



BANGOR WATER DISTRICT

TERMS AND CONDITIONS TABLE OF CONTENTS

1. DEFINITIONS	1
2. UTILITY SERVICE AREA	2
3. APPLICATION FOR SERVICE	2
4. CHARGE FOR ESTABLISHMENT OF SERVICE.....	2
5. AVAILABILITY.....	3
6. VISIT TO PREMISES.....	3
7. BILLING FOR DOMESTIC SERVICE AND FIRE PROTECTION	4
A Billing.....	4
B Billing Period	4
C Proration of Bills	4
D Metered Water Sales from Hydrants	4
8. BILLING ADJUSTMENTS	4
9. BILL ABATEMENTS	5
A To qualify.....	5
B Abatements allowed and not allowed	5
C Approval or denial	6
10. WATER CONSERVATION	6
11. CREDIT AND COLLECTION PROCEDURES	6
A Late Payment Charges.....	6
B Deposits	6
12. TERMS OF PAYMENT	7
13. CHARGE FOR DISHONORED PAYMENTS	8
14. RESTORATION OF SERVICE.....	8
15. COLLECTION TRIP FEE	8
16. DISCONNECTION OF LEASED OR RENTED RESIDENTIAL PROPERTY	8

17. UNAUTHORIZED USE OR DIVERSION OF WATER	9
A Authorized Use of Hydrants.....	9
B. Winter Hydrant Use	9
18. NO TAMPERING WITH UTILITY PROPERTY	9
19. MAINTENANCE OF PLUMBING	10
20. ACCESS TO PREMISES	10
21. LIABILITY.....	10
22. SERVICE INTERRUPTION	10
23. WINTER CONSTRUCTION	11
24. ISOLATION VALVE	11
25. CROSS CONNECTIONS.....	11
26. WATER PRESSURE	12
A Inadequate water pressure.....	12
B Excessive water pressure.....	12
27. SAFEGUARDING DIRECT-PRESSURE AND AUTO-FEED DEVICES	12
28. MAIN EXTENSIONS AND SERVICE LINES	13
A General.....	13
B Charges.....	13
C Inspection	13
D Service Lines.....	14
E Water Mains	14
F Private Lines	14
29. METERING	15
A Installation	15
B General.....	15
C Meters	16
D Meter configuration.....	17
E Special Configurations	18
I. Mobile home parks.....	18
II. Pit installations	18
III. Fire Services.....	18
F Metering Policy Variance.....	18

30. METER TESTING	19
31. REPLACEMENT OF DAMAGED METERS OWNED BY BANGOR WATER	19
32. UTILITY JOBBING	20
33. LABORATORY TESTS	20
A Processing by Bangor Water required	20
B Processing by Bangor Water optional	20
C 18-Hour Option:	21
34. FLOW TEST	21
35. PRIVATE FIRE PROTECTION	21
A Testing	21
B Ownership and maintenance	21
C Voluntary disconnection	22
D Involuntary disconnection	22
36. FROZEN SERVICES	22

The following terms and conditions made by the Bangor Water District and approved by the Maine Public Utilities Commission (MPUC) constitute a contract between the customer and the utility. The customer agrees to adhere to these Terms and Conditions, and to take water at the approved rates only for the purposes and the location stated on the Application for Service. Any failure to comply with these Terms and Conditions, or requirements referenced herein, may be cause for refusal or discontinuance of service.

The customer is further referred to: Bangor Water's:

- Summary of Rights and Responsibilities as a Customer
- Water Construction Specifications and Procedures
- Cross Connection Program

For areas not specifically addressed by this document or by reference, the Maine State Plumbing Code is considered the minimum requirement.

Bangor Water is further governed by the regulations of the Maine Public Utilities Commission, and by "Rules Related to Drinking Water" administered by the Maine Dept. of Health and Human Services, Division of Health Engineering, Drinking Water Program.

1. DEFINITIONS

Definitions are generally as provided by MPUC rules including Chapter 620, 650, 660, and 870.

"Bangor Water," "utility," "BWD", or "District" refer to the Bangor Water District.

"Bill" is a statement – printed or electronic – that provides the status of a Bangor Water account.

"Connected/reconnected service" means water is available through the curbstop.

"Customer" is any person, business, or government entity that has applied for, been granted, or is receiving service or has agreed to be billed for water service. It also means a person or business that was a Bangor Water customer within the last 30 days who requests service at the same or different location.

"Disconnected service" means water is not available through the curbstop. It may be voluntary or involuntary, temporary, or permanent.

"Establishment" is a location at which water service is sought or is being rendered.

"MPUC" refers to the Maine Public Utilities Commission.

"Outside" or "after" regular business hours are defined as times when the business office at 614 State Street is not open for business.

"Regular business hours" are defined as hours during which Bangor Water's business office at 614 State Street is open to the public to transact business. These hours are 7:00 a.m. –3:30 p.m. Monday – Friday (excluding holidays or emergency closings).

“Service line or service pipe” means the pipe running from the main to the customer’s establishment.

“Water main” means a water pipe owned, operated, and maintained by the utility which is used to transmit or distribute water, but is not a water service pipe nor a private line as defined in MPUC Chapter 620.

2. UTILITY SERVICE AREA

By legislative charter, Bangor Water’s service area is “the City of Bangor, the inhabitants thereof, and/or any other town, city, corporation, or district, and the inhabitants thereof, as may, consistent with the needs of the inhabitants of the district, wish to purchase water.” Specific information is on file at Bangor Water’s engineering department.

3. APPLICATION FOR SERVICE

In compliance with MPUC chapters 620/660, the owner, the owner’s agent, or occupant of a property to be served may apply for service. Application for service shall be made through the District office, 614 State Street, Bangor. The application requires written authorization from the applicant and receipt of the establishment fee.

A tenant may become a customer

- At the tenant’s and the landlord’s request if the individual unit is equipped with a separate shut-off valve in a location acceptable to and always accessible by the District, or
- Pursuant to Chapter 660 Section 10 (l) (2) to prevent undesired disconnection of water service.

In addition to an Application for Service, properties requiring installation of new water lines or appurtenances require the completion of a Project Application, an engineering review process as described in Bangor Water’s “Water Construction Policies and Procedures,” and payment of required fees, deposits, and charges. An estimate will be provided to the customer prior to start of work.

Upon receipt of an Application for Service, Bangor Water may require an inspection to determine compliance with its Terms and Conditions, its water construction specifications, and its cross-connection program. An inspection fee will be charged as per Section 28 C of the Terms and Conditions. Service may not be provided to disconnected properties until compliance is met; connected services will be notified of a deadline for compliance.

4. CHARGE FOR ESTABLISHMENT OF SERVICE (Application for Service)

An Application for Service fee is charged when

- A change is made to an existing account that requires Bangor Water personnel to obtain a meter reading or that causes an additional account record to be created

- A new account – without prior service at the location – is established

The fee is due at the time the account is established.

For properties that do not require installation of new District facilities: Bangor Water charges **\$45** at the time of application to establish water service during regular business hours. Bangor Water charges **\$170** if service is established after regular business hours.

For properties that do require installation of new District water lines and appurtenances: In addition to any charges related to installation, Bangor Water charges **\$85** when an Application for Service is completed to establish water service during regular business hours. Bangor Water charges **\$220** if service is established after regular business hours.

5. AVAILABILITY

Turn on: Once the Application for Service process is completed Bangor Water will turn on water in compliance with MPUC Chapter 660 requirements.

Terminate service: A minimum notice of five business days is required to discontinue service, and the customer is responsible for service until the appropriate notice has been made. These services are available during regular business hours, and someone over 18 must be on the premises if entry by Bangor Water personnel is required.

Emergency Service: Emergency service of a limited nature is provided during non-business hours when—in the opinion of Bangor Water - public health or safety is at risk. Applicable charges will be billed to the customer, payable within 30 days.

Access to curbsstop: Curbstops may not be obstructed by customer-controlled obstacles such as dumpsters, piled snow, shrubs/trees, etc. It will be the customer's responsibility to remove obstructions, otherwise items will be removed by the District at the customer's expense.

6. VISIT TO PREMISES

A visit to the premises by Bangor Water personnel to establish, maintain, or terminate service may be required. Service personnel will typically not enter the premises nor restore water service to the premises unless accompanied by the customer or a representative thereof, and may require that person to be over 18.

At its discretion, Bangor Water may turn on or shut off water without a responsible party on the premises if the responsible party provides written permission to do so. Bangor Water assumes no responsibility for damage if a responsible party is not on site.

When the customer or their representative requests a visit by service personnel to establish or terminate service, Bangor Water will make two scheduled attempts during business hours to complete the work. If the work cannot be completed within two visits due to delays caused by the customer as determined by the utility, the customer will be charged **\$50** for each additional visit

beyond two during regular business hours. Customers must cancel scheduled appointments at least an hour in advance to avoid the return trip fee.

7. BILLING FOR DOMESTIC SERVICE AND FIRE PROTECTION

A Billing: Customers are billed based on metered consumption or as otherwise provided in accordance with Bangor Water's rates on file with the MPUC.

B Billing Period: Bangor Water bills its customers on a quarterly basis, with exceptions at the discretion of the District. Domestic service is billed in arrears. Fire service charges are billed in advance, based on the diameter of the tap at the main.

C Proration of Bills: Initial and final bills will be pro-rated against Bangor Water's approved tariffs and the number of service days in the billing period.

D Metered Water Sales from Hydrants: At customer request, Bangor Water may provide a meter and backflow preventer for temporary bulk water from a hydrant or temporary connection for a construction site, or for filling a swimming pool, holding tank, or other large container. During business hours, the District charges **\$105** to set/remove the meter. Customers are billed monthly for the previous month's water use at the same rates as monthly domestic service customers.

8. BILLING ADJUSTMENTS

In general, if it is determined that the meter is correctly measuring water--and Bangor Water did not contribute to the high consumption--the customer will be required to pay for the water delivered through the meter as recorded by the meter.

Adjustments to water bills will be considered using the following guidelines:

- whether the customer responded to Bangor Water's attempts at contact
- whether the reading discrepancy was caused by the customer (i.e., meter head knocked off, meter submerged)
- removal or reinstallation of meter by non-District personnel
- historic use at the property
- installation procedures (including but not limited to meter installed backwards)
- results of a meter test conducted in accordance with MPUC Chapter 620

Credits for previously billed minimum usage may be applied toward unbilled consumption if warranted. In no case will the customer receive less than a minimum bill.

No adjustment in bills will be granted for vacant property/no use while water is available through the curb stop. Customers may contact Bangor Water to schedule disconnection of water at the curb stop.

9. BILL ABATEMENTS

In continuation of our efforts to assist customers, and to ensure a consistent approach is taken with abnormally high water use, a one-time abatement on one bill per property during any five-year period will be allowed, consistent with the requirements outlined below.

A To qualify

- The bill must be on a metered water account.
- The excess use must have been accidental, unpreventable, or reasonably undetectable, including but not limited to frozen or broken pipes, leaking toilets, repaired fixtures.
- The applicant must have been customer of record on the high bill.
 - If the high bill was in a tenant's name, the property owner may be allowed to apply depending on extenuating circumstances.
- The applicant must have received at least
 - three consecutive quarterly bills for the location, each reflecting a 90-day billing period OR
 - six consecutive monthly bills for the location, each reflecting a 30-day billing period
- The applicant's water bills at all locations served by the District must be current.
- The billed usage must be at least 150% of normal as defined below.
- The water meter has been tested and results are within allowable Maine Public Utilities Commission parameters.
 - For meters not meeting MPUC parameters, the bill will be adjusted in accordance with MPUC Chapter 620 requirements prior to consideration of an abatement.
- The applicant completes Bangor Water's abatement request form within 100 calendar days of the billing date on the bill being considered for abatement.

NOTE:

- No bill will be abated to less than a minimum charge.
- Normal use is defined as an average of the bills for
 - The same quarter for the past three years for quarterly accounts
 - The same month for the past three years for monthly accounts.
- If the applicant has not been a customer for three years, available and comparable information will be considered.

B Abatements allowed and not allowed

- Allowable abatements:
 - One bill once every five years per property
 - Abate 50 percent of above-normal use
 - An abatement of more than \$500 requires General Manager approval
 - The maximum abatement allowed is \$1000.
- Non-allowable abatements:
 - Known water use such as related to pool filling, landscaping, increased occupancy, or change in use.

C Approval or denial

- Bangor Water will render a decision on the abatement request within 30 calendar days of receipt of a completed abatement request form.
- A payment plan may be established for the remaining balance due.
- An abated bill is due
 - On the original due date of bill if it has not yet passed
 - If the original due date has passed, the abated bill is due at the time of Bangor Water's decision unless a payment agreement has been established
- If the bill has been paid, the abatement will be applied against future water charges at this location, unless extenuating circumstances exist.
- The abatement will be applied when the outstanding balance due is paid.
- Review of an approval or denial beyond Bangor Water's General Manager is to the Maine Public Utilities Commission's Consumer Assistance Division at
 - telephone 1-800-452-4699
 - 18 State House Station, Augusta ME 04333-0018
 - www.maine.gov/mpuc/consumer/complaint/compform.

10. WATER CONSERVATION

A Conservation

Bangor Water may implement water conservation measures in compliance with MPUC rules. This is applicable to emergency situations (i.e., significant leak or equipment failure) as well as long-term considerations (i.e., extended drought).

B. Leak on customer-owned lines

If a leak is located on the part of the service pipe for which the customer is responsible and does not pose a safety threat or a threat to the integrity of Bangor Water's system, the utility will provide notice to the customer requiring expeditious repair. If the customer fails to repair the leak by the deadline, service will be disconnected pursuant to Chapter 660 of the MPUC rules. If the leak poses a safety threat or a threat to the integrity of the water system, disconnection may be without notice pursuant to Chapter 660.

11. CREDIT AND COLLECTION PROCEDURES

Procedures are based upon Chapter 660 and Chapter 870 of the MPUC regulations.

A Late Payment Charges

The District may charge interest rate in accordance with Chapter 870 of the MPUC regulations.

B Deposits

Bangor Water may charge deposits in accordance with the MPUC regulations. The interest rate paid on deposits will be in accordance with Chapter 870 of the MPUC regulations.

Payment agreements will be negotiated by designated office staff in accordance with MPUC requirements.

12. TERMS OF PAYMENT

Customers are legally obligated to pay for the service they receive. All bills are payable upon presentation, and are considered past due not less than 25 days after the bill is mailed, hand-delivered, or delivered electronically. Failure of the customer to receive a bill or disconnection notice does not relieve him/her of the obligation of its payment nor from the consequences of non-payment.

Payments may be made at Bangor Water's office, or through designated collection points or options listed on the bill. The District may allow its customers to make payments by cash, check, money order, credit card, debit card, ACH or other pre-authorized withdrawal. The utility – or a vendor acting on Bangor Water's behalf – may charge the customer a fee for processing the payment, provided that the fee is disclosed to the customer prior to the transaction. On any transaction processed directly through the District, the charge is equivalent to that charged to the District. On transactions processed by a vendor, the fee is set by the vendor (not to exceed \$6.00).

Electronic payments are considered "received" when

- viewable through Bangor Water's vendor portal and marked as "approved", typically within 20 minutes of when a customer makes or releases a payment, or
- the customer provides the approval code provided by the vendor.

Electronic payments will not be processed by field personnel.

Disconnection notices will indicate that the customer must report electronic payments at once to Bangor Water to avoid potential delays in receiving vendor information.

Bangor Water does not accept any written conditions stated on a check or other negotiable instrument unless such conditions are specified in a separate written agreement signed by an authorized Bangor Water representative.

Under Title 35-A MRS § 6414-A and § 6111-A, Bangor Water has the right to place liens on real estate served by the utility to secure payment of approved rates. At a minimum, the filing will contain

- Unpaid balances owed
- All costs contained in these Terms pertaining to efforts to collect payment
- All costs for preparing and filing the lien, as well as filing and service of the complaint, summons and other associated pleadings (in addition to any damages, costs, interest, and attorneys' fees as awarded by the Court).

13. CHARGE FOR DISHONORED PAYMENTS

Bangor Water charges for all dishonored payments. The charge is set at the maximum allowed by the Maine Public Utilities Commission.

14. RESTORATION OF SERVICE

During regular business hours, Bangor Water will charge a reconnection fee of **\$85** to restore water service if the service was disconnected for:

- Non-payment of bills
- Violation of these Terms and Conditions
- Fraudulent use of water
- Dangerous conditions or danger to the integrity of the water system
- Violation of MPUC rules
- Upon customer request if the disconnection is for more than five business days.

Reconnection outside of regular business hours for service disconnected under this section is at Bangor Water's discretion, and the fee is **\$220**.

Reconnection of water that was involuntarily disconnected will be provided in accordance with MPUC Chapter 660 (no later than 5 p.m. of the following business day after the cause of the disconnection has been remedied).

15. COLLECTION TRIP FEE

If Bangor Water personnel must visit a customer to disconnect for non-payment and, in lieu of actual disconnection, the customer pays or makes a payment arrangement for the entire past due balance, the utility will charge a **\$50** collection trip fee.

16. DISCONNECTION OF LEASED OR RENTED RESIDENTIAL PROPERTY

Before actual disconnection of service to a leased or rented residential property (the account for which is in the landlord's or landlord's agent's name), Bangor Water will

- Comply with the notice requirements contained in Chapter 660 of the MPUC regulations
- Offer the tenant the right to take responsibility for future payments
- Apply any existing deposit to the current account balance
- Assess, against the landlord, all fees approved in these Terms
- Require, at its discretion, separate metering of each unit within the property at the landlord's expense
- Retain the right to place liens on real estate served to secure payments. In addition to a collection fee if applicable, if Bangor Water personnel visit the premises to post a Tenant Disconnection of Service Notice for non-payment as required by MPUC regulation, the utility will charge \$150 to the landlord.

17. UNAUTHORIZED USE OR DIVERSION OF WATER

Without Bangor Water's approval, no person may

- Supply water to another, nor use water for purposes not mentioned in his/her application
- Bypass any meters
- Restore service
- Interfere with Bangor Water service, or otherwise take action to prevent properly metering water

If such unauthorized use or diversion of water is discovered, water will be immediately disconnected as authorized in Chapter 660. In addition, Bangor Water is entitled to recover from the Customer or responsible person:

- The cost of the estimated amount of water consumed – as estimated by Bangor Water - based on the District's approved rates, plus interest at the rate set by the MPUC Chapter 870 for deposits held by the District.
- A fee of \$60 per service worker per hour during business hours – with a minimum of one hour – for each visit to the premises to investigate and address the unauthorized use of water (including removal of any bypass), to take measures to prevent further diversion, and to verify that corrective measures have been taken and maintained.
For visits outside of business hours, the fee per service worker will be \$170 per hour for up to two hours, and \$85 per hour thereafter.

Bangor Water may also pursue civil action under Title 35-A MRSA §2706 for unauthorized use to recover other reasonable costs including attorney's fees, costs of investigation resulting in determination of liability, and a civil penalty not to exceed \$2500, due and payable to Bangor Water for each violation.

Bangor Water reserves the right to meter any fire line from which it has reason to believe that water is being taken for purposes other than fire protection.

A Authorized Use of Hydrants: Fire hydrants – both public and private - may not be used for any purpose other than to extinguish fires unless prior written permission is given by Bangor Water. Fire hydrants may not be opened by any person other than an agent of the utility, a duly authorized representative of the municipality served by the District, or as authorized by Bangor Water.

B. Winter Hydrant Use: Any hydrant use between Oct. 15 and April 15 must be reported to the utility on the day that it was used so that the hydrant can be pumped and inspected.

18. NO TAMPERING WITH UTILITY PROPERTY

There shall be no tampering with, operating, modifying, or removing Bangor Water property - including but not limited to standpipes, distribution system valves, public or private service line valves, public or private hydrants, or meters/other appurtenances - without the consent of the District. Tampering will subject the customer or responsible party to the same actions and

charges as outlined in “Unauthorized Use of Water.” In addition, the responsible party may be subject to legal prosecution under 42 US Code §300i-1.

19. MAINTENANCE OF PLUMBING

Pursuant to MPUC Chapter 620, customers must maintain the plumbing and fixtures within their premises in good repair and protect them from damage, including freezing and heat damage. If damage occurs, the Customer is responsible for any expenses incurred, including the cost of the meter, and charges for removing and replacing it. Painting of meters or appurtenances constitutes damage. The meter will be located in a warm, clean, dry, and accessible area such that it can be serviced and read during normal business hours as defined in Section 1.

20. ACCESS TO PREMISES

Pursuant to MPUC Chapter 620, as a condition of service, customers will provide access for Bangor Water employees - having proper identification to all premises supplied with water at reasonable hours to:

- Permit inspection of plumbing and fixtures
- Set, remove, or read meters
- Determine the manner and amount of water used
- Enforce these Terms and Conditions

If Bangor Water personnel must be accompanied during the visit, the accompanying party must be over 18.

21. LIABILITY

Bangor Water will only be liable for any damages arising from claims to the extent liability is expressly provided in the Maine Tort Claims Act, as set forth in Title 14, Chapter 741 of the Maine Revised Statutes Annotated. The utility makes no representations or warranties about the suitability of the water for any particular purpose.

22. SERVICE INTERRUPTION

Water service may be interrupted when – among other reasons – it is necessary to

- Repair or maintain the water system (planned or unplanned)
- Eliminate or control a threat to life, health, safety, or property
- Address a utility or government-declared emergency
- Conserve water due to water supply emergencies as described in Chapter 620 3K

As required in Chapter 660 of MPUC rules, Bangor Water will provide reasonable notice of any planned shut-off to occupants of affected locations. If the planned interruption is expected to last more than five hours or to affect more than 10 customers, or a single non-residential customer on a dedicated line, notice will be given at least 24 hours in advance of the service interruption.

When practicable, the District will give notice of the cause and expected duration of any unplanned shut-off.

Notice may be given using electronic means, including but not limited to posts on Bangor Water's website and social media sites.

23. WINTER CONSTRUCTION

"Winter" for purposes of this section is defined as Dec. 1 to April 1.

No outdoor construction work will be performed during the winter for the convenience of an applicant/customer unless deemed an emergency by Bangor Water. In the case of an emergency, the customer is responsible for all normal and extraordinary costs.

24. ISOLATION VALVE

Bangor Water requires that the service pipe be equipped with functioning water isolation valves located near the service entrance, one on each side of the meter. These valves must be

- Installed by the customer in compliance with Bangor Water's specifications,
- Owned, and maintained by the customer, and
- Easily accessible and protected from freezing.

The service pipe is to be equipped with adapters (supplied by the owner) and compatible with the meter couplings/horns (supplied by the District). These adapters are installed, owned, and maintained by the owner.

25. CROSS CONNECTIONS

All customers - both new and existing - will comply with all provisions of Bangor Water's approved cross-connection control program regarding installation, inspection, maintenance, and testing of approved backflow prevention devices. All requirements of the District's cross-connection control program must be met before water service will be supplied. For items not addressed in the program, the Maine State Internal Plumbing Code is the minimum requirement.

As required in Chapter 620 of MPUC rules:

- No cross-connections between the public water supply and any other supply will be allowed unless properly protected in accordance with Bangor Water's cross-connection control program, the Maine Center for Disease Control, and the Maine Internal Plumbing Code; and
- No connection will be permitted capable of causing backflow, including
 - backsiphonage or back pressure, between the public water supply and any plumbing fixtures, device, or appliance, or
 - between any waste outlet or pipe having direct connection to waste drains.

If a customer fails or refuses to discontinue or properly protect the cross connection within a time limit specified by the utility, the utility may disconnect the service per its approved Cross-Connection Control Program and MPUC Chapter 660.

Bangor Water's Cross-Connection Control Program is available at its business office and on its website.

26. WATER PRESSURE

Pursuant to MPUC Chapter 620, a customer may not install or use any device that will affect the pressure or water quality in Bangor Water's system without prior written utility permission. If permission is granted, the District may require the customer to confine or reduce such fluctuations to limits determined by the District. Failure to comply will result in termination of service in accordance with MPUC Chapter 660.

A Inadequate water pressure: In services where the normal operating pressure at the junction of the main and the service line could be expected to fall below twenty (20) pounds per square inch, a "Limited Service Contract" and approval by the MPUC is required. Under a Limited Service Contract, it may be necessary for applicants to install pumping facilities on their property, at their expense, to obtain pressure higher than that available from Bangor Water. A Limited Service Agreement does not relieve the applicant of compliance with all other utility specifications and requirements.

Services utilizing a booster pump or other means to increase pressure shall be equipped with an approved reduced pressure zone backflow device located between the isolation valve and the water meter.

B Excessive water pressure: Where normal water pressure is in excess of eighty (80) pounds per square inch, the customer will install an approved pressure regulator preceded by an adequate strainer to reduce the pressure to eighty (80) pounds per square inch or less, per the Maine State Internal Plumbing Code. The pressure reducing valve shall be located between the isolation valve and the water meter on the street side of the meter.

27. SAFEGUARDING DIRECT-PRESSURE AND AUTO-FEED DEVICES

Pursuant to MPUC Chapter 620, customers must install and maintain vacuum, temperature, and pressure relief valves or cutouts in compliance with the Maine State Plumbing Code to prevent damage to a direct-pressure water device or a system supplied by an automatic feed valve, should a reduction occur in the water main pressure. Bangor Water is not liable for damage resulting from the lack of or the failure of these devices.

28. MAIN EXTENSIONS AND SERVICE LINES

A General

All procedures, materials, and installation will be in compliance with Bangor Water's Water Construction Specifications and Procedures.

Requests for new water mains or service lines must be accompanied by information requested by Bangor Water for review. Information requested may include but is not limited to

- A New Water Project Application,
- Plans or other drawings of the affected area including above- and below-ground utilities, existing and proposed structures, and property lines,
- Average domestic water demand (GPD), maximum fire protection demands (GPM),
- Fixture counts for the premises to be served
- Name of installing contractor
- Approximate date of installation
- Other required municipal or regulatory approval (i.e., street opening permits).

Bangor Water or its representative will be responsible for the following during water line installation:

- Approval of any party tapping a water line that is not isolated from the distribution system
- Operation of all valves
- Observation of any necessary pressure test
- Collection and processing of post-disinfection water samples
- Inspection of all water lines and their appurtenances prior to backfilling

B Charges

The Project Application will include the party responsible for all costs associated with project review and Bangor Water work, which may include but are not limited to:

- Permits and fees
- Contractor costs
- Labor and materials
- Inspections (including third-party inspectors hired by Bangor Water)

Work requested to be performed by the District outside of business hours:

- Will be scheduled at Bangor Water's discretion
- Requires written approval of and payment of a deposit by the responsible party
- Will be charged at overtime rates (including overhead)

Bangor Water will provide a written estimate to the applicant for inspection time and other work customarily expected to be performed by the utility. A deposit equivalent to the estimate will be collected prior to any work being performed.

C Inspection

Bangor Water must inspect all underground service line and water main installations including renewals prior to backfilling. If a District inspection is not completed or evidence indicates the line

does not meet utility standards, water service will not be provided. Uncovering the line and any required modification upon inspection will be at the applicant's expense.

- Bangor Water requires a minimum of a two business-day notice for inspection, which will be performed during regular business hours. Work performed outside of regular business hours requires advance approval.
- Approval of such installation by Bangor Water does not constitute a guarantee by the District as to the sufficiency of the materials or workmanship.
- Travel time to and from Bangor Water's main office is included as part of the inspection time.
- If a site visit has been scheduled, and Bangor Water must later return to the premises due to inadequate preparation by the Applicant or Contractor, or lack of adherence to the specifications, the Applicant will be responsible for the cost of each extra visit.

When all specified work is completed and the job released for billing, payment from the customer or a refund to the customer will be made within 30 days.

D Service Lines

In compliance with MPUC Chapter 65, Bangor Water is responsible for the service line from the water main to the first curbstop, and is not responsible for issues arising during routine maintenance or valve operation if the customer's portion of the service line has not been properly maintained, i.e., galvanized pipe.

A District-approved contractor or individual must perform any tap into a water line that is not isolated from the distribution system. Work is performed at the applicant's expense. The applicant is responsible for providing all materials (in compliance with District specifications) to complete the tap and service installation. Bangor Water must approve the location of the service line prior to the tap being made.

E Water Mains

All requests for water main extensions will be administered in accordance with Chapter 65 of MPUC rules for water utilities that invest in main extensions, and will be in compliance with Bangor Water's Construction Specifications and Procedures, including

- adequate sizing as determined by the District
- appropriate location and placement as determined by the District

F Private Lines

Pursuant to MPUC Chapter 650, private lines are installed, owned, and maintained at the expense and risk of persons other than Bangor Water.

All new water lines to be installed on private property shall be considered private lines upon installation, except where such water lines meet the definition for "Main and Main Extension" as described in MPUC Chapter 65. All private water lines shall meet the definition for "Private Line"

in Chapter 65. Any fire hydrant installed after January 1, 2023, served from a private water line or situated on private property shall be considered a private hydrant.

The owner of the private line is responsible for maintaining, repairing and replacing the private line and for maintaining private line valves in operable condition. Bangor Water is responsible for the main curbstop (nearest curbstop to the main).

Bangor Water is not responsible or liable for maintenance of the minimum water pressure or supply on private lines beyond the connection point to Bangor Water's mains.

The owner of the private line must furnish all required easements to Bangor Water prior to water service being activated. All easement and supporting documents must be notarized and recorded at the appropriate registry of deeds to be considered complete.

If a private line is not installed in accordance with Bangor Water's Construction Specifications and Procedures, water service will not be activated until

- all necessary corrections are made or
- at the District's discretion, the owner makes provision for a master meter in addition to individually metered customers on the line to ensure the integrity of the water system.

29. METERING

A Installation

A customer may have a water meter installed by:

- Completing an Application for Service and paying the service establishment fee,
- Paying or making a payment arrangement for any outstanding balances, and
- Scheduling an appointment as necessary

Meters will be set in accordance with Bangor Water's Metering Policy below:

The purpose of this policy is to promote water conservation, to bill customers based on individual water use, and to ensure fairness in the distribution of system expenses. To that end, all locations receiving water will be equipped with a meter, and will be billed based on metered use per rates approved by the MPUC.

Bangor Water must receive the completed Application for Service and Service Establishment fee prior to any water meter installation.

B General

Compliance with the District's Cross-Connection Control Program, Water Construction Specifications and Procedures, Maine Public Utilities Commission Chapter 620 regulations, and Bangor Water's Terms and Conditions are a prerequisite to water service. Compliance includes but is not limited to the following provisions:

- Use of water is confined to the premises named in the service application. No customer shall supply water to another, nor use water for unapproved purposes without utility approval.
- All provisions of Section 17 above regarding unauthorized use of water are maintained.
- Ownership of the service line will be in compliance with MPUC Chapter 650, and includes the curb stop closest to the main. (Bangor Water owns the service line from the main to the curb-stop, and the customer owns from the curb-stop into the premises.) Applicants for new services will pay the cost of installing the entire service line.
- All provisions of Section 18 regarding Maintenance of Plumbing are maintained.
- All provisions of Section 23 regarding Isolation Valves are maintained
- Approval as necessary for new or condemned properties is provided by the municipal code enforcement office.
- The customer is responsible for all labor, overhead, material and equipment costs associated with repairing damaged or frozen water meters. Painting of meters or appurtenances constitutes damage. The customer is also responsible for lost meters and appurtenances.
- No unmetered connections are allowed before the water meter; 13D sprinkler systems will be in accordance with Bangor Water's Construction Specifications and Procedures.
- Submetering is allowed after Bangor Water's meter and the customer's backflow preventer. Meters measuring subdivision of water use must be furnished, installed, read, and maintained at the customer's own expense.
- A second building served by a water line through a first building as of Sept. 10, 2012, may continue in this manner as long as both are on the same lot and under the same ownership. If the second building is sold or replaced, or the property is divided, a new service line from the nearest public water main direct to the second building with a separate meter will be installed (the main water service will not be branched).

C Meters

Bangor Water uses cold water meters which will be owned, installed, and serviced by the District. Damaged meters are replaced with new meters; Bangor Water does not repair meters.

Bangor Water determines

- the type of meter and automated reading device
- the size of the meter
- the meter configuration (temporary and permanent), including impact on billing and collections

Meters may not be placed in crawl spaces, underneath mobile homes, or in inaccessible areas such that service worker(s) do not have adequate workspace or safe access. Water spillage occurs during meter servicing; water sensitive items should be placed away from the work area. Bangor Water is not responsible for water spillage caused by normal water meter replacement or maintenance.

Meters must be located:

- Within the first two feet of point of entry into the building as measured along the water pipe,
- Before any branches or taps,

- Not less than 12 inches and not more than 36 inches from the floor,
- Not less than 6 inches from the rear wall,
- Not less than 36 inches of working space in front of the meter,
- Not less than 12 inches from side walls, and
- Not less than 36-inch clearance from shelves, ceilings, or other obstructions.

Customers will be required to remove walls, boxes, or other items to provide adequate space for the service worker and meter equipment

If installed, pressure-reducing valves must be located between the isolation valve and the meter, and installed on the street side of the meter.

If HDPE or other plastic pipe is used, the customer must provide appropriate support (above and below) for the weight of the meter and backflow preventer, and must use compression-type fittings compatible with the pipe material being used and conforming to Bangor Water's material specifications.

Customers requesting a bypass line must receive written approval from Bangor Water prior to installation. If allowed, the bypass line will be owned and maintained by the customer. The line will be equipped with a meter (owned by Bangor Water and purchased by the customer), and a backflow preventer. The size of the bypass meter and the type of backflow preventer device will be determined by Bangor Water. In the event that the bypass is operated without a meter or backflow preventer, the District may require removal of the bypass line at the customer's expense.

D Meter configuration

Each individual establishment – whether the location is single-unit or multi-unit – will be equipped with its own meter.

Bangor Water requires that each single-unit building and each unit in a multi-unit building be individually metered; generally, the only exception to this policy is

- a master meter in multi-unit buildings which have central hot water (heating or domestic use) for all units.
 - hotels/motels, RV parks, and campgrounds designed for transient occupancy.
- I. If an existing multi-unit multi-meter building receiving water from Bangor Water seeks to convert to single-source heat and hot water, a metering variance is required.
 - II. When an existing structure is altered to change, convert, or expand into more than one unit without single-source heat and hot water, Bangor Water may require a separate meter for each unit.
 - III. Accounts in a multi-meter multi-unit building must remain the responsibility of one entity unless there is a separate outside shut-off for each unit, or the meters are clustered in one location to which Bangor Water has unrestricted access.
 - Failure to provide or maintain unrestricted access will result in all bills being placed into the name of a single entity (i.e., building, or complex owner, condo association, homeowner's association)

- Bangor Water may require locking shut-off valves for each unit.
- In multi-unit time-share developments, all units will be billed to the complex owner/ association or other single responsible entity.

E Special Configurations

- I. Mobile home parks:** Bangor Water will provide a master meter(s) to serve the complex. Individual meters may be installed by the District at the request of the park owner if
- all lines (mains, service lines, and valves) meet Bangor Water specifications for materials and installation procedures,
 - each unit is billed individually,
 - the park owner assumes responsibility for all accounts, and
 - all lines remain private.
- II. Pit installations:** Pit installations are allowed only in accordance with Bangor Water's standard detail.
- III. Fire Services:** A line separate from the domestic service line, tapped into the main and running to the building, is required for fire service supply; 13D sprinkler systems will be installed in accordance with Bangor Water's Construction and Installation Specifications. Any other configuration requires that a written request for variance be submitted to and approved by the General Manager.

Under extenuating circumstances (not exclusively financial), a variance may be approved such that a fire service line may have an external tap for domestic service provided that

- each line has an external shut-off valve such that they may be shut off separately
- a blow-off is installed to allow flushing of the fire and domestic line
- an appropriate easement is provided to Bangor Water

Customers should note this configuration often results in internal water quality issues (age and color of water). For installations made after September 10, 2012, any flushing required to remedy the problem is at customer's expense.

F Metering Policy Variance

A variance to this policy may be granted on written request to the General Manager if all of the following standards are met:

1. Granting of the variance would not alter the just and reasonable rates of the District. Facts to be considered include:
 - A fair and equitable allocation of costs to Bangor Water customers
 - Compliance with MPUC regulations and District policies and
 - The owner assuming the cost of implementing the variance
2. Granting of the variance will not require an additional level of service by Bangor Water beyond that generally required for service to customers. Factors to be considered include:
 - Compliance with Bangor Water's construction and materials specifications

- Compliance with state law regarding water service to customers and the MPUC rules and regulations applicable to the District, and
- Demand on Bangor Water’s administrative functions, including meter reading and billing procedures.

3. Granting of the variance will not adversely affect public health or safety, or the best interest of the customers of Bangor Water. Factors to be considered include:

- The need to control and ensure that public health requirements of the water provided are met,
- The impact on fire protection and fire flow requirements; and
- Conservation and water-use management needs, including the need to avoid wasteful water practices or actions.

The General Manager may attach conditions to the approval of any variance application, especially to ensure initial and continuing compliance. The decision of the General Manager will be in writing with specific reasons for the decision.

30. METER TESTING

Meters will be tested prior to initial installation by the manufacturer, with certification provided to Bangor Water.

Bangor Water’s meter cycling schedule requires that all meters sized 5/8–inch through two-inch be changed out and/or tested at least once during a fifteen-year service period. Water meters three inches and larger will be tested according to the schedule and standards in Chapter 620.

Once removed from service, the meter will be held until one post-removal bill is issued, and then the meter may be placed back in service or discarded.

Meter tests performed at the request of the customer will be in compliance with MPUC Chapter 620.

Charge for testing a meter:

Size	During business hours	Outside of business hours
5/8”-2”	\$160	\$330
Larger than 2”	\$500	\$800

31. REPLACEMENT OF DAMAGED METERS OWNED BY BANGOR WATER

Pursuant to MPUC Chapter 620 regulations, the charge for a meter damaged due to improper care by the customer is:

Size	During business hours	After hours
5/8” – 2”	\$80 plus invoice for new meter	\$175 plus invoice for new meter

Larger than 2"	\$180 plus invoice for new meter	\$335 plus invoice for new meter
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32. UTILITY JOBBING

“Utility jobbing” means unregulated utility services, including but not limited to construction, miscellaneous laboratory services, sale of used meters, and thawing frozen services.

Work outside of regulated services is performed

- At Bangor Water’s discretion,
- Upon receipt of written agreement from the customer/applicant/contractor,
- Solely at the customer’s expense including labor, overhead, equipment and materials,

Work performed in support of unregulated utility service outside regular business hours will be performed at Bangor Water’s discretion and labor will be charged at overtime rates.

A customer/applicant is required to provide, in advance, sufficient funds as provided in a written estimate by Bangor Water to cover the anticipated utility expense. Excess funding will be refunded within 30 days of project completion; costs in excess of the estimate will be billed to the customer and must be paid within 30 days. Charges as allowed under Title 9A of the Maine Consumer Credit Code may be assessed on jobbing bills not paid within 30 days of billing.

33. LABORATORY TESTS

Bangor Water’s lab performs a bacteria test for coliform and E coli.

Each sample will be charged as follows:

A Processing by Bangor Water required:

During business hours:

Collected by the District	\$75
Not collected by the District	\$35

Lab work performed outside of regular business hours at a customer’s request will be at the utility’s discretion, and all costs will be borne by the customer, including overtime.

All samples for new water mains and private lines must be collected and transported by Bangor Water personnel or its representative.

B Processing by Bangor Water optional:

Samples which Bangor Water does not require be performed in its lab will be based on actual costs, including labor, overhead, materials, and travel if required.

C 18-Hour Option:

The above costs are based on use of a 24-hour medium. At Bangor Water's discretion, it may offer to process samples with use of an 18-hour medium for expedited results. If the client chooses the 18-hour option, an additional \$2 will be added to the above prices.

34. FLOW TEST

Flow tests at the reasonable request of a municipality served by Bangor Water will be at no charge to the municipality. For all other flow tests, including but not limited to flow tests performed for new or proposed projects, or for diagnostic purposes, the charge will be \$150 per hydrant test during business hours (this includes the two hydrants used for the initial test). For each additional hydrant at the same location, the charge is \$55.

Flow testing at times other than during business hours may be required by the District based on the operational needs of the District's distribution system, and the charges will be \$330 for the first two hours, and \$85 each hour thereafter.

A deposit – based on estimated costs – may be required in advance of flow tests.

35. PRIVATE FIRE PROTECTION

(private hydrants and fire suppressions systems)

Customers requiring private fire protection must contact Bangor Water to determine the availability of fire service at their location. Fire service, if available, will be installed at the customer's expense within the bounds of the public way or right-of-way with a separate service connection with the exception of approved 13D systems. The District does not guarantee any quantity of water or pressure available through a fire protection system.

A Testing: The owner of the service may, from time to time, determine the adequacy of the supply through the fire service by conducting tests of the private system. A three-business day notice must be given to Bangor Water so a utility representative can be present to observe the test if the utility chooses to do so. Water pressure in the distribution system shall not drop below 20 psi at any time during the test.

B Ownership and maintenance: The fire service line, after installation, will be owned and maintained in the public right-of-way by the District. The remainder of the line, the hydrant, and other appurtenances outside of the public right of way are owned by the customer.

Repair of inoperable private hydrants will be in compliance with Bangor Water's Customer Service Policy C-006 which requires written notice to the customer with a deadline for repair. In the event that repairs are not made by the customer, the hydrant will be visibly marked as "out of service," and reported to the municipal fire department and code enforcement officer.

C Voluntary disconnection: Customers wishing to voluntarily shut off fire service protection must notify Bangor Water in advance and in writing, and must have permission in writing from the appropriate fire department official. Physical shut-off of the fire service and/or private hydrant(s) will not be made by the District until the prescribed notice has been made. Bangor Water will confirm the shut-off has been completed with the municipal fire department.

D Involuntary disconnection: In the case of involuntary disconnection of public or private fire protection, including fire hydrants removed from service for repairs, Bangor Water will provide notification to the municipal fire department.

36. FROZEN SERVICES

The responsibility for the costs of thawing the service is based on

- the location of the frozen area, measured from the customer's side of the service toward Bangor Water's side.
- MPUC chapter 620 - if the frozen area is on the customer's side of the shut-off valve, the customer pays the full cost of thawing efforts. If the frozen area is on Bangor Water's side of the shut-off valve, the District pays the full cost. If the location is unable to be determined, the costs are split 50-50 between Bangor Water and the customer.

Bangor Water is solely responsible for determining the location of the freeze, and utility personnel must be present at the time of determination. No claims regarding frozen service lines will be honored if not verified by the District.

A customer (or customer's representative) may request that Bangor Water thaw a frozen service line, in accordance with its Contract to Thaw a Frozen Service Line. The work is done

- at Bangor Water's discretion
- on a jobbing basis, and a deposit may be required.