



Quality water... for life.

RULES & REGULATIONS

Effective
1 January 2027

Revised
September 2026

1 Kennedy Plaza
Utica, NY 13502

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1. APPLICABILITY

The following Rules & Regulations and the MVWA Water Service Rates & Fees (see Appendix A) constitute the contract between the Upper Mohawk Valley Regional Water Board, doing business as the Mohawk Valley Water Authority (MVWA), and every person, owner, occupant, or customer who uses water provided by the MVWA; hereafter referred to as “consumer.”

The MVWA has the right, in its sole discretion and upon just cause shown, to waive or vary any provision of these Rules and Regulations that it deems to be in the best interests of the MVWA and in the fair and efficient operation of the water system.

Any consumer utilizing water from the MVWA shall be bound by the provisions of these Rules and Regulations as from time to time amended by the MVWA.

1.1 SERVICE AREA

2. AREAS OF HERKIMER AND ONEIDA COUNTIES. SEE SERVICE AREA MAP ONLINE AT MVWA.US DESCRIPTION OF WATER SOURCE

Hinckley Reservoir, located in the towns of Remsen and Russia, serves as the source of water for the system. The reservoir is located approximately 18 miles north of the City of Utica. The 25 billion gallon reservoir is a multi-use facility owned by the State of New York. Raw water transmission lines from the reservoir feed the MVWA water treatment plant in Prospect.

In addition to the use by the Mohawk Valley Water Authority, the New York Power Authority’s Jarvis Hydroelectric Plant, and the NYS Canal System use the reservoir as a water supply for power generation, flood control, and recreation. The New York State Power Authority controls regulation of the water level and discharges from Hinckley Reservoir.

The reservoir watershed area covers 373 square miles in the southerly part of the Adirondack Mountains, most of which lies within the Adirondack Park. The watershed is mostly rural and undeveloped forest. Two main highways, NYS Route 8 and Route 365, pass through the watershed.

Service Area:

Areas of Herkimer and Oneida Counties including:

- City of Utica

Villages of:

- Holland Patent
- New Hartford
- New York Mills
- Oriskany
- Whitesboro
- Yorkville

Towns of:

- Deerfield
- Frankfort
- Kirkland
- Marcy
- New Hartford
- Schuyler
- Trenton
- Whitestown
- Westmoreland

Water systems:

- Clark Mills
- Washington Mills
- Oneida County Airport

3. DEFINITIONS

As used in these Rules & Regulations, or as depicted in Figure 3.1 - MVWA Service Connection Diagram or Figure 3.2 - MVWA Curb Box and Meter Chamber Diagram, the words and phrases listed below shall be deemed to have the following meaning:

- a. **“applicant”** shall mean any person making a request for provision of water or for any work or action requested of, or furnished by, the MVWA.
- b. **“appurtenance”** shall mean an asset associated with the water transmission and distribution network.
- c. **“AWWA”** shall mean the American Water Works Association
- d. **“backflow”** shall mean a flow condition, induced by a differential in pressure that causes the flow of water or other liquids and/or gases into the distribution pipes of a public water supply from any source other than its intended source.
- e. **“backflow (prevention) device” or “backflow preventer”** shall mean an acceptable air gap, reduced pressure zone device, or double check valve assembly used to contain potential contamination due to a backflow event.
- f. **“combined service connection” or “combined service”** shall mean a single supply line that supports both fire protection and domestic water needs.
- g. **“consumer”** shall mean any person who receives water furnished by the MVWA pursuant to these Rules and Regulations.
- h. **“corporation stop”** shall mean the connection point of the 2” or smaller diameter service to the water main. Refer to Figure 3.1.
- i. **“cross-connection”** shall mean a physical connection through which a water supply could be contaminated.
- j. **“cubic foot” or “cf”** is a unit of volume equivalent to 7.481 gallons
- k. **“curb box”** shall mean the cover over the curb stop that extends from the curb stop up to the ground surface that provides access to the curb stop. The customer is responsible for ensuring the curb box is accessible. Refer to Figure 3.1.
- l. **“curb stop”** shall mean the first control valve on a 2” diameter or smaller water service, located in a curb box, which defines the delineation of the owner’s responsibility. The MVWA is responsible for the service from the main, through and including the curb box and curb stop. (Older curb stops may include an extension rod, which sits within the curb box.) The curb stop valve may not be used by the customer for any reason. It is to be operated exclusively by an employee of the MVWA or under the direction of the MVWA. Refer to Figure 3.1.

- m. **“customer”** shall mean the owner and/or occupant of premises to which water or water service is being requested and therefore the person responsible for payment of charges for water or other facilities and services furnished by the MVWA as provided in these Rules and Regulations. This customer may or may not also be the occupant, property owner, or actual user of the Water Service of the Authority.
- n. **“domestic”** shall mean water used for non-fire protection purposes.
- o. **“fee schedule”** shall mean the most current MVWA Water Service Rates & Fees document which is available on-line at the MVWA website.: <https://www.mvwa.us/>.
- p. **“fire service connection” or “fire service”** shall mean a privately owned asset, including the pipe and related facilities/equipment, which provides direct access to the MVWA distribution system for the sole purpose of fire protection.
- q. **“gpm”** shall mean “gallons per minute”
- r. **“inactivation”** shall mean the temporary suspension of water service and related charges.
- s. **“large service”** shall mean a service larger than 2” in diameter.
- t. **“large service valve”** shall mean the first control valve on a large service, that defines the delineation of the owner’s responsibility. The MVWA is responsible for the main, through and including the large service valve. The customer is responsible for the service beyond the large service valve. The large service valve may not be used by the customer for any reason. It is to be operated exclusively by an employee of the MVWA or under the direction of the MVWA.
- u. **“lost meter”** shall mean a water meter that is missing, damaged (including frozen or over-stressed), or not accessible.
- v. **“meter chamber”** shall mean a structure, typically underground, which covers and protects a water meter and provides a means to access the meter. A Ford meter pit or a coiled meter pit are types of meter chamber. These are only permitted for smaller meters that do not require confined space entry to maintain the meter.
- w. **“MVWA”** shall mean the Upper Mohawk Valley Regional Water Board (d.b.a. Mohawk Valley Water Authority).
- x. **“NFPA”** shall mean the National Fire Protection Association
- y. **“NYS DOH”** shall mean the New York State Department of Health
- z. **“occupant”** shall mean any person, that is physically located, and/or in possession or control of any premises or part thereof supplied with water service and using the same for any purpose of residence, business or otherwise, whether as owner, customer, lessee or tenant thereof.

- aa. **“owner”** shall mean the person who has legal title to or possession of all or part of a premises.
- bb. **“person”** shall mean an individual, individuals, family, firm, association, private corporation, public corporation, municipal district, or governmental entity.
- cc. **“premises”** shall mean the property or area, including improvements thereon, to which water service is, or will be, provided.
- dd. **“psi”** shall mean “pounds per square inch”
- ee. **“public street”** shall mean any street, avenue, alley, road, or right-of-way that is held for any highway purpose under the jurisdiction of any village, town, city, county, or the State of New York.
- ff. **“service connection”** or **“service”** shall mean the pipe, and related facilities/equipment, leading from the main to the meter or to the internal piping system on the premises of the consumer. Refer to Figure 3.1.
- gg. **“service control valve”** shall mean the first accessible valve, either the curb stop or large service valve, that controls the flow of water from the water main to the customer. This valve shall only be operated by the MVWA.
- hh. **“tenant”** shall mean a person who occupies a rented property.
- ii. **“termination”** shall mean the turning off, cutting and capping of a service at the main, observed by the MVWA.
- jj. **“hot box”** shall mean a small remote, above ground, building or structure to a house, a meter and possibly backflow. Required for large meters on long, complex water services.
- kk. **“water main”** shall mean the supply pipe laid in the streets and rights of way from which service connections are made for the supply of water to consumers. Refer to Figure 3.1.
- ll. Rules and regulations shall mean this document and any amendments or additions thereto, whether or not they are embodied in this or successor documents.

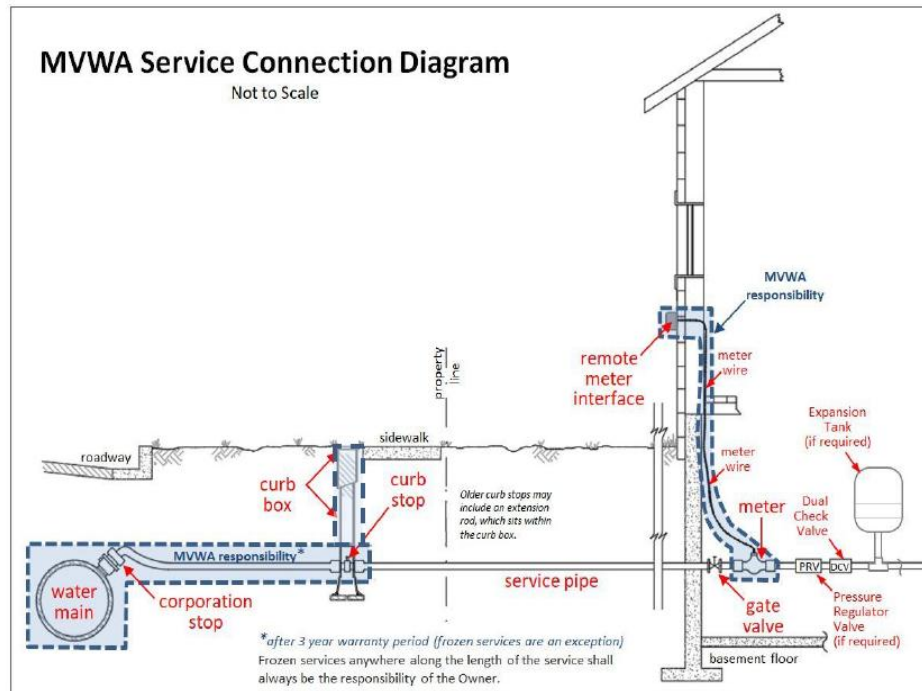


Figure 3.1 - MVWA Service Connection Diagram

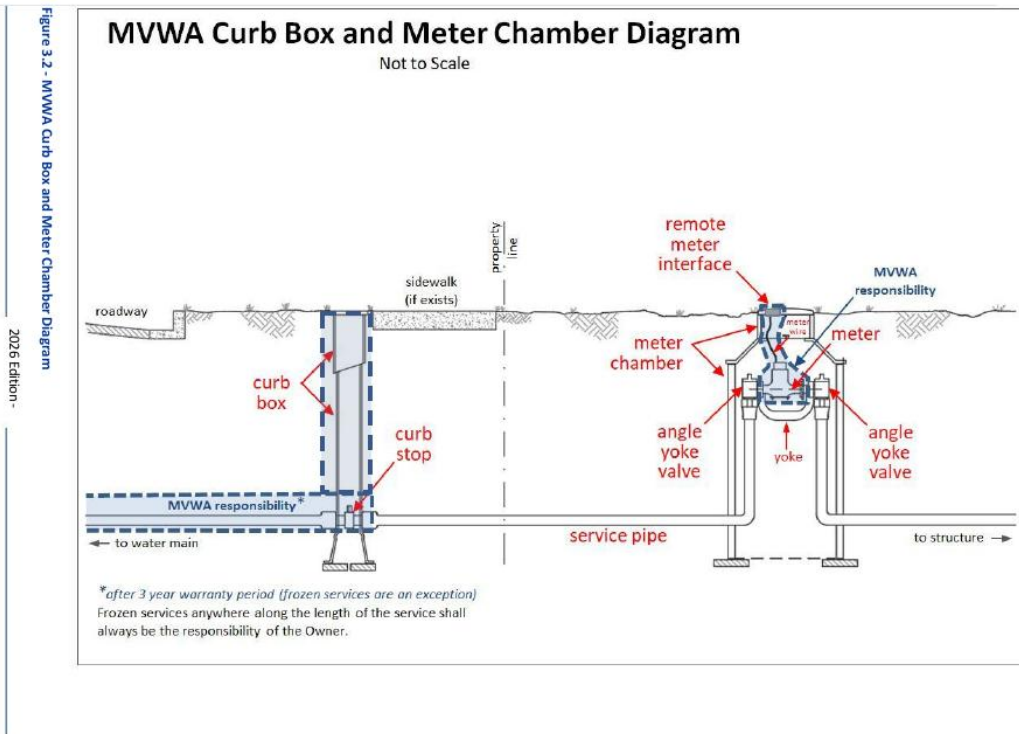


Figure 3.2 - MVWA Curb Box and Meter Chamber Diagram

4. GENERAL RULES & REGULATIONS

4.1 ACCESS

- a. The MVWA through its employees or properly authorized agents, shall have free and safe access to the premises supplied, for the purpose of ascertaining the quantity of water used, the manner of its use, and also that the meter or other apparatus or appliance belonging to the MVWA are properly protected and in good condition. If such access is refused, the MVWA may immediately discontinue the service and not turn service on until access is granted, and reactivation fee is paid (refer to fee schedule).
- b. It shall be the duty of all customers to see that meters on service connections, wherever located, shall be readily accessible at all reasonable times to the agents or inspectors of the MVWA (see Section 4.3, Item 6). Failure to remove any obstruction which prevents access to the meter within three (3) days after being notified by the MVWA will be just cause to have the water shut off to the premises, and it shall not be turned on again until all obstructions are removed and the customer complies with all regulations. Applicable penalty fees will be added to the account.
- c. The customer shall ensure that the curb stop is accessible via the curb box (it cannot be paved over, covered by landscaping, porches etc.). Any evidence of tampering with the curb box or curb stop, or continued abuse or obstruction so that the curb stop is not readily operable will result in a penalty fee per the fee schedule at MVWA's discretion.

4.2 INTERRUPTION OF WATER SUPPLY

- a. The MVWA does not guarantee constant pressure or uninterrupted service, nor does it assure the customer full volume of water or the required pressure necessary to effectively operate appliances of any kind including public or private hydrants.
- b. The MVWA reserves the right at any time, without notice, to shut off the water in its distribution mains for the purpose of making repairs, extensions, or for other necessary purposes.
- c. The MVWA shall not be liable for any interruption of service occasioned by accident to any portion of the water system; or by shutting off water for the purpose of making additions or repairs; or by the stoppage or shortage of supply due to causes beyond the control of the MVWA, such as excessive draft, excessive use or waste by other customers, frozen components (such as hydrants); or by leaks or defects in the pipes

- d. or appliance owned by the customer or other customers. The MVWA is not responsible for damages caused by discolored (roily) water.
- e. The MVWA assumes no liability for conditions which may exist in customer's pipes or appliances, and which may cause trouble coincident with or following repairs to any distribution main, supply main, service pipe, meter, or other appurtenances belonging to the MVWA.
- f. It is expressly understood and agreed, by and between the customer and the MVWA, that the MVWA does not assume any liability as an insurer of property or persons and that the MVWA is not providing any special services, pressure, capacity, or facility, other than the ordinary or the changing conditions of the water supply as the same exists from day to day. The MVWA hereby declares that, by acceptance of this service, the customer agrees that the MVWA shall be free and exempt from any and all claims for injury or damage to persons or property on the customer's premises or to any person or property, by reason of fire, water, or failure of water supply pressure or capacity.

4.3 DISCONTINUATION OF SERVICE PRIVILEGE

The customer's service may be discontinued for any of the following reasons:

- 1) For the use of water for any other property, tax parcel, or purpose other than that described in the application.
- 2) For failure to maintain, in good order, connections or service lines owned by the customer, after due notice has been given by the MVWA.
- 3) For modifying or tampering with any meter, seal, service pipe, curb seal or any other appliance owned by the MVWA.
- 4) In case of unreported vacancy of premises.
- 5) For failure to make payments due or for non-payment for water services, or any other charge accruing under the application, or the Rules & Regulations in effect.
- 6) For refusal of reasonable access to premises for purposes of inspection or for reading, caring for or removing meters.
- 7) For refusal of customer after notice in writing to maintain and/or relocate his meter to an approved location.
- 8) For refusal to comply with the MVWA's policy regarding plumbing connections which may result in contamination of the MVWA's distribution system

- 9) For failure to comply with MVWA's publicly announced emergency water conservation and use restrictions in the event of a water supply emergency declared by the Oneida County Executive.
- 10) For violation of the Rules and Regulations or policy of the MVWA.
- 11) Customers who will be shut off for non-payment are posted (by notice at the premise) 20 days prior to shut off. Customers who are non-compliant with MVWA rules, regulations, & policies will be posted 10 days prior to shut off. MVWA reserves the right to shut off a property immediately if a situation is causing a hazard or risk of property damage. If a customer has a combined service (fire and domestic), fire regulations prohibiting water disconnection must be followed.

Water service will not be reinstituted until all violations are corrected and any outstanding fees paid.

4.4 SURFACE RESTORATIONS

- a. Surface property damage caused as a result of required work by the MVWA will be restored with standard asphalt, concrete, or topsoil and seed.
- b. The MVWA shall not be responsible for replacing any trees, landscaping, specialty pavement (such as pavers or stamped concrete), or other specialty items.

4.5 DELAY

- a. When the MVWA installs services, mains, and facilities, the MVWA shall not be compelled to proceed with the installations if circumstances outside its control occur including, but not limited to, delays in delivery of materials, weather conditions, strikes, or other forces majeure.

4.6 GIVING NOTICE

- a. Whenever any notice is required to be given by the MVWA, the notice shall be: either mailed to the person, firm, association or corporation to be notified at the address which appears on the records of the MVWA; served by hand carrying the notice to the customer; affixed to (or posted on) the premises; or delivered by e-mail.

4.7 PLUMBING

- a. Plumbing systems of MVWA customers shall follow local codes and applicable City, Town, Village, State, NFPA, NYS DOH, and MVWA regulations.

- b. The customer is responsible for maintaining the components of their plumbing system, required by the MVWA, such as valves before and after the meter (Section 7.3).
- c. Internal water pipes have the potential to become electrically energized if they are used to ground an electrical system. Per National Electric Code (NFPA 70, or latest edition) under no circumstance shall a grounding connection be made on a water pipe unless there is a bonding jumper properly installed and maintained to bypass around the water meter. Refer to NFPA 70 (or latest edition) for requirements.

4.8 WATER RIGHTS

- a. During the construction of the MVWA transmission mains, some landowners were given water rights to serve a single (original) structure or parcel in exchange for an easement. The MVWA shall abide by the individual agreements in place for each existing water rights account, but no additional water rights will be authorized or granted.

5. REQUIREMENTS FOR WATER SERVICE

5.1 GENERAL

- a. Any extensions of service, or increases in demand, in existing service areas will not be permitted if it is determined that there may be an adverse impact to existing customers which reduces water service below MVWA service standards.
- b. New water services shall have a minimum system pressure of 35 psi (static) at the ground surface elevation at the water main and at the ground surface elevation of the structure under peak daily domestic demands, and a minimum pressure of 20 psi under all demands. Services over 200' require hydraulic review by MVWA staff to determine if sufficient water pressure is available to meet the minimum pressure requirement.
- c. An application for service by a person having any delinquent individual or entity-related MVWA account will not be approved until the delinquent account is settled.
- d. Applications for the use of water must be made in writing by each applicant (or their agent) on forms provided by the MVWA. Upon acceptance by the MVWA, the application shall constitute a contract between the MVWA and the applicant, and any successive owners/occupants of the premises, and shall obligate the customer to pay to the MVWA the rates provided for in the MVWA's most current rate schedule, as from time to time amended, and to comply with the MVWA Rules & Regulations.

- e. Upon receipt of an application, the MVWA will not approve, render, perform, or provide the service requested until the applicant has complied with all requirements of the MVWA Application Instructions for Service Connections (see Appendix B) and the MVWA Rules & Regulations, including the payment of all applicable fees as provided for in the MVWA Water Service Rates & Fees (see Appendix A), and all other regulatory requirements.
- f. In order to receive water service, each property must have a water main fronting on an entire side of the parcel. The MVWA requires the applicant to extend the water main for the entire frontage of the parcel if there only exists partial frontage. The MVWA may, at its discretion, grant exceptions to this policy provided that extreme circumstances warrant. A tax parcel may not serve another tax parcel.
- g. A tax parcel shall allow one of the following three options: one domestic service; one domestic and one fire service; or one combined service. The MVWA may, at its discretion, waive this rule provided that each service provides water to a separate building that has its own frontage on a water main (should a potential subdivision of the property occur). To request a waiver ruling, the applicant should provide a site plan and a justification for the waiver.
- h. Acceptance of any application or waiver made by any customer shall depend upon a determination, at the sole discretion of the MVWA, that the conditions for the service requested are economically feasible, and will not adversely impact other customers.
- i. When applicable, all New York State Department of Health, Department of Environmental Conservation, and any other required regulatory permits must be obtained by the customer, **at the customer's expense**, prior to the MVWA providing service.
- j. Service Lines shall be and shall remain the exclusive property of the Property Owner and any maintenance, repair, upgrading, thawing, etc. shall be the responsibility of the property owner.
- k. All Service Lines and appurtenances must be constructed with the materials and in the manner approved by the MVWA, as amended from time to time. Persons desiring to establish service should check with the MVWA prior to purchase of material for the current approved materials.
- l. If a Property Owner wishes to replace or relocate its existing Service Line the Property Owner must abide with the terms and conditions of the Rules and Regulations in effect at the time of replacement or relocation.

- m. Service lines must be installed and inspected within one (1) year from the date of MVWA approval of any application. If the service is not installed within that time period; the original application fee is forfeited, and applicant must re-apply and pay the current fee.

5.2 SPECIAL WATER DISTRICT CONDITIONS

- a. Any and all charges levied by a water district are the responsibility of the applicant, and are in addition to those required by the MVWA.
- b. Pre-tapping: An account will be created for each pre-tapped parcel in the water district with no fee assessed (until the service becomes active).

5.3 PRE-TAPPED WATER SERVICES

- a. Pre-tapped lots that will be unused, as in the case of tax parcel consolidation, shall be terminated per Section 6.4 b. at the owner's expense.
- b. Service sizes of pre-tapped lots must be verified by the MVWA for current system conditions. If the MVWA determines that the service size needs to be increased, the customer will be responsible for all associated costs.
- c. Pre-tapped lots will incur an annual fee. Refer to applicable fees as provided for in the MVWA Water Service Rates & Fees document.

6. SERVICES

6.1 GENERAL

- a. On all service installations, the MVWA reserves the right to mandate the size of service pipe, materials, and size of meter required to furnish adequate service. See Appendix C, MVWA Specifications of Materials.
- b. The MVWA will furnish and install all service connections to the water main in accordance with written requirements and fee schedule, except as may be permitted for new water main installation projects.
- c. The service control valve, called either a curb stop or a large service valve, depending on the size of service, shall only be operated by the MVWA.
- d. As a condition of service, the MVWA is authorized to operate the service control valve as required and shall have the right to test service pipes for leakage.

- e. Any cost incurred by the MVWA in repairing or controlling leaks which are determined not to be the fault of the MVWA will be charged to the customer.
- f. Maintenance by the MVWA shall not include any responsibility for frozen services along the entire length of the service line, and such will always be the sole responsibility of the customer.
- g. Any change in grade or any other action by the customer or others which may cause a failure of the service pipe shall relieve the MVWA of any responsibility for maintenance or replacement of any portion of the service line, including curb boxes and hydrant boxes.
- h. All work performed by, or on behalf of, the customer or its designee shall be inspected, prior to backfill, by the MVWA or their designee. A minimum of a 48-hour notice shall be given to the MVWA to schedule the inspection. Any deficiencies noted by the MVWA must be corrected to the satisfaction of the MVWA **at the customer's expense**, prior to service being provided.
- i. In certain situations, utilizing services 2" diameter and smaller, an internal plumbing system booster pump may be permitted in existing areas of low pressure. The MVWA Engineering Department can provide standard detailed drawings and specifications and **must** approve the design and installation of **all** booster pumps.
- j. When a service is installed prior to building construction, customers are allowed the use of unmetered water during building construction subject to the following conditions:
 - 1. Unmetered water cannot be used to establish lawns or plantings, or for lawn irrigation.
 - 2. For single family dwellings, the customer, after paying the tapping fee, is granted unmetered water use for up to 90 days during building construction beginning the date the tap is made (for non-pre-tapped lots). If the lot is pre-tapped, the 90 days begins the day the service is extended. If the meter is not installed within the 90 days, the customer will be billed the applicable minimum charge until the meter is installed (refer to fee schedule).
 - 3. For all other new construction, 30 days of unmetered water, based on the square footage of the building footprint, will be charged at the time of the tapping fee. If the meter is not installed after 30 days, the customer will be charged for an additional 30 days of unmetered water every 30 days until the meter is installed (refer to fee schedule).

- k. Water services to be installed on asbestos cement (AC) mains will be installed by a NYS licensed AC contractor, **at the expense of the applicant**, and inspected by the MVWA prior to backfilling.
- l. A domestic water service line shall be sized to deliver a minimum of 12 gpm.
- m. The service shall enter the building at the shortest distance between the water main tap and the building, and the water meter must be installed alongside this front wall of the building where the service enters; otherwise, a meter chamber or an above-ground meter structure will be required regardless of service length. Refer to Appendix G, MVWA Standard Trench Detail, for service trench requirements.
- n. If the distance from the main to the structure exceeds two-hundred (200) feet for a residential structure or three-hundred (300) feet for a commercial structure, a meter chamber or an above-ground meter structure is required to be installed by the customer to contain the meter (refer to Figure 3.1 - MVWA Service Connection Diagram and Appendix F, Curb Box and Meter Chamber Installation Details). No meter chambers that require a confined space entry will be allowed for new water service lines or existing water service lines that are resized or relocated.
- o. The maximum water pressure allowed at the service entrance shall be 80 psi and, when necessary, will be achieved through the installation of a pressure-reducing valve following the meter, or at a location determined by the MVWA, **at the customer's expense**.
- p. For domestic services, refer to Appendix E, DS-1 MVWA Curb Box and Domestic Service Installation Detail.
- q. For **all** demolitions, the service must be terminated at the water main at the customer's expense prior to building demolition. Failure to do so will result in continuation of applicable charges pursuant to the MVWA Rates & Fees schedule. Refer to Section 6.6 for services 2" diameter or smaller, or Section 6.13 for services larger than 2" diameter.

6.2 INSTALLATION OF SERVICES 2" DIAMETER OR SMALLER (NON PRE-TAPPED)

- a. Customers shall furnish and install, at their expense, the service pipe from the corporation stop at the main to the meter: Or, if a meter chamber is required, to the internal piping system of the structure. The service pipe shall meet the current MVWA material specifications. See Appendix C, MVWA Specifications of Materials. The depth of cover shall not be less than five (5) feet and the pipe shall not be installed within 10' of a sewer (see Appendices E & G for standard details).

- b. Service pipes of all sizes, together with all plumbing fixtures, shall be able to withstand a pressure of 150 psi. Each installation shall be equipped with an MVWA approved curb stop and curb box located at an MVWA approved location, and must be within the public right-of-way, and at least seven (7) feet from any structure when possible. See Appendix C, MVWA Specifications of Materials.
- c. For single family residential service where pressures are greater than 50 psi, the minimum size of service shall be 3/4" copper from the corporation stop to the meter (or coiled meter apparatus). In the areas where pressures are less than 50 psi, the minimum size of service shall be 1" copper from the corporation stop to the meter (or coiled meter apparatus). The recommended minimum size of interior plumbing is 3/4". The MVWA will advise the applicant of the minimum required service line size.

6.3 INSTALLATION OF PRE-TAPPED SERVICES 2" DIAMETER OR SMALLER

- a. The pre-tapping of water services for subdivisions may be allowed at the discretion of the MVWA. Provisions for pre-tapping must be included in the main extension agreement between the owner and the MVWA. Refer to Section 8, Main Extensions.
- b. An MVWA customer account will be created for each pre-tapped lot in the owner's name. An annual fee shall be assessed to the owner for each undeveloped pre-tapped lot (refer to fee schedule). The owner will remain responsible for the water service to the undeveloped lot and the annual fee until the service is transferred to the customer when a meter is installed or the service is terminated. The customer will be billed first, then the Owner.
- c. Refer to Appendix B, MVWA Application Instructions for Service Connections, for additional requirements.

6.4 MAINTENANCE / REPAIR OF SERVICES 2" DIAMETER OR SMALLER

- a. Should investigation disclose a leak on the service (from the main to the meter) to any premises where the service has been active for a period of less than three (3) years, the customer (and landlord if customer is a tenant) will be notified in writing. The customer shall be given reasonable time to repair the leak (as outlined in 6.4b) or MVWA has the right to turn off the water.
- b. After a service has been active for three (3) years, the service line between the main and curb stop inclusive, shall be maintained, repaired, or replaced by the MVWA (refer to Figure 3.1 - MVWA Service Connection Diagram). The remaining portion of the service line remains the responsibility of the customer.

Upon discovery of a leak on the customer-owned portion of the service line, a notification letter will be sent to the customer instructing them to contact MVWA within 10 days of the date of the letter to discuss repairs. Failure to contact MVWA will result in a \$50 non-compliance fee.

After 30 days from the first letter, a second letter will be sent that notifies the customer that the repair must be made within 60 days or the service will be shut off by MVWA until repaired. Shutting off services for non-compliance shall follow posting procedures referenced in section 4.3. All applicable fees & penalties related to water shutoffs and restoration of service shall apply.

- c. Curb boxes will remain under the ownership of the MVWA. It is the customer's responsibility to maintain the curb box so that the curb stop can be operated at any time and to not deliberately damage, cover or impede access to the curb box. Charges will be based on time and materials.
- d. In the event the leak presents a public safety hazard or is damaging property, MVWA can shut off the service to prevent further damage.
- e. The MVWA shall not be responsible for the repair or replacement of any service line that exceeds the least possible distance between the main and the customer's property line (public right-of-way). If a service line is in a location other than a public street (or public right-of-way), or not fronting the property served, the maximum length of maintenance, repair, or replacement responsibility shall be the distance between the main and the curb stop or meter chamber, or a distance of twenty-five (25) feet, whichever is less.

6.5 REPLACEMENT OF SERVICES 2" DIAMETER OR SMALLER

- a. Where a customer has an inadequate domestic service line smaller than 3/4", the MVWA may, at its discretion, replace the service between the main and the curb stop, providing the customer has replaced the service line between the building and curb stop with service pipe of a size determined by the MVWA.
- b. Whenever the service between the curb stop and premises is replaced, the customer shall replace the service to the curb stop at an approved location. It shall also be the customer's responsibility to furnish and install the service pipe, curb stop, and curb box if they are not up to current MVWA material standards (such as in the case of a lead service pipe).
- c. Where a replacement is required because the customer has changed their usage needs, such replacement will be considered a new service and shall be installed from the main by the customer. In order to replace the service, the existing service must be

terminated and the existing corporation stop turned off at the main, **at the customer's expense**, before the new corporation stop will be turned on.

6.6 TERMINATION OF SERVICES 2" DIAMETER OR SMALLER

- a. Service termination requests must be made in writing to the MVWA and approved prior to the commencement of any work.
- b. The service will be terminated at the main by shutting the corporation stop (valve) and cutting then capping (or crimping) the service as close to the main as possible.
- c. Terminations will be performed by the customer's contractor, as directed, witnessed, and accepted by the MVWA's representative, **at the customer's expense**.
- d. Where a building is demolished, there are no immediate plans to rebuild, and the service meets current MVWA standards, the owner of the parcel may either:
 1. terminate the service (see above); or
 2. maintain the parcel as "pre-tapped" by inactivating the service and removing the meter (see Section 6.7); cutting then capping (or crimping) the service immediately after the curb stop; and paying the annual fee for pre-tapped lot found in the fee schedule.

6.7 INACTIVATION OF SERVICES 2" DIAMETER OR SMALLER

- a. To inactivate an existing water service that has been installed, the customer must contact MVWA customer service in writing. The MVWA will shut the water at the curb box and may, at the discretion of the MVWA, remove the meter.
- b. Inactivated services will incur an annual fee (equivalent of pre-tapped lot). Refer to applicable fees as provided for in the MVWA Water Service Rates & Fees document.

6.8 REACTIVATION OF SERVICES 2" DIAMETER OR SMALLER

Reactivation of an existing water service that has been installed but is inactive:

- a. **without** a change of customer, service may be reactivated by contacting the MVWA Customer Service Department and paying any applicable fees if the customer is in good standing;
- b. **with** a change of customer, service may be reactivated by contacting the MVWA Customer Service Department providing that: the water service meets current codes and MVWA requirements; all applicable fees are paid; and the customer is in good standing.

6.9 INSTALLATION OF SERVICES LARGER THAN 2" DIAMETER

- a. Customers shall furnish, install and maintain at their expense, all service pipes larger than two (2) inches in diameter, commencing at, but not including, the large service valve. The material shall be cement-lined ductile pipe, or a material meeting the current MVWA Specifications of Materials (Appendix C). The depth of cover shall be five (5) feet and no service shall be covered until inspected and accepted by the MVWA. Should the cover over the distribution main be less than five (5) feet, the service pipe shall be constructed to provide five (5) feet of cover immediately beyond the large service valve.
- b. The customer shall pressure test the service to a minimum of 150% of normal system pressure or 150 psi, whichever is greater, of the existing water pressure to ensure there are no leaks. The pressure test must be witnessed by MVWA personnel before backfilling.
- c. Once the pressure test is approved by the MVWA, the customer must disinfect the service in a manner approved by the NYS Department of Health. The MVWA will then draw a sample and perform 2 consecutive days of testing with a bacterial test at the cost per the established fee schedule. Once all testing is approved, and appropriate metering and/or backflow preventer installed, the service may be turned on.

6.10 INSTALLATION OF "SHOVEL-READY" SERVICES LARGER THAN 2" DIAMETER

- a. The pre-tapping of water services for "shovel-ready" sites may be allowed at the discretion of the MVWA. Provisions for pre-tapping must be included in the main extension agreement between the owner and the MVWA. Refer to Section 8, Main Extensions.
- b. An MVWA customer account will be created for each pre-tapped lot in the owner's name. An annual fee shall be assessed to the owner for each undeveloped pre-tapped lot (refer to fee schedule). The owner will remain responsible for the water service to the undeveloped lot and the annual fee until the service is transferred to the customer when a meter is installed or the service is terminated. The customer will be billed first, then the Owner.
- c. Refer to Appendix B, MVWA Application Instructions for Service Connections, for additional requirements.

6.11 INACTIVATION OF SERVICES LARGER THAN 2" DIAMETER WHERE BLDG(S) ARE TO REMAIN

- a. To inactivate any service larger than 2" in diameter, the following must occur:
 1. Service must be turned off, and the control valve must hold leak tight. If not, the customer is responsible to repair or replace the control valve so it can be utilized for isolation and testing purposes and ensure a complete verifiable inactivation.
 2. Once it is confirmed the control valve holds leak-tight, the service must be pressure tested between the control valve and a valve inside the facility to 110% of normal system pressure for a period of 1 hour to ensure the service does not leak. This testing is the customer's responsibility and must be witnessed and accepted by MVWA designated personnel.
- b. The customer is responsible for repairing any leaks that occur after the control valve.
- c. Once a service is inactivated, the service fee will be changed to a pre-tapped lot fee and charged according to the MVWA Rates & Fees document.
- d. To have a fire service fee cancelled, in addition to the items listed in Section 6.11 a. (above), the customer must:
 1. submit in writing a request to cancel the fire service fee;
 2. submit a letter from the local fire department or codes officer having jurisdiction giving permission to inactivate the fire service; and
 3. submit a letter from their insurance company giving permission to inactivate the fire service.

6.12 REACTIVATION OF SERVICES LARGER THAN 2" DIAMETER

- a. To reactivate the service, an evaluation by the MVWA is required to ensure the service size is sufficient and the service meets current standards. If existing service is found to be too small to serve the current needs, or does not meet current standards, the old service must be terminated at the water main **at the customer's expense** and witnessed and accepted by MVWA personnel. The customer will be required to install new piping for this service.
- b. The customer shall pressure test the service to 110% of the existing water system pressure to ensure existing piping has not developed a leak. The pressure test must be

witnessed and accepted by MVWA personnel. Any noted deficiencies must be corrected by the customer at their expense.

- c. Once the pressure test is approved by the MVWA, the customer must disinfect the service in a manner approved by the NYS Department of Health. The MVWA will then draw a sample and perform a bacterial test at the cost listed on the current fee schedule. Once all testing is approved, and appropriate metering and/or backflow preventer installed and inspected, the service will be turned on by MVWA personnel.
- d. All leaks at or after the control valve at the main must be corrected by the customer at their expense (see Section 6.11 b.).

6.13 TERMINATION OF SERVICES LARGER THAN 2" DIAMETER

- a. Terminations will be performed by the customer's contractor, as directed, witnessed, and accepted by the MVWA's representative, **at the customer's expense**.
- b. All terminations of services larger than 2" diameter shall be properly restrained by either thrust block method or tie rod method. Should the restraint fail at any time, the customer will be responsible for all costs associated with the necessary response and corrective measures taken to repair the restraint failure and all other damages and required repairs associated with such failure.
- c. The type of service connection will determine how the service should be terminated. If fittings (ex. offsets, bends, wyes, etc.) are encountered after the control valve for any of the types listed below, the termination shall be located after the fitting and at least 1.5' from the nearest joint. DO NOT disturb the fitting.
 - 1. For a tee & valve assembly where the distance from tee to valve is greater than 6', the termination point is to be determined by the MVWA based on existing field conditions. The termination point may be after the control valve or at the tee (requires water main shut down).
 - 2. For tee & valve assembly (packed joints, 1900 – 1965), terminate at 3' to 4' from the valve hub end.
 - 3. For tee & valve assembly (mechanical joints, 1960 – present), terminate at 5' to 6' from the valve flange end.
 - 4. For tapping sleeve & valve assembly (1960 – present), terminate 1' to 2' from valve flange end.
- d. The valve box assembly (detail attached) shall remain to any control valve that remains connected to the water main. The valve box is to be fitted with a plug, or

other indicator, to the satisfaction of the MVWA, showing that the service has been terminated beyond the control valve.

6.14 FIRE SERVICES / COMBINED SERVICES

- a. Customers may choose to install a dedicated fire service or combine a fire service line with domestic usage if they require or desire fire protection.
- b. Customers desiring a fire service or combined service connection shall contact the MVWA for specific details and specifications. The tapping charge, per the MVWA fee schedule, is payable at the time of making the application.
- c. Customers that choose to combine a fire service line with domestic usage, which includes metered usage and a base system fee, will be charged both the domestic usage charge and the applicable private fire protection rate as found in the MVWA fee schedule. Customers that choose to install a dedicated fire service will be charged according to the private fire protection rates found in the MVWA fee schedule.

7. METERS

7.1 GENERAL

- a. All water shall be metered. At least one individual meter shall be required for each separate service connection.
- b. All meters will be furnished by the MVWA without charge. The size of meter required for any service shall be determined by the MVWA based on the information supplied by the customer or their representative. The MVWA reserves the right in **all** cases to stipulate the size, type, make, model, and location of the meter to be used on any service.
- c. The customer is required to maintain the area surrounding the water meter so that the meter is protected from temperature extremes (especially freezing conditions), weather, and physical damage. Any damages resulting from the failure to protect the meter, such as damages incurred because of a frozen meter, shall be deemed the responsibility of the customer.
- d. The MVWA shall have the right to test, change, inspect, replace, repair, or remove MVWA owned water meters at its discretion. Refer to Section 4.1, Access.
- e. Each fire service shall be metered, and billed per MVWA fee schedule, for the purposes of leak detection and unauthorized use with, at minimum, a detector check meter.

- f. There will be a charge for lost (or damaged) meters, payable at the time the monthly, quarterly, or irregular bills are rendered. The charge will be as provided in the MVWA fee schedule.
- g. All meters, meter connections, and encoders, including wiring, shall remain the property of the MVWA and shall not be interfered with in any respect.
- h. Tampering, bypassing, or attempts to defeat the meter or metering, will result in significant fees according to the fee schedule and will result in the discontinuation of service. The MVWA shall have the right to prosecute and seek damages in cases of tampering.

7.2 METER INSTALLATIONS

- a. The location of **all** meters must be approved by the MVWA. The meter is to be set at the building side closest to the main or in a meter chamber or above-ground meter structure. No connections prior to the meter are allowed.
- b. The customer or their representative must submit their plan showing the proposed meter location and the inside piping. Special consideration must be given in locating the meter to prevent freezing.
- c. Remote meter devices will be installed on the exterior of the structure in a location and at a height that is readily accessible for service. It is a condition of service that the Owner maintain a safe access to the meter remote device and not obstruct its location or performance with items which interfere with the ability of the device to communicate with the metering system.
- d. The remote meter reader device must be able to communicate with the MVWA meter reading system. A post (cost borne by customer) may be required to mount the remote reader device, along with conduit to mounting location.
- e. If a meter chamber or an above-ground meter structure is required, it must not be classified as a confined space (according to OSHA requirements).
- f. All water meters, remote meter devices and appurtenances are under control of the MVWA and are subject to MVWA inspection. If a meter, remote meter device and/or meter appurtenance is damaged by an Owner's or Customer's action or negligence, a fine plus a surcharge for labor and materials for replacing and/or repairing the damaged device shall be imposed on the next bill and will be assessed to the property. If the meter, remote meter device and/or appurtenance is intentionally tampered with the MVWA may take criminal action in addition to seeking monetary fines and/or damages.

- g. All meter installations shall be completed in accordance with the requirements and specifications of the MVWA.

7.3 SPECIFICATIONS FOR METER INSTALLATIONS

- a. The customer is responsible for meeting the proper spacing requirements for the supplied meter. The space required varies with the type and size of meter. The MVWA will provide the meter spacing requirements.
- b. The meter must be installed in a horizontal plane with the meter head on top.
- c. A gate or ball valve acceptable to the MVWA shall be installed on the inlet side of all meters, and a dual check valve is required after the meter for all services where a backflow preventer is not required. An expansion tank is required for services where a hot water tank is installed. The gate or ball valve; as well as the dual check valve and expansion tank, if required, must be obtained and installed by the customer at their expense. Refer to Figure 3.1.
- d. Meter flanges or couplings required for the installation of water meters on new accounts will be furnished by the MVWA and shall be installed by the customer before the meter will be set. All valves, connections, and other materials shall be furnished and installed by the customer.

7.4 FIRE SERVICE / COMBINED SERVICE METERS

- a. Any fire service line having private fire protection outlets connected thereto will be metered with an approved backflow protection device with detector meter furnished and installed by the customer at their expense. Any water use shown on the detector meter and used for purposes other than fire protection or other authorized use will be charged in accordance with the current MVWA fee schedule.
- b. Combined services providing both fire protection and domestic use shall be fully metered in accordance with MVWA specifications. The customer shall choose the type of metering configuration for their combined service. See Appendix H for meter configuration schematics.
- c. Fire Service Testing-All flow testing or flushing of Fire Services must be coordinated with MVWA a minimum of 2 business days prior to performing the work. The schedule must be preapproved by MVWA to ensure there are no conflicts with other testing being performed around the same time and to ensure if it is in a critical area, MVWA can inform the tester of any special procedures that must be followed. This also allows MVWA to notify critical customers in the area, fire department and alert MVWA crews as flows area constantly monitored.

All flow testing or flushing on fire service must be conducted between the hours of 7:00am – 3:00pm, Tuesday-Thursday, and not associated the day prior to, on or after an MVWA holiday. This is to ensure we can support any subsequential discolored water, service breaks or water main breaks resulting from the testing.

MVWA reserves the right to charge the customer for damage to mains caused by fire service testing.

7.5 LIABILITY

- a. The MVWA shall not be liable for damages to any premises caused by flooding or leakage related to the testing, removal, or failure of any meter due to customer negligence.

8. MAIN EXTENSIONS

8.1 GENERAL

- a. Upon acceptance of an application for water service to areas within the MVWA permitted water supply area not currently served by a MVWA-owned water main, the MVWA will permit an applicant to extend or install necessary mains at their expense in accordance with the terms of a Main Extension Agreement.
- b. Easements and Land Acquisitions. Applicants for main extensions shall deliver without cost to the MVWA: permanent easements, rights-of-way, and/or land acquisitions when necessary or desirable in the opinion of the MVWA for the installation and maintenance of the extension of mains.

Said easements, rights-of-way, and/or land acquisitions, shall be in form and substance satisfactory to the MVWA. The MVWA shall not be obligated to permit the applicant to commence construction until the applicant either has obtained for the MVWA satisfactory easements, rights-of-way, and/or land acquisitions; or has agreed to pay such costs as may be incurred, if at the applicant's request, the MVWA obtains such easements, rights-of-way, and/or land acquisitions, whenever the MVWA deems to be necessary.

8.2 DESIGN AND CONSTRUCTION

- a. All designs shall conform to AWWA, NYS DOH, and MVWA requirements. Where requirements vary, the more restrictive requirement shall govern.

- b. When applicable, all New York State Department of Health, Department of Environmental Conservation, or other required permits must be obtained by the applicant, at their expense.
- c. Plan Submittals and Reviews. The applicant shall meet with the MVWA as early as possible in the planning stages of the project for the purposes of confirming water system design considerations, hydraulic characteristics, and coordination with other projects/master plans that the applicant may not be aware of. Further, the following submittals shall be made to the MVWA:
 - 1. Concept plan and engineering report
 - 2. Preliminary plans and specifications
 - 3. Final plans and specifications
 - 4. As-built drawings and submittals for installed water system appurtenances
- d. Technical reviews will be performed by the MVWA for each submission, with written response issued to the applicant.
- e. The MVWA reserves the right to determine and specify the diameter and type of pipe required to adequately provide the service requested, and, subject to the requirements of municipal authorities, its location within or beyond the limits of a street. The MVWA reserves the right to determine the minimum size of any main. The MVWA further reserves the right to require the installation of a main larger in diameter than the main required to render the service requested by the applicant, in which case the MVWA will pay the difference in cost. The MVWA may elect to install mains where it is assuming part or all of the cost and in turn, require reimbursement from the applicant.
- f. New/modified facilities, such as water tanks, pump stations, etc., shall be designed and constructed in accordance with current MVWA requirements.
- g. As-built drawings, satisfactory to the MVWA, are required to be submitted prior to water being delivered to customers. Bacteriological testing results will be held until satisfactory as-built drawings are accepted by the MVWA. MVWA as-built drawing requirements are found in Appendix D.
- h. Construction shall not commence until the main extension agreement has been executed. If a main is constructed without an executed main extension agreement with the MVWA, the main shall be removed and reinstalled at the applicant's expense.

8.3 MAINTENANCE AND REPLACEMENT

- a. Subject to the terms of any Main Extension Agreement, after the expiration of the applicable guarantee period, the MVWA, at its own expense, will maintain, and when necessary, replace the mains and facilities used to supply water to its customers.

8.4 CONSTRUCTION INSPECTION

- a. The MVWA will furnish a representative to periodically observe the work to ensure that construction conforms to the design intent as indicated on the approved plans and specifications. The MVWA's representative shall not represent the entity undertaking the construction, nor shall their presence imply the acceptance of the work. The cost of the inspection, per the MVWA fee schedule, is the responsibility of the applicant.

9. FIRE PROTECTION / HYDRANTS

9.1 GENERAL

- a. Hydrant inspections are performed by the fire department on hydrants within their jurisdiction. These inspections are to follow MVWA inspection guidelines.
- b. The MVWA shall not be liable for any damages incurred as a result of a mechanical defect of a hydrant.

9.2 USE OF PUBLIC HYDRANTS

- a. No use of fire hydrants will be permitted other than for fire protection unless a written permit has been issued by the MVWA.
- b. Hydrant permits may be revoked at any time for violation of MVWA hydrant usage rules.
- c. Unauthorized hydrant use is theft. Anyone caught operating a public hydrant without an MVWA-issued permit for non-firefighting uses may be subject to criminal prosecution and will be subject to a substantial fee per the MVWA fee schedule.
- d. Any requests for use of a fire hydrant for demolition, construction, or other appropriate use may be permitted only by issuance of a hydrant permit by the MVWA; the use of an MVWA-issued hydrant meter kit; possession of appropriate insurance; and the payment of metered usage.

- e. No hydrant shall be operated except as provided in the permit. A deposit (refer to fee schedule) will be required for the hydrant kit (which includes meter assembly kit).
- f. Such water as is used under special permit for flushing sewers, street cleaning, and other uses (exclusive of testing hydrants and extinguishing fires) shall be paid for at regular meter rates.
- g. Municipalities shall pay a seasonal rate for non-emergency hydrant usage (see MVWA fee schedule) and be bound by the requirements of the permit (which includes reporting).
- h. Hydrants shall NOT be operated in freezing temperatures for any purpose other than fighting fires.

9.3 PUBLIC FIRE HYDRANT RELOCATION

- a. Any costs associated with relocation of a fire hydrant and hydrant branch, at the request of the customer, will be paid for by the customer at the rates established by the MVWA fee schedule.

9.4 PRIVATE FIRE PROTECTION SERVICE

- a. No water shall be used through sprinkler systems, private fire hydrants, or fire services except for the purposes of testing or in case of fire. Testing may be conducted Tuesday through Thursday from 7am to 3pm and requires at least a 24-hr prior notification and approval by the MVWA.
- b. The maximum size of a fire service will be fixed and limited by the MVWA according to the size of the distribution main and availability of water. Control valves shall be installed on every fire service connection in the street or at the curb.
- c. The owner of the protected premises shall furnish the MVWA with complete and accurate plans of all piping connected to fire services. Alterations must be approved by the MVWA. Should inspection reveal the existence of connections to the fire service lines not shown on the plans, service may be discontinued until such connections are removed or are approved as part of the fire protection system and are shown on revised plans accepted by the MVWA.
- d. Rates for private fire protection will be based on the size of the fire line supplying the building or hydrant. Bills are rendered monthly, quarterly, or for an irregular period in accordance with the rates authorized by the MVWA.
- e. Refer to Section 6.14, Fire Services / Combined Services, and Section 7.4, Fire Service / Combined Service Meters, for additional requirements.

10. PUBLIC HEALTH REQUIREMENTS

10.1 PROTECTION FROM CROSS-CONNECTIONS

- a. Where standpipes, tanks, pumps, wells, cisterns and any other facilities used for the private water system, they shall be constructed in such a manner as to protect the water from all possible pollution and shall conform with the Rules and Regulations of the New York State Department of Health (NYS DOH) as required by Part 5, Subpart 5-1.31 Public Water Systems Cross-connection control. Copies are available online (www.health.ny.gov), at the local office of the NYS DOH, and at the office of the MVWA.
- b. Under no circumstances shall a physical connection, direct or indirect, exist or be made in any manner, even temporarily, between the MVWA's water supply system and that of a private water supply. Where such a connection is found to exist, or where provision is made to connect the two systems by means of a nipple or otherwise, the water service may be shut off from the premises without notice. Service will not be re-established until satisfactory proof is furnished that the cross-connection potential has been permanently severed and/or the potential provisions to connect the two systems have been removed, and any applicable fees are paid. **The customer is responsible for all costs.**
- c. No private water source (e.g. well) can be utilized to supply any water to the same facility as supplied by the MVWA. This means that the service line from the private source cannot enter the building. Existing private service lines must be cut and capped at the basement wall prior to activation of the MVWA service line at the owner's expense.
- d. Water services larger than 2" diameter shall not be placed into operation until they have been successfully pressure tested and disinfected in a manner approved by the NYS DOH. This testing must be witnessed and accepted by the MVWA.

10.2 BACKFLOW PREVENTION

- a. NYS DOH guidelines require a backflow prevention mechanism on any water service that has a "real or potential degree of hazard" to contaminate public water systems. This risk of backflow may result from a loss in pressure due to a main break or other occurrence that temporarily reduces the normal pressure in a water line. If a premise has a hazardous condition that could potentially contaminate drinking water, a backflow prevention device is required.

- b. The MVWA may at any reasonable time inspect any building to determine if a significant hazard exists due to an actual or a potential cross-connection between the water system and any potential source of contamination. If the MVWA deems such hazard to exist, the MVWA shall require the customer to install a backflow preventer. Upon notification of the hazard, the customer will have 60 days to design and submit a backflow preventer application to the MVWA. Such backflow preventer shall be designed and installed in accordance with the regulations of the NYS DOH and must be approved by the MVWA prior to installation. The MVWA will review the application within 30 days. The customer will then have 60 days to install the backflow prevention device. If the customer fails to install an approved device within 150 days of notification of the hazard, they will be subjected to a penalty per the MVWA fee schedule. All costs of installation and maintenance shall be borne by the customer per MVWA fee schedule. This shall also apply to new construction and/or change in facility use.
- c. Installed backflow prevention devices must be tested within 45 days of installation and annually thereafter.
- d. Failure to comply with the MVWA backflow prevention requirements will result in fees (per current MVWA fee schedule) and/or service shut-off if active threat to public water supply is determined by MVWA staff

11. BILLING, PAYMENT, & ADJUSTMENTS

11.1 RESPONSIBILITY FOR CHARGES

- a. Customers will be held responsible for all charges levied against their services at scheduled rates for water used or service rendered until a final date is conveyed to MVWA through phone, mail or e-mail cancelling their service. Such notice shall not relieve the premise owner of any charges incurred while they own the premises regardless of who receives water service. A final bill will be generated for the owner on the date of closing. Once that bill is issued, bills can be changed into the new owner's name.

The owner of a premise is ultimately responsible for all charges.

- b. Liens against a premise are the responsibility of the owner, even if the lien was placed on the premise under a previous owner.

11.2 BILLS & CHARGES

- a. All bills shall be rendered to the customer either monthly, quarterly, or for an irregular period, and shall show the readings of the meter at the beginning and end of the period for which the bill is rendered.
- b. The quantity of water registered by the meter on the customer's premises whether used or wasted, shall be accepted by the customer as the amount to be paid for, and the bill shall be rendered on the basis of the reading of the meters and established rate schedules.
- c. If a meter has ceased to register or is registering inaccurately, the quantity of water for which a customer shall be billed shall be based upon the average registration for a corresponding period or on the basis of an average for a test period at the MVWA's option.
- d. The MVWA reserves the right to contract with an outside collection agency for the collection of delinquent account balances.

11.3 EXPLANATION OF CHARGES

- a. All domestic water billing includes both a water usage rate charge (based on usage tiers) and a base system fee (based on meter size). This rate charge and system fee differs for quarterly versus monthly billing cycles.
 1. Rate Tiers – Water usage rate charges are determined based on usage tiers. Metered consumption (usage) is measured in cubic feet. Different rates are charged for each cubic foot of water used at the different tiers.
 2. Minimum charges are based on meter size. An allowance of water is included for each meter size in the fee schedule.
- b. Usage is registered in cubic feet and billed in increments of 100 cubic feet. One cubic foot equals 7.481 gallons.
- c. Customers having a separate fire service will pay an annual charge based on service diameter, billed either quarterly or monthly.
- d. On a dedicated fire service or a combined service with a detector meter on the fire line, if usage is detected on the fire service or line for a purpose other than fighting a fire, the metered volume will be multiplied by a ratio according to meter size (found in fee schedule) and charged at the appropriate domestic usage rate.

- e. Customers having a combined service using a combination meter will be charged according to the combination meter fee schedule plus the private fire service rate schedule. Charges for this schedule are based on meter size and include an allowance of domestic water. Domestic usage above this allowance will be charged at the applicable domestic service rate schedule.
- f. Customers having a combined service not using a combination meter, will be charged based on the applicable domestic service rate schedule plus the private fire service rate schedule, both found in the fee schedule. Since the fire service is metered with a detector/ratio meter, any usage through this meter for purposes other than fighting a fire will be multiplied by a ratio found in the fee schedule and billed at the appropriate domestic rate.
- g. The MVWA may include county and/or municipal sewer charges on bills which it collects on behalf of the county and/or applicable municipality. These sewer charges are not set by the MVWA, are not recovered for the MVWA's benefit, and are remitted to the charging entities.

11.4 PAYMENT OF BILLS

- a. Bills are payable upon rendering and may be paid at the office of the MVWA, 1 Kennedy Plaza, Utica, New York, online, over the phone, or at any designated collection agency. Payment can be made with cash, credit/debit card, electronic fund transfer, certified check, or money order.
- b. If a payment is not made within thirty (30) days of the rendering of the bill, the quarterly-billed customer will be presented with a Notice of Delinquent Bill listing the unpaid amounts for service charges and late penalties. For monthly-billed customers, the unpaid amounts for service charges and late penalties will be included in their next bill.
- c. If the bill remains unpaid, the customer is subject to a discontinuation of service and the assessment of additional charges for collection expenses. Premises will be posted with a Notice of Discontinuance. Notification dates and additional charges are found in the current MVWA fee schedule.
- d. Any tenant of a premises posted with a Notice of Discontinuance may have the right to request a hearing to contest the discontinuation of service. A request for a hearing must be received by the MVWA within 10 days from the date of notification. Written requests may be hand delivered or sent by certified mail to MVWA offices at 1 Kennedy Plaza, Utica, NY 13502 ATTN: Hearing Officer/CS.

- e. When water is shut off for non-payment of bills or a violation of rules, it shall not be turned on again until all charges have been paid and/or violations corrected. The MVWA has the right to take up to 24 hours to restore water service after payment has been made.
- f. Pursuant to Section 1226-I of the Public Authorities Law of the State of New York, unpaid fees, rates, or other charges established by the MVWA shall constitute a lien upon the premises served and a charge against the owners thereof which lien shall bear interest as would unpaid taxes. The MVWA shall have the right to enforce that lien, as provided for in Section 1226-I of the Public Authorities Law of the State of New York, in addition to utilizing its other legal remedies.

11.5 TRANSFER OF OWNERSHIP OR CHANGE IN TENANTS

- a. Transfer of ownership or tenancy must be done by phone, e-mail or mail. Upon notification a final bill will be generated for the previous owner or tenant and in the case of a tenant, the bill must be paid before the account will be transferred to the new tenant. Transfer of ownership will occur whether the final bill is paid or not as the charges stay with the property. If the water is turned off for non-payment or non-compliance, the bill must be satisfied, and the compliance issue must be rectified pursuant to MVWA regulations before service is restored.

APPENDICES

- A MVWA Water Service Rates & Fees
- B MVWA Application Instructions for Service Connections
- C MVWA Specifications of Materials (for Water Mains and Services)
- D MVWA As-built Drawing Requirements
- E DS-1 MVWA Curb Box and Domestic Service Installation Detail
- F DS-2 MVWA Curb Box and Meter Chamber Installation Detail
DS-2A MVWA Curb Box and Coiled Meter Chamber Installation Detail
- G DS-3 MVWA Standard Trench Detail
- H MVWA Fire Service / Combined Service Meter Schematic