

A blue-tinted photograph of water being poured from a faucet into a glass. The water is captured in motion, creating a dynamic splash in the glass. The background is a solid light blue color.

Providence Water Supply Board Rules & Regulations

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FOREWORD

This booklet has been prepared to establish a thorough understanding between Providence Water and customers in the various communities served by the system. These rules and regulations contain the uniform practices that govern PROVIDENCE WATER for the installation of services, meters, water mains, and all miscellaneous services rendered. They are intended to define the obligations of PROVIDENCE WATER to the consumer and the obligations of the consumer to the PROVIDENCE WATER.

People, as never before, are beginning to realize how essential their water supply is to life, health, and the protection of property against fire. Like any other raw product, water must be purified before it is delivered to customers for use. Water is taken from the Scituate Reservoir and then processed at the purification plant. After this is accomplished, it is then distributed through hundreds of miles of water mains in order to reach all consumers served by our system. Large reservoirs of pure water are located throughout the distribution system to meet heavy customer demand on our water supply and to provide a reserve supply for fire protection and emergencies.

PROVIDENCE WATER works hard to deliver high quality service to all customers and to make sure that the rates charged for this important commodity are kept as low as possible.



GENERAL INFORMATION

OFFICES

Administrative offices of Providence Water are located at 552 Academy Avenue, Providence, Rhode Island 02908; Engineering offices are located at 430 Scituate Avenue, Cranston, Rhode Island; and Source of Supply offices are located at the Philip J. Holton Purification Plant Facilities on Route 116, Hope, Rhode Island, 02831. Any department may be reached by calling (401) 521-6300.

OFFICE HOURS

Main offices are open Monday through Friday, except on legal holidays, during the following times:

September through June

8:30 AM to 4:30 PM

July and August

8:30 AM to 4:00 PM

INFORMATION

General information about water services, rates, rules, etc. can be obtained by calling the main office or by viewing our web site at www.provwater.com. More specific information concerning water bills, etc. can be obtained by calling (401) 521-5070.

WATER QUALITY

PROVIDENCE WATER makes every effort to ensure that the water supplied to the user is of the highest quality. The water and the system are constantly tested for this purpose. If a customer has a question or concern about water quality, he or she should contact our Water Quality Hotline at (401) 521-6300, ext 7161. PROVIDENCE WATER staff will answer all questions on a case-by-case basis. When appropriate, PROVIDENCE WATER Staff will sample and test the water upon request.

EMERGENCY SERVICE

PROVIDENCE WATER maintains emergency crews 24 hours a day including Saturdays, Sundays and holidays. Emergencies should be reported immediately by calling (401) 521-6300. If the emergency involves one of the system's source reservoirs the same number should be dialed.

STREET SERVICES

Water services located between the street main and the curb line are generally owned and maintained by PROVIDENCE WATER. The property owner owns the water service line from the curb to the building and work done after the curb stop shall be performed by the property Owner through a RI-licensed plumber.

INSPECTORS AND METER READERS

Inspectors and meter readers employed by PROVIDENCE WATER possess, at all times, an official photo identification badge. Customers are advised not to allow any person claiming to be an employee of PROVIDENCE WATER to enter their premises unless that person produces proper identification. Any individual posing as a PROVIDENCE WATER employee should be reported immediately to the local police and the main office of PROVIDENCE WATER.

RATES FOR WATER

Water services supplied by PROVIDENCE WATER shall be metered. Rates charged for such services shall be rates authorized by the State of Rhode Island Public Utilities Commission (PUC) and State legislation establishing the water property protection charge.

WHOLESALE ACCOUNTS

PROVIDENCE WATER provides water services to the following wholesale accounts:

- City of East Providence
- East Smithfield Water District
- Greenville Water District
- Kent County Water Authority
- Lincoln Water Commission
- Town of Smithfield
- City of Warwick
- Bristol County Water Authority
- Town of Johnston (portion of)

Each account operates its own distribution system and purchases water at wholesale rates delivered to its master meter. Wholesale rates must be approved by the PUC.

RETAIL ACCOUNTS

PROVIDENCE WATER currently supplies water to the following municipalities on a retail basis:

- Cranston (most)
- Johnston (portion of)
- North Providence (most)
- Providence

RULES AND REGULATIONS

The following rules and regulations, Section Nos. 1 through 9, and all subsequent changes, amendments, and additions thereto, shall constitute a part of the contract with every person, corporation, and property Owner supplied with water by PROVIDENCE WATER. Every person, corporation, and property Owner supplied with water by PROVIDENCE WATER, agrees to follow all PROVIDENCE WATER rules and regulations.

All persons, corporations, and property Owners supplied with water, are advised to become familiar with these rules and regulations, since failure to understand them will not release anyone from responsibility in cases of negligence. A copy of these rules and regulations is available to every customer of PROVIDENCE WATER and may be obtained at the Providence Water website: www.provwater.com, in person at one of the offices, or by telephone or written request

SECTION 1.0

WATER BILLS

1.1.1 WATER BILL INFORMATION

Bills for water services are prepared and rendered by PROVIDENCE WATER. Requests for information regarding bills or notices can be made personally or by letter to the main office or by calling (401) 521-5070.

1.1.2 RENDERING WATER BILLS

All Providence Water customers are billed on a monthly basis. Water bills are delivered to the Owner of the property or their designee.

1.1.3 RESPONSIBILITY FOR WATER CHARGES

Property Owners shall be responsible for all charges accrued for water service until written notice has been given to PROVIDENCE WATER by the Owner to discontinue the service or until notice has been given to PROVIDENCE WATER of a change of Ownership of the premises.

1.1.4 CHANGE OF ADDRESS

To ensure the proper delivery of water bills, the property Owner shall notify PROVIDENCE WATER in advance of any change in address. Failure to receive a bill does not relieve the property Owner from the obligation to pay the bill and/or the payment of any penalty charges that might be owed as a result.

1.1.5 PAYMENT

All water bills are due and payable when received. Acceptable forms of payment are check or money order payable to PROVIDENCE WATER. Payments may be made in person at the administrative offices of Providence Water or at the Tax Collector's office at the Providence City Hall. Credit card payments can also be processed and are charged a "convenience" fee in accordance with the rate approved by the Public Utilities Commission. The mailing address for this purpose is P.O. Box 1456, Providence, Rhode Island, 02904.

1.1.6 PENALTIES

If bills remain unpaid for 30 days after they are rendered, the water service to that property is subject to discontinuance. Whenever the water service is turned off, it will not be turned on again until payment of all charges due, plus a fee for discontinuing and reactivating the water service, is made. All policies and procedures for the discontinuance of water service are conducted in accordance with the guidelines set forth by the PUC.

Accounts that remain unpaid for a period of 30 days or more will be assessed a penalty of 1% per month on the unpaid balance. This is in accordance with the most recent PROVIDENCE WATER *Service Fee Schedule*, as approved by the PUC.

SECTION 2.0

METERING

2.1.1 METERING OF WATER SERVICE

Water from the PROVIDENCE WATER system will be supplied through a primary meter or a battery of primary meters for each service. These meters are



equipped with electronic radio transmitters (ERTs) that enable Providence Water to read these meters electronically through radio frequency transmissions. Water passing through the meter(s) will be billed to the Owner of the property supplied, as the same appears in

PROVIDENCE WATER records, whether the water was used or wasted. Customers are advised to read their meters frequently for leaks or waste in order to avoid larger than necessary bills.

2.1.2 OWNERSHIP OF METER & ERT

All meters and ERTs are owned and installed by PROVIDENCE WATER at the expense of the property owner. In addition, all new services are required to provide backflow prevention as indicated in Section 3.3.6.

PROVIDENCE WATER reserves the right to decide what size and type of meter will be installed on any service.

2.1.3 LOCATION OF METERS

The property Owner shall furnish a suitable location for the meter. Meters shall be installed in a horizontal position at the point of entry of the service pipe inside the portion of the building that is nearest to the street line. In some cases, meters that cannot be placed inside the building served may have to be located outdoors in an aboveground climate controlled structure.

The Applicant shall be required to place the newly-installed line under pressure while a PROVIDENCE WATER inspector checks the couplings for leakage.

If it is determined that a meter must be contained in a suitable climate-controlled aboveground housing outside of the building to which the service is to be connected, the housing, which must be approved by PROVIDENCE WATER, shall be provided and maintained at the expense of the property Owner. It is the owner's responsibility to ensure that the meter is safe and secure and not subject to freezing. In the event that a replacement meter is required due to freezing, the owner shall be assessed the current replacement charge as approved by the PUC.

2.1.4 ACCESSIBILITY

PROVIDENCE WATER has the right to read, inspect, test, and replace any water meter during normal business hours. Meters shall be easily accessible at all times so that they may be examined, inspected, replaced, tested and/or read. They will not be enclosed or obstructed by objects that will prevent access. They must not be exposed to danger from frost or contamination.

It is the customer's responsibility to ensure that there is clear access to the meter for these purposes. Failure to provide access or obstructions blocking access may result in termination of water service. In the event that a customer requests a specific service during other hours, there may be an additional charge made for that service.

2.1.5 INSTALLATION, REMOVAL, AND REPAIR OF METERS

Only employees of PROVIDENCE WATER or a company specifically designated by PROVIDENCE WATER shall perform installation, repair, and removal of meters. Any of these activities performed by an unauthorized person or persons shall be considered a case of "tampering," which is subject to penalties.

2.1.6 DAMAGED METERS

In the case of meters that are damaged by frost, hot water, or external causes, either by the

carelessness or neglect of the occupant(s) of the premises, except as herein provided, PROVIDENCE WATER will replace the meter at the Owner's expense. In the event that a meter is lost or stolen, the customer will be charged the current replacement cost as approved by the Rhode Island Public Utilities Commission for the meter and ERT.

In the event of breakage, stoppage, or other irregularity in the operating characteristics of the meter, the property owner is to notify PROVIDENCE WATER immediately.

2.1.7 METER TESTING

Every water meter is carefully tested before it is first installed. Periodic tests of each meter may be made as often as PROVIDENCE WATER deems necessary. Should a property owner question the accuracy of the meter, it may be tested, preferably in the presence of the property owner, after the PROVIDENCE WATER receives a written request to do so. A deposit may be required before the meter is disconnected. Should the test show that the meter has been over-registering in excess of two percent (2%), the deposit will be refunded. If the test is within this limit or if the test reveals that the meter has been under-registering in excess of two percent (2%), the deposit will be applied towards the costs of removal and testing. In either instance, a corrected bill will be generated.

2.1.8 TESTING AND REPAIRS TO LARGE METERS

PROVIDENCE WATER will notify the customer 30 days in advance in order to schedule a test of the meter. PROVIDENCE WATER will be solely responsible for the testing of the meter and the customer can receive a copy of the test results upon written request. Meters are the property of PROVIDENCE WATER, and PROVIDENCE WATER is responsible for all costs related to the testing and repair of the meter. PROVIDENCE WATER reserves the right to test meters as often as deemed necessary in order to ensure that they are accurate.

2.1.9 BILLING NON-REGISTERING METERS

In case a meter fails to register or has been

removed for repairs, testing or other purposes during the testing period, billing will be based upon the average daily rate of consumption as shown by the meter after it has been returned to service and is in proper working order for a period of time long enough to obtain a valid daily average consumption. If the meter has not been returned to service, billing will be based upon the average daily rate of consumption for the previous recorded three (3) year period.

2.1.10 UNSERVICEABLE METERS

PROVIDENCE WATER reserves the right at all times to remove, test, repair, and replace any meter. If a meter is found to be economically unserviceable, PROVIDENCE WATER will install a new meter. If it determined that the meter failure was caused by negligence of the property owner, the cost of the replacement shall be borne by the property owner.

2.1.11 TAMPERING WITH OR DEFACING METERS

Persons who tamper with or deface meters to prevent the proper measurement of consumed water by altering the register index or otherwise, or who break any seal placed by PROVIDENCE WATER for the protection of any meter, valve, or fitting, shall be charged by PROVIDENCE WATER in accordance with Chapter 608 of the General Laws of 1938, Section 57 as amended to date.

SECTION 3.0

SERVICE PIPES

3.1.1 APPLICATIONS FOR SERVICE PIPES

Applications for new services will be accepted Monday to Friday between the hours of 8:30 AM and 4:30 PM (4:00 PM during the months of July and August) at the Engineering Office, which is located at 430 Scituate Avenue, Cranston, RI. Application forms can also be obtained and



printed from Providence Water's website at www.provwater.com.

Applications for the installation of new services or the renewal of old services shall be made by the Owner of the property or the Owner's authorized agent. Applications must state fully and truly the purposes for which the water will be used along with the official street name as well as the number of the premises and Tax Assessor's Plat and Lot Numbers. Providence Water shall be solely responsible to decide whether an old service can be utilized or a new service is required. Applicants are responsible for installing pressure reducing valves where required to comply with plumbing codes. Providence Water will not be responsible for damage caused by pressure fluctuations or the customer's failure to have the proper valves.

3.1.2 CONNECTION CHARGES FOR SERVICE PIPES

Service pipes are installed by PROVIDENCE WATER from the distribution main in the street to the curb stop just inside the curb/gutter line. The charge for this installation will be at the rates posted on the current PROVIDENCE WATER *Service Fee Schedule*, as authorized by the PUC.

Services are sized by PROVIDENCE WATER based upon available supply pressure and proposed water demand.

3.1.3 PAVING REPAIRS

Applicants shall be required to submit a copy of the permit to open the street as issued by the proper city (other than the City of Providence), town or state agency responsible for maintaining the street, road, or highway. Any cost incurred for replacing the pavement in municipalities other than Providence shall be the Applicant's responsibility.

Charges for service installations made in the city of Providence include costs for repairs or the replacement of sidewalk and road pavement openings.

3.1.4 OWNERSHIP OF SERVICE PIPE

Service pipes from distribution mains to curb stops are owned and maintained by PROVIDENCE WATER. The portion of the service pipe between

the curb stop and inside the building is the property of the customer and is installed and maintained by the Owner through a plumber licensed by the State of Rhode Island. In the event that an owner has a leak on the pipe that they are responsible for and it is not repaired, Providence Water may terminate service until the owner has made repairs.

3.1.5 LOCATION

Service pipes are to be installed perpendicular and in a straight line from the point of entry at the house to the curb stop.

3.1.6 SERVICE PIPE INSTALLATION

PROVIDENCE WATER installs the service pipe from the street main to the curb prior to the customer installing the service line from the curb to the building by a licensed installer. Service pipes shall have 4'-6' of cover. **Before covering, the service pipe must be inspected and approved by a representative of PROVIDENCE WATER.**

Where there are copper and iron services in the same trench, the plumber will install only the copper service before PROVIDENCE WATER installs both the copper and iron services from the main to the curb.

All service pipes from 1-inch in diameter up to and including 2-inch in diameter shall be Type K extra heavy, soft temper, cold drawn, seamless, deoxidized copper tubing. Pipe couplings are not allowed on the Owner's side of the service from the curb stop to the meter location.

Service pipes greater than 2-inches in diameter shall be Class 52 cement mortar lined ductile iron pipe American Water Works Association (AWWA) Standard C151-91, as amended to date.

3.1.7 OPERATION OF CURB BOX VALVES

Operation of curb box valves shall only be done by Providence Water personnel or by a licensed installer under the supervision of Providence Water personnel. Any other unauthorized operation of valves may result in criminal and or civil penalties for tampering with a water utility.

3.2 FIRE SUPPLIES

3.2.1 APPLICATIONS FOR PRIVATE FIRE SUPPLIES

PROVIDENCE WATER may provide a special service to private property for private fire protection services. Applications for such special fire protection services must be made by the Owner of the property or authorized agent and will be subject to all of the provisions described herein, as far as they apply to this type of service.

3.2.2 DRAWINGS

A complete and accurate drawing or set of drawings showing the location of the premises to be supplied, together with the location of all valves, pipes, hydrants, tanks, and other appurtenances on the premises must be furnished by the Applicant at the time the application is made. Drawings will remain the property of PROVIDENCE WATER. Applicant must also supply PROVIDENCE WATER with drawings showing revisions to piping or appurtenances whenever the revisions are made.

3.2.3 MONTHLY CHARGES

The monthly charge for fire services shall be made according to rates approved by the PUC based on the size of the service. Under certain conditions, PROVIDENCE WATER may require that the fire service be fully metered. Installation charges for fire service supplies shall be payable in advance of the date of installation and service charges will be billed on a monthly schedule thereafter.

3.2.4 INSTALLATION APPROVED BY THE BOARD

PROVIDENCE WATER expressly reserves the right to determine the necessity for and the advisability of granting any application for special fire protection service and the right to approve the size of the service pipe which will be granted, depending upon the size of the street main, the available pressure of the main, and the nature and capacity of the fire protection equipment within the building.

3.2.5 CONNECTION TO DOMESTIC SERVICE PROHIBITED

No connection shall be made at any time between the fire supply system and the domestic water supply to the premises.

3.2.6 NUMBER OF SERVICES

One (1) service only will be allowed to any one building or premises unless, in the opinion of PROVIDENCE WATER, more than one is absolutely necessary for the proper protection of the premises. All fire protection equipment connected to PROVIDENCE WATER service shall be confined within the building or on the premises named in the application. Where two (2) or more connections are made for one building (1) or premises, they shall be kept separated unless special permission is obtained from PROVIDENCE WATER. The manner in which such connections are made shall be approved by PROVIDENCE WATER.

3.2.7 USE OF SERVICE

No water shall be drawn from fire service pipes for any purposes whatsoever except for the extinguishing of fire. This paragraph shall not be construed as prohibiting a use of water for fire drills, draining of the system to prevent freezing, or other reasonable use in connection with maintaining proper fire protection.

3.2.8 CROSS-CONNECTIONS

Fire protection systems supplied with water from PROVIDENCE WATER service shall be supplied exclusively with such water and no connection will be allowed with any other system drawing its supply from "foreign" sources whereby the public supply may be subjected to contamination. If a fire protection system uses water from a source other than that supplied by PROVIDENCE WATER, that system shall be kept entirely separate from that supplying water from PROVIDENCE WATER service.

Approved backflow prevention devices shall be installed at the point where the fire service enters the building that it serves.

3.2.9 INSPECTION

Fire services shall be subject to periodic inspection by PROVIDENCE WATER. Owners shall give inspectors all reasonable facilities for making the survey and any information concerning the same that inspectors require. Inspections will be made with as little inconvenience as possible to the Owner.

3.2.10 ILLEGAL USE

When owners or occupants of any premises are found to be using water from a fire service for purposes other than fire protection, the water shall be shut off until the offenders give proper assurance to PROVIDENCE WATER that the offense will not be repeated. The use of fire services for purposes other than fire-fighting may result in criminal charges being brought against the violator(s).

3.2.11 METERS

Where PROVIDENCE WATER determines that a fire supply will be metered, metering shall conform to the provisions of Section 2, entitled *Meters* and owners are required to purchase a fire line compound meter from PROVIDENCE WATER.

3.2.12 VALVES

On the inlet and discharge side of each fire line compound meter, Owners shall install gate valves manufactured to conform in all respects with applicable AWWA standards for *Gate Valves for Water and Sewerage Systems*, as amended to date. Valves shall be of a type that meets requirements of The National Board of Fire Underwriters.

3.2.13 CLOSING OF FIRE SUPPLIES

Requests to close fire supplies, either temporary or permanent, must be made in writing to PROVIDENCE WATER by the Owner. In case of emergency, termination of fire supplies will be made immediately upon request. However, a follow up letter from the Owner will be required within 24-hours.

3.2.14 VIOLATION OF RULES

Violation of rules governing fire supplies may be reason enough to discontinue service immediately.

3.3 TEMPORARY SERVICES

3.3.1 BUILDINGS AND OTHER CONSTRUCTION PURPOSES

Those persons requiring water for construction purposes may make an application for temporary water service and will be subject to the same rules, regulations and fees that apply to regular service installations. Ordinarily, a meter will be installed on the temporary service by PROVIDENCE WATER with the Applicant installing their own reduced pressure zone (RPZ) type backflow prevention device (BPD) in accordance with PROVIDENCE WATER rules and regulations. The cost of the meter shall be borne by the Applicant. However, in some instances the Applicant will be required to rent the meter and RPZ BPD from PROVIDENCE WATER.

All charges, including the connection and removal of the service as well as the cost of the meter, shall be paid in advance. Also, the Applicant will be required to deposit a sufficient sum of money with PROVIDENCE WATER to cover the cost of an estimated amount of water to be used over the intervening period of time. If the estimated amount of water covered by the deposit is less than the actual consumption shown on the meter, the Applicant shall immediately be required to deposit additional sums with PROVIDENCE WATER. After completion of the work, if the actual consumption registered on the meter is less than the estimated amount, PROVIDENCE WATER will refund the difference.

3.3.2 INSPECTION

The Owner's section of service pipe must be inspected in place by PROVIDENCE WATER personnel before backfilling and before connection to the PROVIDENCE WATER system. Service pipes shall be tested for water tightness in the presence of a representative of PROVIDENCE WATER before burying.

No service pipe shall be installed in the same trench with a building drain or sewer pipe nor shall the water pipe be closer to a sewer pipe than 10-

feet, at any horizontal point in the area served by a public sewer system. In non-sewered areas, water service pipe shall be installed at minimum distances of 10-feet from a septic tank and 25-feet from a cesspool, seepage pit, disposal trench or bed.

3.3.3 MAIN SHUT-OFF VALVE

Every new service pipe, immediately after its entry into the building, shall be equipped with an approved type of gate or ball valve. Valves shall be rated to at least 150 psi for ordinary water service. Existing pipes, not equipped with the types of valves specified above, shall conform to the requirement for new service pipes when renewed or replaced.

3.3.4 HORIZONTAL METER SETTING

On new installations, all meters shall be set 12 to 36 inches above the floor in a horizontal position immediately after the shut-off valve and as near to where the service pipe enters the building as is practicable. An adequate support shall be placed underneath the meter. Whenever it is necessary to renew or replace a service pipe, the meter shall be reset to conform to the requirements for new installation.

3.3.5 BACK WATER VALVES

New services shall be equipped with an approved type of gate or ball valve immediately following the meter setting on the house side. Before a meter is removed from the line or other work is performed, the valve should be closed to prevent the house piping from emptying. Valves shall be rated to at least 150 psi for ordinary water service. Existing pipes not equipped with the types of valves specified above shall conform to the requirements for new service pipes, when renewed or replaced.

3.3.6 BACKFLOW PREVENTERS ON NEW SERVICES

A backflow prevention device shall be installed on the customer side of the meter on all water service connections and on fire services as well. The type of backflow preventer required shall be determined by PROVIDENCE WATER based on building use (see Section 7.0, Cross-Connection Prohibited).

3.3.7 TAPPING MAINS

No person, unless authorized by PROVIDENCE WATER, shall be allowed, under any circumstances, to tap the mains/distribution pipes, insert corporation stops therein, or interfere with water gates.

3.3.8 REPAIRS TO OWNER'S SERVICE PIPE AND FIXTURES

Property Owners must keep their own service pipes and all fixtures connected thereto in good repair and protected from frost, at their own expense. In the case of a break or leak in that section of the service pipe between the curb stop and the meter, the property Owner shall immediately obtain the services of a licensed plumber to make the necessary repairs. The plumber shall obtain a permit from the local building official before making repairs. Failure to make repairs at once, or to obtain the necessary permits covering these repairs, shall be sufficient cause to shut off the supply.

No sidewalk or other public place shall be opened for the repair of service pipes until the property Owner obtains a permit from the city, town, or state agency having jurisdiction over it. The curb stop will not be opened by PROVIDENCE WATER until the permit is obtained and a copy of it is submitted to PROVIDENCE WATER.

SECTION 4.0

MAIN PIPE

4.1 DISTRIBUTION MAIN

Distribution mains are water pipes installed in streets as feeders for services and hydrants. These pipes shall be extended on application of the property Owner subject to the provisions set forth below.



4.2 APPLICATION FOR EXTENSION OF WATER MAIN

If PROVIDENCE WATER approves the application for a main extension, the Applicant will be subject to engineering fees as specified on the current

PROVIDENCE WATER *Service Fee Schedule*, as authorized by the PUC.

4.3 INSTALLATION OF MAIN

- a) Applicants shall hire a private contractor, approved by PROVIDENCE WATER, to make installations.
- b) Applicant or Contractor is responsible for obtaining any and all permits that may be required by city, town, or state agencies.
- c) Installation Contractor shall be fully responsible for the work performed for a period of one (1) year from the date of placement of the main in service by PROVIDENCE WATER.
- d) Main installations shall be inspected and approved by PROVIDENCE WATER. Mains installed by the Applicant shall become and remain the property of PROVIDENCE WATER.

4.4 SUPPLY MAINS

Supply mains are water pipes installed solely for the purpose of strengthening the water supply system, and to ensure the delivery of an adequate supply of water to critical points of the distribution system. Connections for service pipes and for hydrants are permitted on supply mains that are 16-inches and less in diameter. Connections for these purposes to larger supply mains are prohibited.

4.5 SUPPLY MAIN VALVES

Operation of main valves shall only be done by Providence Water personnel or by a licensed installer under the supervision of Providence Water personnel. Any other unauthorized operation of valves may result in criminal and or civil penalties for tampering with a water utility.

4.6 PRIVATE PIPE PROHIBITED

Private pipes or mains connected to the PROVIDENCE WATER distribution system are prohibited. All new water services must be supplied from the PROVIDENCE WATER system.

SECTION 5.0

FIRE HYDRANTS

5.1 HYDRANT INSTALLATION

PROVIDENCE WATER regulation, *Requirements for Water Mains, Services and Appurtenances*, latest edition, governing the installation of fire hydrants, can be obtained, upon request, from the PROVIDENCE WATER Engineering Division, which is located at 430 Scituate Avenue, Cranston, Rhode Island.



5.2 OBSTRUCTING FIRE HYDRANTS

No person shall obstruct the access to any fire hydrant by placing or permitting any snow, debris, building material, motor vehicle or other obstruction to remain on or about the hydrant which will in any manner interfere with its immediate use.

5.3 USE OF HYDRANTS

Public fire hydrants are installed for the sole purpose of fire protection; and, with the exception of the members of the fire department operating the same for the legitimate purpose of extinguishing fires and testing, no other use of such hydrants shall be made without the written consent of PROVIDENCE WATER. Violations may result in criminal prosecution in accordance with current state laws and/or city ordinances.

If a contractor or other person, or agency, wishes to use a fire hydrant, that party shall make a written application to PROVIDENCE WATER indicating the location of the hydrant and specifying the purposes for which the hydrant will be used. Such applications shall include a deposit as determined to be appropriate by PROVIDENCE WATER for the use of a PROVIDENCE WATER meter and RPZ BPD and water consumption. Providence Water reserves the right to approve or reject the use of specific hydrants and may suggest an alternate

location. When the PROVIDENCE WATER meter and RPZ BPD have been returned, the customer will be charged for the water consumed and the unexpended portion of their deposit will be returned. In the event that the deposit is insufficient to cover the charges, the customer will be billed for the additional charges.

SECTION 6.0

GENERAL CONSIDERATIONS

6.1 CROSS CONNECTIONS PROHIBITED

Internal plumbing systems shall be designed, installed and maintained in such a manner as to prevent any potential contamination from non-potable liquids, solids or gasses or water from any other source being introduced into the potable water supply through cross-connections to the PROVIDENCE WATER system.

No licensed plumber or others shall cause a physical connection to be made between PROVIDENCE WATER and any other water supply for commercial, domestic, sanitary, fire protection, or boiler feed purposes, or for any other purpose, whatsoever. Draw off pipes for draining sprinkler systems shall not be connected into a drainage system or a submerged pit.

If any PROVIDENCE WATER water supply is delivered to a tank that is also supplied with water from any source other than the public water supply, such tanks shall be opened to atmospheric pressure and PROVIDENCE WATER water supplied above the maximum level in the tank. The tank shall be equipped with an overflow pipe of ample size to fix definitely the maximum level.

If PROVIDENCE WATER water supply is delivered to a tank in which there are chemicals, dyestuffs, or other materials used in processing, the pipe supplied with PROVIDENCE WATER water shall not



be submerged. There shall be ample clearance between the invert or drip edge of the public supply and the top of the tank to prevent back siphonage into the PROVIDENCE WATER system.

In the case of premises that may have internal cross connections that cannot be permanently corrected, or intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, thereby making it impracticable or impossible to ascertain whether or not potentially dangerous cross-connections exist, the public water supply system shall be protected from backflow from the premises by installation of a backflow prevention device in the service line, on the customer's side of the meter and at their expense, of a type approved by PROVIDENCE WATER.

Further information concerning the PROVIDENCE WATER's cross-connection policies is available at the PROVIDENCE WATER Engineering Office.

6.2 PUMP CONNECTION

Pumps shall not be directly connected to any PROVIDENCE WATER main or service for the purpose of increasing the water pressure in PROVIDENCE WATER's or Owner's system unless prior written authorization of approval has been obtained from PROVIDENCE WATER.

6.3 LIABILITY FOR SERVICE INTERRUPTION OR RESULTING DAMAGE

PROVIDENCE WATER furnishes water supply but does not guarantee uninterrupted supply or adequacy of pressure for any particular end use. In the event that a customer utilizes a pressure-reducing valve, the customer is responsible for its proper operation and Providence Water assumes no liability for excess pressure.

No responsibility will be assumed for damage to any apparatus in any house or building due to the shutting off of water without notice, either for repairs to a break in the pipelines or for other necessary operations. Furthermore, no person shall be entitled to damages, or the refund of any portion of a payment for any stoppage of

the supply to any portion of the works, or for stoppage for purposes of additions or repairs, or for non-use occasioned by absence or for any other reason.

6.4 SERVICE INTERRUPTION, NOTICE NOT REQUIRED

While it is the intention of PROVIDENCE WATER to provide as much advance notice as possible of any work that must be done that will necessitate the interruption of the supply, such notice is not necessarily a requirement. Failure of the inhabitants of the premises to receive notice of the interruption of service, shall entail no responsibility on the part of PROVIDENCE WATER or its employees.

Property Owners should install boilers, hot water tanks, and other installations connected to water supply systems with adequate safeguards so that damage will not occur as a result of high and/or low pressure fluctuations or if the water is shut off without notice.

6.5 UNAUTHORIZED USE OF WATER

Any person who shall, without the proper authorization from PROVIDENCE WATER, tap or make any connection with street mains, services, or other distributing pipe connected to the system; or who shall, without such authorization, open any gate valve connected to the system for the purpose of obtaining such water; or who shall in any way or by any device obtain the use of such water without authorization, shall be charged in accordance with Chapter 608 of the General Laws of 1938, Section 58 as amended to date.

6.6 RESALE OF WATER

No consumer, except with previously obtained written consent of PROVIDENCE WATER, will be allowed to furnish water to other persons or property or to allow such persons or property to take it themselves. Violations of this regulation may cause the supply to be shut off and water costs already paid to be forfeited.

6.7 WATER CHARGES TO ONE PERSON

When water shall be supplied to more than one party through a single service, the bill for the whole supply furnished through such service will be made either to the Owner of the property or to some one tenant who shall agree to be responsible for payment to Providence Water. In case of non-payment, the water may be shut off, notwithstanding the fact that one or more parties may have paid the proportion due.

6.8 RIGHT TO MAKE INSPECTION

PROVIDENCE WATER inspectors or its designees must have free access at all reasonable hours to all parts of every building for the purpose of inspecting, removing, replacing and servicing meters, meter reading devices, leak detection devices such as MLOGs, and any future devices which PROVIDENCE WATER may deem advisable or necessary for the safe and efficient operation of its water systems or observing the manner in which the water is used. Failure to comply may result in termination of water service.

6.9 REQUEST FOR TURN-ON

After service has been shut off for any reason except repairs, it shall not be reopened unless the Owner or the Owner's authorized agent gives a written order to PROVIDENCE WATER.

6.10 REFUSAL TO GIVE SERVICE

PROVIDENCE WATER reserves the right to refuse to furnish water to any persons or properties that are delinquent in payments for water services.

6.11 PENALTY FOR VIOLATION OF RULES

If the Owner, agent, lessee, tenant, or person in charge of any premises violates any PROVIDENCE WATER rule or regulation affecting such premises, and fails to remove any violations or comply with any PROVIDENCE WATER written order within ten 10 days after such order shall have been sent by mail to the last known address of such person, PROVIDENCE WATER may discontinue service to such premises.

If water service is so discontinued, it shall not be resumed until the rule or regulation so violated shall have been complied with to the satisfaction of PROVIDENCE WATER and a fee paid to PROVIDENCE WATER for the service of turning the water off and on.

6.12 AMENDMENTS

PROVIDENCE WATER reserves the right to make such amendments to the rules and regulations as may be necessary for the preservation and protection of the PROVIDENCE WATER system.

SECTION 7.0

SUGGESTIONS TO CONSUMERS

7.1 THE WATER METER

The function of the water meter is to protect PROVIDENCE WATER and the consumer against enormous loss from waste or extravagant use and to fix the charge to consumers according to services rendered. Consumers are advised to learn to read the meter in order that they may verify the meter reading appearing on the bill. The meter will not tell how the water was used but will indicate how much is being used or wasted. All meters used throughout the PROVIDENCE WATER retail system read in cubic feet where one hundred (100) cubic feet is equivalent to approximately 748 gallons.

7.2 HOW TO READ A METER

Meter registers are straight reading meters of two types. On the 5/8 inch and 3/4 inch meter registers, there is no so-called stationary zero (0) as is found on the 1, 1-1/2, and 2-inch meter registers.

Both types of registers have, in addition to the straight reading, a sweep hand or pointer that rotates and points to a graduated circular scale when water passes through the meter. One rotation of the pointer in the 5/8-inch and 3/4-inch meter registers indicates that one cubic foot of water passed through, and the rightmost digit on the counter will advance by an increment of one. In the 1, 1-1/2, and 2-inch meter registers, one rotation of the pointer indicates that 10 cubic feet of water passed through, and the digit in front of the stationary zero on the counter will be advanced by an increment of one.

7.3 METER ACCURACY

Water meters are made with great care and precision and should, with reasonable care, give years of satisfactory service. All meters before being set have been carefully checked and tested for accuracy and, when placed in service, are sealed. This seal must not be broken.

7.4 WASTE AND LEAKAGE OF WATER

If a meter suddenly shows an increase in consumption, with no apparent cause, this may be an indication that a leak has occurred or that water is being allowed to run to waste.

7.5 DETECTION OF LEAKS

In order test a system for the presence leaks, the following procedures should be followed:

- 1) shut off the flow of water from all fixtures in the house; and
- 2) observe the pointer on the circle marked one foot for a period of ten or fifteen minutes. If the pointer moves, then this is an indication of the presence of a leak. Timing the pointer and determining how far it has moved during the specified period of time may determine the rate of leakage. If the presence of a leak cannot be ascertained in this manner, but there is still suspicion that one exists, a licensed plumber should be called. PROVIDENCE WATER is not authorized to do work on private property.

7.6 CONSERVATION

Waste and leakage of water is an economic liability, not only to the consumer who pays much larger water bills but also to the water department that must provide a plant of sufficient capacity to meet water demands resulting from waste and leakage in addition to the normal requirements of its consumers. Conservation of water results in both direct and indirect savings to the consumer. It does this by providing consumers with lower water bills and reducing the need for large capital expenditures, either at the source or in the distribution system, required to expand the supply to meet demand.



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