion of the extension, should the actual number of feet installed be more or less than the number of feet originally estimated, the depositor shall immediately deposit with the Board an additional sum representing the difference between the estimated footage and the actual footage installed, or shall receive a refund from the Board, as the case may be.

3) The Board shall determine the size and type of pipe to be installed and the point or points of connection to existing mains for all main extensions.

4) Extensions made under this rule will become and will remain the property of the Board and the Board may further extend its distribution mains beyond the terminus of any main extension made under this rule.

## **17) COMPLAINTS-ADJUSTMENTS**

a) If a customer believes his bill to be in error, he shall present his claim, in person, at the office of The Utilities Board before the bill becomes delinquent. Such claim, if made after the bill has become delinquent, shall not be effective in preventing discontinuance of service as heretofore provided. The customer may pay such bill under protest and said payment shall not prejudice his claim.

b) Meters will be tested at the request of the consumer upon payment to the Board of the cost of making the test as set out in the Schedule of Rates and Fees, provided, however that if the meter is found to over-register beyond two percent of the correct volume, no charge will be made for the test and the bill will be adjusted as per the Schedule of Rates and Fees.

c) If the seal of a water meter is broken by other than the Board's representative or if the meter fails to register correctly or is stopped for any cause, the consumer shall pay an amount estimated from the record of his previous bills or from other proper data.

**18) FIRE HYDRANTS**

a) Fire hydrants will be furnished and installed by the Board on the Board's mains under the following conditions:

1) When written application is made to the Board which:

I) States the particular location of the desired hydrant; and,

II) Agrees to pay for the installation of the hydrant; and,

III) The installation of the proposed hydrant is not detrimental to the efficient operation of the water system.

b) The Board reserves the right to refuse to place a hydrant in a location which would be likely to cause inefficiency or operational problems to the system.

## **19) LOW PRESSURE SEWER SERVICE**

In subdivisions with low pressure sewer service which has been approved and accepted by the board:

a) The customer shall purchase and install a sewage pumping unit which meets the specifications of the design engineer of the developer. The customer shall be responsible for connecting his sanitary or building sewer from his structure(s) to the pumping unit and installing the necessary service line from the pump to the Board's cutoff valve at the R.O.W. line. The customer shall also be responsible for any and all electrical connections from the pump control panel to the customer's electrical panel.

b) The Board shall tap existing low pressure sewer mains, install a cutoff valve and clean out in each service line. The valve shall be installed in the public right of way or on the Board's easement. The Board shall have exclusive rights to use the cutoff valve and to turn it on and off.

c) The customer shall be responsible for extending his service line to the Board's cutoff valve.

d) The customer shall be responsible for all maintenance of the service line from the cutoff valve and clean out to the customer's home or building being served. The customer shall also be responsible for all maintenance, repair, replacement, and operating expenses of the pumping unit.

e) The Board may shut-off and discontinue service to any customer who allows a connection or extension to be made into his pumping unit for the purpose of servicing another customer.

f) Reference is made to that certain ordinance passed by the City of Oneonta, Alabama, on January 14, 1992, entitled AN ORDINANCE REGULATING THE USE OF PUBLIC AND PRIVATE SEWERS AND DRAINS, PRIVATE SEWAGE DISPOSAL, THE INSTALLATION AND CONNECTION OF BUILDING SEWERS, AND THE DISCHARGE OF WATERS AND WASTES INTO THE PUBLIC SEWER SYSTEM AND PROVIDING PENALTIES FOR VIOLATIONS THEREOF; IN THE CITY OF ONEONTA, COUNTY OF BLOUNT, STATE OF ALABAMA. The Board and the customers thereof shall abide by the applicable provisions of said ordinance.

g) The Customer shall pay for such sewer service at the rates, time and place as determined by the Board.

h) In the event it becomes necessary for the Board to shut-off the service to a customer's property for violations of the Regulations of Sewer Use, a fee will be charged for a reconnection of the service.