

SUFFOLK COUNTY WATER AUTHORITY  
RULES & REGULATIONS – SECTION 7

GENERAL RULES

1. Water service may be discontinued by the Authority for any one of the following reasons:
  - (a) For use of water other than as represented in customer's application, or through branch connections on the street side of the meter or place reserved therefor.
  - (b) For willful waste by use of water through improper and imperfect pipes, or by any other means.
  - (c) For molesting any service pipe, seal, meter, or any other appliance owned by the Authority.
  - (d) For nonpayment of bills for water or services rendered by the Authority in accordance with this tariff.
  - (e) For cross-connecting pipes carrying water supplied by the Authority with any other source of supply, or with any apparatus which may endanger the quality of the Authority's water supply and for non-compliance of Section VII (4) of the General Rules.
  - (f) For refusal of reasonable access to the property for the purpose of reading, repairing, testing, removing or replacing meters or inspecting water pipes and other fixtures. If after reasonable attempts to access an inside meter or other fixture, the Authority is denied access to the property, the Authority may install an outside meter vault on the customer's property, at the customer's expense, in accordance with the prevailing fee(s).
  - (g) For failure to comply with testing procedures as outlined in the New York State Sanitary Code 5-1.31.
  - (h) For violation of the rules of the Authority as filed with the Secretary.

Where two or more premises are now supplied with water through one service pipe, under the control of one curb stop, if any of the parties so supplied shall violate any of the above rules, the Authority reserves the right to apply its shut-off regulations to the joint service line, except that such action shall not be taken until the innocent customer, who is not in violation of the Authority's rules, has been given reasonable opportunity to attach the service pipe leading to his premises to a separately controlled service connection.

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\*See Miscellaneous Fees & Other Charges

2. After a Final Notice has been sent to a customer for nonpayment and the account remains unpaid beyond the due date as specified on the customer's Final Notice, continuance of service will be subject to collection by an Authority representative for payment in full of the amount due, plus a charge\* for the expense incurred by the Authority for such collection. If the customer refuses to pay this charge\*, the charge will be added to the customer's account and billed with the customer's next regular billing. If the charge is not received at that time, service shall be discontinued.

When water service to any premises has been turned off upon the order of the customer, or for any of the above reasons, and service at any premises is again desired by the same customer, a charge will be made for the restoration of service during regular business hours and during other than regular business hours, provided that the discontinuance of service has not required the removal of the Authority's equipment from the customer's premises, but only the closing of the curb stop, or turning off the water elsewhere not involving any unusual expense. If, however, by the willful acts of the customer it becomes necessary to shut off or disconnect the service pipe at the Authority's main, the charge to the customer for restoration of service will be the actual cost incurred by the Authority incident to the disconnection and reconnection of the service pipe or a charge of the meter set fee as stated in paragraph 10\*.

3. No person, except as specifically authorized by the Authority, shall take water from any fire hydrant under the Authority's jurisdiction for any use whatsoever, other than for fire purposes. The use of such fire hydrants for washing streets or flushing sewers is not permitted except upon specific authorization from the Authority, and for such uses the municipality or others will be billed at meter rates set forth in the rate schedule. If water is used from such fire hydrants without specific authorization by the Authority, the quantity so used will be estimated and the user will be billed at the meter rates set forth in the rate schedule and the user shall be subjected to prosecution under County Law 1-1984.
4. In compliance with the New York State Sanitary Code 5-1.31, the Authority requires complete containment of water on customers property by use of an approved backflow device to all commercial customers or where a potential hazard exists. **A potential hazard** shall be that as defined by the New York State Sanitary Code 5-1.31, and as further outlined in the Cross Connection Control policy statement of the Suffolk County Water Authority. Where an aesthetically objectionable hazard

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exists, the Authority requires the installation of a double check valve. **Aesthetically objectionable hazard** is that as defined by the New York State Sanitary Code 5-1.31.

5. Upon receipt of an application for a new service or for the reinstatement of any existing service, the Authority will assume that the piping and fixtures which the service will supply are in proper order to receive same, and the Authority will not be liable in any event for any accident, breaks, or leakage arising in any connection with the supply of water or failure to supply same.
6. The Authority undertakes to use reasonable care and diligence to provide a constant supply of water at a reasonable pressure to customers, but reserves the right, at any time, without notice, to shut off the water in its mains for the purposes of making repairs or extensions, or for other purposes, and it is expressly agreed that the Authority shall not be liable for a deficiency or failure in the supply of water or the pressure thereof for any cause whatsoever, nor for any damage caused thereby, or by the bursting or breaking of any main or service pipe or any attachment to the Authority's property. All applicants having boilers upon their premises depending upon the pressure in the Authority's pipes to keep them supplied are cautioned against danger of collapse and all such damage shall be borne exclusively by the applicant.
7. Any customer excepting those excluded by Special Provision may have service discontinued by giving written notice to the Authority at least five days prior to the date of discontinuance and be entitled to a refund equal to the difference between the charges for excess water and any advance payments after pro-rating such payments to the expired and unexpired periods.
8. An initiation fee applies when there is a change in responsibility for water service billing. A credit is made for customers who qualify for social services.\*

\*See Miscellaneous Fees & Other Charges

9. The interest rate applicable to Construction Revenue Contracts and tapping fee installation payments shall be a variable interest rate adjusted annually and calculated on the Municipal Bond Index rate published at the beginning of each calendar year rounded to the next whole percentage point.

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10. Fire, Fire Protection, and/or similar districts may have one (1) hydrant removed per calendar year at no cost. All other removals shall be paid for by the district at the hydrant removal fee\* in effect.
11. Professional services rendered to consulting engineers and other "for profit" entities shall be charged as indicated on the "Miscellaneous Fees & Other Charges" schedule.
12. If a customer requests a service call outside normal business hours, a service call fee\* will apply. The Authority will allow one free service call for the investigation of a no water complaint due to a freeze-up per year. If the service call indicates that the problem is the responsibility of the Authority, there will be no charge.
13. The Authority requires the inspection of certain installations, such as service lines and backflow devices, prior to acceptance. There is no charge for the initial inspection. The customer, the installer, or their representative must be present and be able to provide inside access at the time of the inspection. If any additional inspections are required, an inspection fee\* will apply for each reinspection. This fee must be paid before the reinspection.
14. A 60-day notification for **required** backflow prevention devices installed **due to hazardous conditions** will be mailed to the consumer. If the test is not performed within 60 days, the Authority will arrange testing by a certified New York State Tester. The cost of this test will be added to the water bill. Testing for devices two-inch and under will be billed at \$75, and devices over two-inch will be billed \$125.
15. If a customer requests the Authority to inspect their existing privately-owned hydrant(s), the Authority will access a hydrant inspection fee at the time of inspection. If the customer subsequently contracts with the Authority to repair the hydrant(s) or permanently maintain the hydrant(s), the inspection fee will be applied to that cost.
16. The Authority may require, as a condition of service, that a monitoring well or wells be installed by a customer at approved location(s) and that an approved monitoring program be implemented if the Authority determines the customer's use at the place of service poses a risk to Authority sources of water supply.
17. If requested by a private residential community, SCWA will consider a take-over of the ownership, operation and maintenance of the private distribution system that serves that community. Prior to entering into the take-over agreement, SCWA will assess the viability of that system to determine if there are any existing deficiencies. The deficiencies could include inadequate fire flows, shallow or under sized water

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main, below SCWA standard for physical condition of hydrants and main, and other such items. After the assessment, an estimate will be prepared of the costs to correct these deficiencies. This cost will be borne by the community.

In addition to the above cost, under the agreement, the community would be responsible for the one-time private system takeover fee\*, the cost to install meters on all services, the retirement of the master meter vault, additional required backflow device installation cost and other costs related to SCWA's take-over of the private distribution system. All of these costs can be paid over time up to a period of 10 years in accordance with SCWA's Rules and Regulations.

18. The Authority is responsible for the review, inspection, and approval for reduced pressure zone (RPZ) devices. A fee for these services is found in the Miscellaneous Fees and Other Charges section.