

# RULES AND REGULATIONS

Effective March 6, 1968  
Revised February 16, 1988  
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## GENERAL INFORMATION

The Water Department is governed by the Second Taxing District Commission, consisting of three Commissioners, one of whom is elected at each biennial city election for a term of six years.

The Office of the Water Department is located at 164 Water Street, Norwalk, Connecticut.

The Water Treatment Plant is located at 164 Old Boston Road in Wilton, Connecticut

Emergency phone service is available twenty-four hours a day, seven days a week at (203) 866-4446.

The Commissioners of the Second Taxing District, City of Norwalk, Connecticut, reserve the right to revise these "Rules and Regulations".

## INTRODUCTION

The Second Taxing District Water Department (Water Department) has adopted the following "Rules and Regulations" to make sure uniformity and fair practice to all customers consistently protects the health and safety of the community we serve. These regulations are intended to inform the public of the administrative procedures and technical requirements for obtaining connection to, and maintaining service from, the Water Department. It is also intended to inform Second Taxing District Water Department customers of the conditions under which they will be supplied with water.

The Department's "Rules and Regulations", the state of Connecticut Public Health Code, and the Connecticut General Statutes form the relationship between the Department and every customer supplied with water service. Every customer, therefore, will be bound by these "Rules and Regulations".

The Water Department believes that providing quality customer service is important. Quality customer service means being responsive to our customers' needs in a prompt, courteous, and professional manner. Our goal is to consistently provide our customers with the best possible service, while supplying water of the highest quality at a fair and reasonable price.

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### **(1) Relationship With Customer**

The customer is defined as the property owner of record, as recorded by the Town Clerk. The words "customer", "owner" and "property owner" have the same meaning. The Rules and Regulations as herein set forth constitute a part of the relationship with every customer supplied by the Water Department.

**(2) Application for Water Service**

To obtain water service the property owner must sign and have notarized an "Application for Water Service" form before connecting to the Water Department's system. "Application For Water Service" forms are available at the main office.

**(3) Request for New or Modified Service**

To modify the water service to any parcel of property A "Request for New or Modified Service" form must be submitted by the property owner. The application will be reviewed by the Water Department for approval. The form provided by the Water Department must be completed by the applicant and supplemented with a plot plan and any other pertinent information requested by the Water Department.

**(4) Interruption of Service**

The Water Department is committed to providing a sufficient supply of water and pressure throughout its system, but is not responsible or liable for any damages resulting from the temporary interruption of water service. It is the intent of the Water Department to give notice to the customer or occupant in advance of any work necessitating the interruption of water service. Such notice is not a requirement on the part of the Water Department. Emergency interruption will be performed without any prior notification. It is the owner's responsibility to protect plumbing installations connected to the Water Department's water supply system at all times so that damage will not occur if the water is interrupted without notice. All appliances, hot water boilers (heaters), and other miscellaneous pressure tanks should be protected by the property owner from damage due to negative, low, or extremely high pressures (see article #7).

**(5) Restriction or Suspension of Use**

The Water Department reserves the right to restrict, or suspend entirely, the use of water for nonessential purposes.

**(6) Water Supply to Other Properties**

Customers shall not supply water to another property or permit any connection to be made on their property for the supply of water to another property. In an emergency, temporary connections can be made by Water Department personnel or the Water Department's designated agents only.

**(7) Customer Responsibility**

All customers must keep their service pipes, meter pits and vaults, curb box, house pipes, and fixtures in good working order, and protected from freezing at their own expense. The Water Department shall not be liable for any damage which may result from the property owner's failure to do so.

**(8) Water Damage and Leaks**

The Water Department shall not be held liable or responsible for any losses or damage

which may occur due to the leakage from a water service.

### **(9) Suspension of Water Service**

The Water Department reserves the right to suspend service to any customer who fails to comply with the Water Department's Regulations and/or the State Public Health Code. Temporary suspension of water service does not relieve the customer of paying service charges under the approved rate schedule.

### **(10) Noncompliance with "Rules and Regulations"**

The failure of any customer to observe the Rules and Regulations of the Water Department will be sufficient cause for the suspension of water service. All violations must be corrected to comply with the Department's "Rules and Regulations" before water service will be restored.

### **(11) Penalty for Noncompliance**

Any infraction of the Rules and Regulations of the Water Department shall be subject to a penalty not to exceed \$99.00 for each offense. All penalty fees must be paid prior to the reinstatement of water service once it has been suspended.

### **(12) Main Valve, Bypass Valve, Curb Valve**

The Water Department reserves the right to use the owner's main valve, bypass valve, and curb valve (if owned by the owner) for any purpose, including but not limited to, changing the meter, interrupting service for nonpayment of water bills or violations of these Rules and Regulations. If the curb valve box is not in operating condition or is missing when suspension for nonpayment or violation of Rules and Regulations is made, the Water Department will repair the curb valve box and charge the owner the cost of the repair. The property owner will be billed and shall pay for all expenses incurred to shut off and turn on the service prior to turning the service back on.

### **(13) Main Extensions**

No property may be served unless a water main exists or is extended across a full frontage of the property to be served. Water main extensions must be fully funded by the individual requesting the extension. Written Requests for water main extensions to serve proposed subdivisions shall be submitted with an approved Planning and Zoning Commission map from the town in which the main is to be extended, indicating the locations of roads, hydrants, and other physical features. Written requests for water main extensions to serve existing building lots shall be submitted with a Class A-2 Survey Map of the parcel to be served, along with a site plan showing proposed and existing building locations, other proposed physical features, and any other information requested by the water department. The size and location of water mains shall be determined by the Water Department. An individual requesting a main extension shall execute a main extension agreement prior to the start of the installation. The main extension agreement shall set forth the basis for funding, payment arrangements, the location of the main to be installed, identification of lots to be serviced, and any other pertinent information. The main extension agreement shall include a provision for a one-time reimbursement to the funder of the main extension

for each connecting lot not identified in the extension agreement as lots to be served under the agreement. Reimbursement shall be calculated at the rate of one half of the cost per foot of installation, times the frontage of the connecting lot. The reimbursement provision shall only apply for a period of ten years from the date of execution of the main extension agreement, after which time no reimbursement shall be paid the funder of the extension.

### **13. a. New Connection Fees**

All new services connected to the water system may be subject to a new connection charge under the following circumstances:

1. For connections to water mains funded by a previously executed main extension agreement, the new customer shall be subject to a one-time connection fee, which shall be one half of the installed cost per foot, times the connecting property front footage. This connection fee, after collection by the Department, will be returned to the individual who originally funded the extension. This new connection charge will apply for a period of ten (10) years from the original extension agreement execution date. A service installation fee equal to the cost of the service installation will also be charged.
2. For connections to existing or proposed water mains funded or partially funded by the Department, the customer shall be subject to a service installation fee and a per foot frontage fee. These two (2) fees are based on the actual construction cost of the service pipe and the frontage fee is based on one half of the cost per foot, times the frontage of the property to be connected. These fees can be paid in either one lump sum, prior to connection, or by executing a five (5) year, non-interest bearing, payment agreement with the Water Department, prior to connection.

### **(14) Fire Hydrant Use**

Water shall not be taken from a fire hydrant, either public or private, for any purpose other than to extinguish fires without written authorization from the Water Department (see article #33).

### **(15) Customer (Owner) Responsible for Water Bills**

The property owner of record, as listed with the Town Clerk, is the customer and is responsible for all water bills. In all cases, the property owner shall be held liable for payment of water bills, whether the premises is occupied by the owner or tenants. The owner shall also be held responsible for any violations of the Rules and Regulations by the tenants or occupants (see article #1). The Department has no legal relationship with anyone other than the owner of record. Acceptance of payment for water service by persons other than the owner does not relieve the owner of his/her obligations to the Water Department

### **(16) Changes Of Address Or Ownership To Be Reported**

Property owners are requested to promptly report to the Water Department, any change in the mailing addresses or ownership of a premises being served. This will insure proper rendering of bills and correspondence. The failure of a property owner to receive any bill, shall not relieve the owner from the obligation of its payment, or from the payment of

penalties incurred as the result of nonpayment. Bills for water service will be issued and directed to the service address in the property owner's name, unless otherwise authorized in writing by the property owner to the Water Department.

### **(17) Service Charge**

All services connected to the water system will be charged a service charge whether or not a meter is installed, whether the customer uses any water, or whether the service is suspended. The service charge is based on the size of the meter and begins when the service is connected to the main. Disconnecting the service at the water main, at the owner's expense, will end further service charges (see article # 267).

### **(18) Water Consumption Or Usage**

All water passing through the meter is the financial obligation of the owner, and shall be the basis for the calculation of consumption charges, regardless of whether the usage was consumed or was the result of leakage. The Department reserves the right to estimate water consumption based on the customer's past usage and/or charges to the property, in the event the meter is tampered with, fails to function properly, or illegal connections prior to the meter are discovered.

### **(19) Additional Charges**

All charges in addition to the service charge and consumption charge shall appear on the customer water bill and shall be due and payable on the same frequency and basis as the normal water bill (see article #21). The Department has specific procedures that address payments, interest charges, lien fees, legal fees, termination fees, past due balances, and special charges for services rendered. Further information on these charges and fees are available at the main office.

### **(20) Billing Frequency**

The Water Department bills customers either on a monthly or quarterly basis. The appropriate billing frequency for each account is in the sole determination of the Water Department.

### **(21) Bill Due Date**

Bills are issued on the last day of the month and payments are due on, or before, the last day of the following month.

### **(22) Interest on Water Bills**

The Water Department charges interest on delinquent water bills at a rate approved by the Commissioners consistent with the Connecticut General Statutes and the Second Taxing District Charter.

### **(23) Nonpayment of Bills**

The Water Department reserves the right to suspend water service where bills remain

unpaid thirty (30) days after the date on which the payment is due. The customer will be sent a written notice of suspension fifteen (15) days prior to the suspension date. (see articles #9, 11, & 12).

#### **(24) Right To Lien**

The Water Department reserves the right to utilize its authority under the Connecticut General Statutes section 7-239 and the second taxing district charter section 1-83 to lien properties for the purpose of collecting the unpaid balance on any delinquent water bill. Water liens have the same priority and effect as property tax liens.

#### **(25) Service Renewal**

A service renewal is an existing water service to be replaced with a new water service. The customer must complete and file a "request for new or modified service" form for review and approval by the water department. This form and approval must be finalized prior to the start of construction to renew the water service. Service renewals will be performed in compliance with the latest revision of the service installation policy approved by the commission. The existing service(s) must be disconnected prior to the new installation.

#### **(26) Service Abandonment By Disconnection**

Services abandoned must be physically disconnected at the water main at the owner's expense. Service charges will continue until the "request for water service disconnection" form has been fully executed, and the service pipe is physically disconnected from the water main.

#### **(27) Type and Size of Service**

New service pipes and renewals of old service pipes will be a minimum of one inch (1") Type "K" copper tubing from the curb valve to the meter pit or vault.

The size and design of all services shall be approved by the Water Department. All noncopper service and fire lines shall be a minimum of 4" ductile, cast iron, push-on joint cement lined, conforming to American Water Works Association standards.

#### **(28) Type and Size of Meter**

The Water Department will determine the size of the meter to be installed based on information provided to the water department on the "application for water service" or a "request for new or modified service". Meters one and one-half inch (1½") and larger shall be provided with a valve bypass to allow for repair or removal of the meter without interruption of service (see article #34).

#### **(29) Service Pipe Requirements**

Services, fire and potable, must be approved before the installation procedure begins. Only one potable service is allowed per parcel of property. However, there can be multiple fire services. The installation of any service, fire or potable, will follow the service procedures as adopted and approved by the District Commissioners. Additionally a no water service

pipe will be permitted to be laid in an easement across another lot.

### **(30) Service Pipe Responsibility**

- A. All service pipes, fire and potable, are owned and maintained by the Department from the brass corporation stop, tee or cast iron tapping sleeve and valve connection at the water main to the curb valve. The property owner shall maintain the service from the connection joint on the property side of the curb valve body, to the building.
- B. The following conditions shall apply to all services:
  - 1. Services are owned by the Department to the curb valve, provided the curb valve is installed no greater than 10' inside of the street line. in the event that the existing curb valve is further than 10' from the street line or does not exist, the Department may install, at its option and expense, a curb valve at the street line to separate the owner's portion of the service from the Department's portion. if an existing curb valve is no further than 10' outside (in the street ) of the street line but not in the traveled (paved portion) of the street, it shall be considered the curb valve for purposes of determining service pipe ownership.
  - 2. The Department will not replace the Department's portion of an existing service pipe to correct a low pressure problem, unless the owner first replaces the section of the service pipe owned by the owner. the Department will not install a pipe of a larger diameter on the portion of the service owned by the Department, larger than the diameter of the owner's portion of the service pipe.
  - 3. If the property owner wishes to increase the size of an existing service pipe or change its location or characteristics, an application for new or modified service must be filed with the department. all costs related to the change of service, including the Department's portion of the service pipe, will be paid for by the property owner, including the disconnection of the old service pipe from the water main.
- C. The curb box (access to the curb valve) is owned by and must be maintained by the property owner at the property owners expense.

### **(31) Service Installation**

Service installations will be governed by the applicable Department procedure.

### **(32) Unauthorized Tapping of Pipes or Mains**

No person will be allowed to tap pipes or mains, set or remove meters, or operate or

interfere with water valves. No person, with the exception of fire personnel, under the direction of the proper authority, shall open any public fire hydrant.

### **(33) Meter Location**

On all new services or service renewals, the Water Department will require that all water meters be located in a meter pit or meter vault. Meter pits are normally installed on 2" or smaller services. Meter vaults are required on services larger than 2". Meter pits will be provided by the Water Department at the owner's expense. Meter vaults will be provided and installed by the owner and must be approved by the Water Department prior to their installation. The placement of a meter pit or meter vault will be on the parcel being served and within ten (10) feet of the property line, unless an alternate location has been approved by the department in writing. All meter pits and meter vaults are owned by the property owner and Any repairs, maintenance or replacement to the pit or vault are the owner's responsibility, including safety modifications to meet existing or new OSHA requirements.

### **(34) Meter System Installation**

A meter system shall be installed on each potable service and fire service. Installations must meet with the approval of the Water Department. Valves shall be installed on both sides of every water meter. The valves shall be ball valves with iron pipe threaded connections or the meter system shall be installed in a department approved meter setter. Meter systems will not be set, nor will water service be turned on, until the above specifications are met and approved by the Water Department.

### **(35) Change of Location of Meter Systems and Services**

Any change in the location of meter systems or the service pipe before the meter must have prior written approval of the Water Department. A "request for new or modified service" form must be submitted to, reviewed, and approved by the Water Department prior to any changes. All expenses associated with a change in location shall be paid by the property owner.

#### **35A) Required Relocation of Existing Meters**

The Water Department shall require the modification and possibly the relocation of an existing metering system to meet the current metering requirements of the Department whenever any of the following events occur:

- A. The property owner modifies the property or water service by:
  - a. Increasing the square footage of any building being served by more than 25%.
  - b. Increasing the number of fixture units on the property by more than 15%.
  - c. Limiting the existing access to the meter in any way.
  - d. Increasing the peak water usage beyond the capacity of the existing meter system.

- e. Subdividing the existing property
  - f. Altering property lines in a way that results in any portion of the existing service being located on a property other than the served property.
  - g. Adding a new class of water service to the property such as a fire service or sprinkler system.
- B. The property owner fails to protect the existing metering system from damage due to vandalism, freezing, theft, or other cause within the control of the property owner including, but not limited to, the removal of any existing protection systems. A combination of two or more incidents shall be deemed adequate cause to require the relocation.
- C. The property owner or other person in legal control, care or custody of the property tampers with the metering system or engages in theft of water service.
- D. The property is otherwise modified to render the metering system inaccessible to the Department, ineffective in registering the full amount of water used at the property or defeats the intended purpose and function of the metering system.

### **(36) Meter System Damage or Loss**

Meter systems are owned and installed by the Water Department, however, the customer is responsible for protecting the meter from all damage, including but not limited to, freezing, hot water, faulty connections, theft, or customer's negligence. Any meter system repairs or replacements determined necessary by the department shall be paid for by the customer. Stolen or lost meters must also be paid for by the customer.

### **(37) Tampering With Meters**

No person shall break seals on meters, disconnect meter systems, or make a connection to a service pipe before the meter system. Any person taking such action, may be subject to arrest and will be responsible for any damages which may result therefrom. The Water Department will immediately, without notice, suspend service, assess a \$99.00 fine, and impose on the customer's account all associated fees to reset the meter for any customer whose meter or meter system has been tampered with, removed, bypassed, or has damaged meter seals.

The Department will remove and reset meters and/or meter systems for the convenience of the customer, at the department's standard rates for labor and material.

### **(38) Meter System Accessibility**

It is the owner's responsibility to provide the Water Department's personnel access to the water meter system during normal business hours, on a routine basis, without prior notification. The water meter system may include the following: meter, touch pad, wires, and any other associated materials.

Failure to grant access will result in the suspension of service until the Water Department is

provided access. The Water Department further reserves the right to require the owner to move the meter system to an accessible location at the owner's expense.

### **(39) Testing Meters**

The Water Department may, at any time, remove meters for testing, repairs, or replacement. Upon written request of a customer, and payment of the associated fee, the Water Department will test the accuracy of the meter. If the measured variances are higher than that established by the Department of Public Utility Control, the meter will be repaired or replaced. An adjusted bill will be rendered to bring it within these limits, and the test fee will be credited to the customer's water account. The customer is encouraged to witness the test.

### **(40) Fire Service Meters**

Fire and sprinkler services will be installed and metered at the expense of the owner. Approved detector checks will be purchased and maintained by the property owner on all fire and sprinkler services. The detector check meter shall be supplied by the Water Department. Combined potable and fire services shall be metered in an approved vault which is owned and maintained by the property owner. The combined meter will be supplied by the Water Department. A single service pipe may be divided into a separate potable service and fire service in the meter vault.

### **(41) Residential Fire Service**

The potable water service to a property is not permitted to be used as a source of fire fighting water. However, the Water Department recognizes that the fire department may require, in certain installations, a limited number of sprinkler heads, supplied by the potable service. The Water Department shall not be responsible for supplying water to sprinkler heads for fire fighting purposes through a potable water service, or liable for limited flow for any reason. Combined fire and potable services can be approved under Article 41, "Fire Service Meters".

### **(42) Cross Connections**

All customer properties are subject to cross connection inspection by the Water Department's staff to determine compliance with the current State Health and Plumbing Codes. A cross connection is an actual or potential connection between a public water system and any other source or system through which it is possible to introduce into the water system any contamination or polluting agent. Failure of the customer to remove cross connections as directed by the Water Department is cause for immediate suspension of water service. All suspension costs shall be paid by the property owner (see article #9). Failure to permit a cross connection inspection of the property will result in a suspension of water service.

### **(43) Back Flow Prevention Devices**

The Water Department requires the use of back flow preventers on all potable services and fire services which it determines could cause contamination of the Water Department's facilities. Back flow preventers will be of a type approved by the State Health Department.

The back flow preventer will be purchased and installed by the customer. testing of the device will be arranged by the department and the customer will be billed accordingly. test results must be made available to the owner upon written request. The back flow preventer must be accessible for inspection by the Water Department during normal business hours. The Water Department may require back flow prevention devices at the service entrance to the property in high hazard properties (in excess of the devices required by the Health Code). If the customer fails to repair the back flow preventer device, as required by the department, the customer will be subject to suspension of their water service.

#### **(44) Plumbing Requirement**

The plumbing on all properties supplied from the Water Department's water system shall conform to the State of Connecticut Public Health Code, Building Code and/or any other applicable city or town requirements (see article #7).

### **Interpretation of "Rules and Regulations"**

Customers who wish a clarification or an interpretation of the "Rules and Regulations" shall make a written request to the Second Taxing District Water Department General Manager's Office. The request must specify the rule or regulation that needs clarification, and the basis for the question. All requests must be submitted to:

**General Manager  
Second Taxing District Water Department  
PO Box 468  
164 Water Street  
Norwalk, CT 06856-0468**

The Department will respond to the customer's inquiry with a clarification in writing.

### **Appeals Process**

Customers may appeal any and all decisions rendered by South Norwalk Electric and Water, in writing, to the Commissioners of the Second Taxing District. The written request for appeal must include a detailed description of the issue(s), the basis for an appeal, and the specific relief requested. All requests for an appeal must be sent to:

**Board of District Commissioners  
C/O District Clerk  
Second Taxing District  
P.O. Box 468  
164 Water Street  
Norwalk, CT 06856-0468**

Appeals are scheduled by the District Clerk and are heard by three (3) members of the Board of District Commissioners at a scheduled Appeals Committee meeting in Public Session.

Appeals Committee tentative decisions are placed on the consent agenda for ratification by the full Board of Commissioners at the next regularly scheduled District Commission meeting.