

**JERSEY SHORE AREA JOINT WATER
AUTHORITY REGULATIONS**

**GOVERNING THE FURNISHING OF WATER
SERVICE**

TO

THE GREATER JERSEY SHORE AREA

ADOPTED JUNE 4, 2024

JERSEY SHORE AREA JOINT WATER AUTHORITY

RULES AND REGULATIONS

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I. DEFINITIONS.

A. The word "Authority," when used in these Rules and Regulations shall mean the "Jersey Shore Area Joint Water Authority," Lycoming County, Pennsylvania.

B. A "Customer" is a person or entity who contracts for water service to a property, including but not necessarily limited to the following:

1. Residential user-provision of water to domestic properties.
2. Commercial user-provision of water to customers engaged in commerce, trade, or service.
3. Municipal user-provision of water to municipalities, including but not necessarily limited to boroughs and townships and their associated facilities.
4. Rental (multi-family) dwelling-provision of water to multi residential buildings such as apartment buildings.
5. Industrial user-provision of water to customers engaged in manufacturing or processing activities.
6. Institutional user- provision of water to school districts, related educational facilities, hospitals, nursing homes, personal care homes, or other similar facilities.

C. The term "Service Connection" means the service pipe beginning at its connection with the street main and ending with and including the curb stop and curb box, just inside the line of the curb.

D. A "Consumer" is any person receiving water service from the Authority.

II. APPLICATION FOR SERVICE.

A. Service connections will be made, and water will be furnished upon written application by the prospective customer (or their properly authorized agent) on a form furnished by the Authority, at least two (2) weeks before service is required and upon approval by the Authority, or its duly authorized agent. A connection charge is to be paid by the prospective customer in accordance with the existing Authority rate schedule.

B. The application and its acceptance by the Authority shall constitute a contract between the applicant and Authority obligating the applicant to pay the Authority its rates for water service from the date the water is turned on.

C. The rules and regulations of Authority as amended from time to time are part of the contract with every person, municipality, Authority, or political sub-division which takes water service furnished to such person, Authority, or political sub-division, by contracting with the Authority, agrees to be bound by any said rules and regulations.

D. A customer who has made application for water service to any property shall be held liable for all water service furnished to such property until such time as the customer properly notifies the Authority in writing to discontinue the service for their account.

E. The customers will be responsible for the actual costs of connection as incurred by the Authority and established in their rate schedule.

F. A new application for service must be made to, and approved by, the Authority upon any change in the ownership of the property, or in the service as described in the application.

G. No agreement will be entered into by the Authority with any applicant for water service, whether owner or tenant, until all arrearages for water service rendered at any property previously owned or occupied by him shall have been paid in full or until satisfactory arrangements for payment of such unpaid bill have been made.

H. The payment of any undisputed bill, within the meaning of the Public Utility Law, shall be payment of the bill with penalty, within thirty (30) days for residential and commercial customers following the date of the bill except in the case of bills to the Commonwealth of Pennsylvania.

I. Upon approval of the application made by any customer, the Authority will tap the main, install the service line to the curb property line or right of way line, and install curb stop, service box and meter in accordance with the Authority's fee schedule.

J. The Authority shall have the right in its discretion to determine whether it is desirable or advisable to permit connections to the Water System.

K. Adequate pressure must be available to provide proper service, the Authority will make which determination. In any situation where the Authority determines adequate water pressure not to be available, Authority may provide service upon the receipt of a signed agreement by customer that Authority will not be responsible for inadequate water pressure.

III. SERVICE CONNECTIONS.

A. The Authority will install and maintain at its own cost and expense all service connections as defined above for general service. Service connections for special services not

considered to be permanent, shall be installed and maintained, unless otherwise provided, at the expense of the applicant.

B. The service line beyond the curb stop shall be installed and maintained by and at the expense of the customer. The portion of the service line installed by the customer shall be not less in size and quality than the service line in the street laid by the Authority and shall be laid below the surface at a depth specified by the Authority and shall not be covered until the tap on the main is made and the service line tested and inspected by a representative of the Authority. If any defects in workmanship are found, the service shall not be turned on until such defects are remedied at the expense of the applicant. All materials must meet the specifications established by the Authority and installed to the specifications of the Authority, as from time to time amended.

C. The service line from the curb to the premises of the customer shall be kept in good condition by the customer under penalty of discontinuance of service by the Authority. No service line shall be laid in the same trench with any gas pipe, sewer pipe or any other facility of a public service company, nor within three (3) feet of any maintenance hole, vault, or open ditch.

D. A service line will be used to supply a single customer only. No customer shall have more than one service connection except where impossible or impractical to adequately furnish water service thereto through one service connection in which event the Authority may agree to the installation and use of more than one service connection. In case two or more customers are supplied with water from the same service pipe, a distinct and separate shut off curb stop, and curb box will be provided for each customer.

E. Where two or more premises are supplied through a single service (and it is not possible to provide separate curb stop for each premise), any violation of these rules by either or any of the consumers shall be deemed a violation as to all, and unless said violation is corrected, the Authority may, after reasonable notice, take such action as can be taken against a single customer, except that such action shall not be taken until the innocent consumer, who has not violated the rules and regulations, has been given a reasonable opportunity to attach their service pipe to a separately controlled service connection and make application to become a customer.

F. Service lines will not be installed when the service line must pass through property which at the time of installation may be the property of a party other than the owner of the premises to be supplied unless the owner of the premises supplied provides in writing at their sole expense all necessary rights-of-way in the name of the Authority and assumes all liability.

G. Curb stops at the curb line are for the exclusive use of the Authority and shall not be used by the consumer or customer. The customer shall have installed on their service line a stop and check valve to be located, in general, just inside the building wall at the nearest

point of entry. This stop valve is the customer's control of their water supply and will provide for the turn-off of water in case of leaks and to drain the pipes to prevent freezing.

H. The Authority reserves the right to require any customer to install at their expense on or in conjunction with their service connection such valves, backflow preventers, check valves, relief valves, pressure regulating valves, air chamber, tank, float valves, or other apparatus of approved design, when and where, in the opinion of the Authority, the conditions may regulate it for the safeguarding and protection of the Authority's property or water supply.

I. The Authority shall in no event be liable for any damage done by water escaping from the service pipe or any other pipe or fixture on the outlet side of the curb stop, and it is expressly understood by the Authority and the customer that no claims shall be made against the Authority on account of the bursting or breaking of any main or service pipe or any attachment to said water works unless said damage is a direct result of gross negligence on the part of Authority employees. All leaks in service lines from the curb stop to, in, and upon the premises supplied, shall be promptly repaired by the customer at their expense. On failure to make such repairs with reasonable dispatch, the Authority will turn off the water and it will not be turned on again until all proper and necessary repairs are made, and the fee for turning on the water is paid in full.

J. All water passing through a meter shall be billed at the regular rate and no allowance will be made for excessive or unusual consumption due to leaks and waste.

K. The proper officials of Authority may prescribe the size and material of the service pipe, when it is deemed necessary, to give satisfactory service.

IV. SERVICE.

A. In case of accident, breakdown, emergency or for any other unavoidable cause, the Authority shall have the right to temporarily shut off the water supply to make necessary repairs, renewals or replacements, and Authority shall in no manner be held responsible for any consequences of such shutoffs, without limitation.

B. The Authority shall have the right to renew all service pipes from the main to the curb line upon notification to resurface or rebuild any street, alley, or roadway.

C. The Authority will make every effort to give continuous and uninterrupted service and in the event of a shut-off, notice will be given, when practical, to all customers affected. Nothing in these rules shall be construed as a guarantee, covenant, or agreement to give such notice of shut off, or to give such continuous and uninterrupted service, and such temporary shut-off of the water supply shall not entitle the customer to any abatement or reductions in charges.

D. Whenever the customer desires to have their service contract terminated, they shall notify the Authority of that effect in writing. The customer will be responsible for the payment for all services rendered by the Authority until such written notice is received, or until water service is discontinued by the Authority, whichever should occur later in time.

E. The properly identified agents of the Authority shall have at all reasonable hours free access to all parts of the property to which water is delivered for the purposes of inspection, examination of fixtures, etc., and all persons using water must at all times answer all questions asked to them relating to their service and consumption.

F. Under no circumstances shall any person not authorized by the Authority open or close curb stops or valves in any public line.

V. DISCONTINUANCE OF SERVICE.

A. Service to any customer under any contract may be discontinued, after due notice, for any of the following reasons:

1. For any material misrepresentation in the application.
2. For adding to any property or fixtures or altering the use to be made of water supplies, without notice to the Authority.
3. For unreasonable waste of water, or for waste of water in emergency situations.
4. For failure to maintain in good order any connection, service lines or fixtures beyond the curb stop, owned by the customer.
5. For molesting or interfering with any service pipe, meter seal, curb stop or any appliance of the Authority.
6. For failing to make payment for water supplied or service maintained.
7. For refusal or access to property for the purpose of inspection or for reading, caring for or removing meters or installing remote readers.
8. For failure to maintain a suitable atmosphere in the area where the water meter is located or failure to maintain unrestricted access to the meter.
9. For violation of any of the Rules and Regulations of the Authority.

B. Procedures for Discontinuance of Service:

The procedures to be used in discontinuing service shall be as set forth in Article X hereafter set forth.

VI. RENEWAL OF WATER SERVICE AFTER DISCONTINUANCE.

When water service to any property has been terminated for any reason, it will be renewed only after the acceptance of a new application and when the conditions, circumstances or practices which caused the water service to be disconnected are corrected to the satisfaction of the Authority.

VII. BILLS FOR WATER SERVICES.

A. Bills for customers shall be rendered monthly. Bills for metered services shall be determined by meter registration unless the meter fails to register in which case a bill will be rendered based on previous average consumption. Average consumption as used herein is defined as the average of the previous three months usage. Estimated bills will not be included in the average.

B. All charges shall be due and payable upon presentation of bill(s) covering service for the billing period completed and shall be payable twenty-five (25) days from the date of billing; date of billing shall mean the date appearing on the face of the bill.

C. If water and water service invoices are not paid within twenty-five (25) days from the date of billing, the Authority will add to the bill and ten (10%) percent late penalty charge.

D. The Authority will accept without penalty remittance bearing local postmarks for the last day of payment without penalty.

E. Payments in advance of furnishing service may be required for:

1. Private fire protection service.
2. Restoration or connection of service where service has been actually discontinued for failure to comply with tariff provisions.
3. Construction of facilities and furnishing of special equipment.

F. Any customer who upon receipt of a bill has reason to doubt its accuracy, shall bring or mail the bill within ten (10) days to the Authority Office for investigation.

G. Bills shall be sent to the address provided by the Customer. The Customer shall immediately notify the Authority of any change in billing address. Failure to receive a bill shall not exempt any customer from incurring a penalty. The presentation of a bill to the customer is only a matter of accommodation and not a waiver of the Rules and Regulations of this tariff.

H. Final billing, when a final billing is requested, the minimum charge for the size meter in service and Distribution Fee (divided by 30 days) will be assessed times the number of days in billing cycle plus their usage of water. The new customer of the premises will be afforded the remainder of the thirty days in their initial bill plus their metered consumption.

I. All water bills and water charges shall be the ultimate responsibility of the owner or their authorized representative agent.

J. Partial payments may be accepted upon approval by the Authority Office; however, full payment must be made within sixty (60) days from the date of billing.

K. Payment may be made either in person by cash, check, or money order without additional fees. Payments may by credit or debit cards are subject to an additional fee in at the current processing fees in addition to the billed charges. ACH is available on the website for no additional fee or can be set up upon the completion of an ACH Authorization Agreement Form.

L. No checks payments or ACH payments will be accepted from a customer for a period of one (1) year after a return check or return ACH.

VIII. METERS.

A. The Authority will, without charge, furnish and install for each customer supplied with a suitable meter of type and size to be determined by the Authority and will keep the same in repair except in case of misuse or damage by (1) frost in basement settings; (2) hot water; or (3) external cause, in which case the expense of repair must be borne by the customer and except for negligence or carelessness as set forth in VIII-F, hereafter. Auxiliary water meters may be installed at the expense of the customer with prior approval of the Authority.

B. For existing connections, the customer will provide, at no expense to the Authority, a meter location in an easily accessible place in the cellar near the entrance of service pipes to the cellar, with a stop valve at the inlet side of the meter and a check; valve-on the outlet side of the meter. In any case, where it is not convenient to place the meter within the building or when the length of the service line from the property line to the building is excessive, it must be placed in an approved meter pit furnished by the Authority at the expense of the customer, installed according to Authority specifications with suitable stop valve and backflow connections. The installation must be inspected and approved by an authorized representative of the Authority before the service is turned on.

C. For all new connections, the customer will be responsible for the installation of a meter pit at or near the property line, unless otherwise determined by the Authority.

D. Under no circumstances shall any party receive water from the Authority without the water first passing through a water meter; any violation hereof shall result in termination of service and institution of appropriate criminal proceedings against the offending party.

E. Each customer shall have a separate meter, except for multiple dwellings or buildings where it is not practicable as determined in the sole discretion of the Authority to have individual meters. In such cases, the Authority rate scheduled for water charges shall apply.

F. All water meters connected directly to the Authority water system shall be furnished by and remain the property of the Authority. The Authority will not furnish any additional or auxiliary water meter, where the water to be metered by the additional meter has been previously metered.

G. The customer shall be responsible for any injury to, or loss of, any meter arising out of or caused by the customer's negligence or carelessness, or that of their servants, employees, members of their household, or any person upon their property under or by their consent or sufferance. The customer shall permit no one, except an agent of the Authority, to remove, inspect or tamper with the Authority's meter, or other property of the Authority on their premises.

H. Meter By-Pass – All meters two (2) inches in size or over, are required to have a by-pass with approved valves. It is the responsibility of the customer to provide all required by-passes and valves at their own expense for all meters two (2) inches and over in size presently installed, which do not have an approved by-pass and valves. If for any reason a water meter which does not have an approved by-pass cannot be repaired or evaluated during regular working hours, the additional costs (overtime) for working irregular hours shall and will be charged to the customer. All valves on the approved by-pass shall be sealed by the Authority.

I. Remote Reading Meter

1. The Authority shall have the right to install upon all metered properties a remote reading device.
2. Any structure hereafter built or moved within the service area of the Authority Water System requiring the installation of water meters shall be constructed so that the remote reading device connected to the water meter shall be located at a location easily accessible to Authority personnel.

3. The Authority is hereby authorized to alter all existing water meters so that a remote reading device connected to said meter is in a convenient and accessible location. The Authority shall bear the cost of such alteration.
 4. The Authority reserves the right to determine type, location, and number of remote reading devices required for any service.
 5. If a discrepancy occurs between the remote reading device and the meter generator, the generator reading shall take precedence over the remote reading.
 6. If, due to a discrepancy between the meter generator and the remote reading device, the volume of water used differs from the amount billed, that difference will be included in the next monthly water bill.
- J. Testing of Meters
1. At the written request of a customer, the Authority will evaluate the meter supplying their premises upon payment of the fee specified by resolution. If the meter evaluated upon such request shall be found to be accurate within ten (10%) per cent, the fee shall be retained by the Authority; but if not so found, then the cost thereof shall be borne by the utility and the fee paid by the customer shall be refunded.

IX. MAIN EXTENSIONS.

Main extensions shall only be made upon the execution of a Water Extension Agreement entered between the customer and the Authority upon such terms and conditions established by the Authority.

X. TURNING OFF WATER AND TURN ON CHARGE.

The Authority always reserves the right, after ten (10) days notice to the customer, to shut off water for non-payment of water bills and the water shall remain shut off until the water bill(s) together with all applicable penalties and charges for turning on water (except as otherwise provided herein) have been fully paid. Notice shall be sent in accordance with the following:

A. The charge for turning on/off water service, following discontinuance thereof, whether at the request of the customer or their duly appointed agent or by Authority forces because of settlement on non-payment or correction of violation of the rules and regulations shall be as set forth in the Authority's schedule of fees.

B. Procedures for Discontinuance of Service.

1. In no case shall the water supply be shut off to any premises until ten (10) days after written notice of an intention so to do has been mailed to the person liable for payment for the rentals and charges and in addition thereto, there has been posted a written notice at the main entrance to the premises. If during such ten (10) day period, the person liable for the payment of the rentals and charges delivers to the Authority a written statement, under oath or affirmation, stating that he has a just defense to the claim, or part of it, for such rentals or charges, then the water supply shall not be shut off until claim has been judicially determined. The statement shall also contain a declaration under oath or affirmation that it was not executed for the purpose of delay.
2. Nothing contained in this section shall authorize Authority to shut off or deny water service to any lessee of a property because a previous lessee failed to pay either the water service rate, rental, or charge.

XI. VACATING THE PREMISES.

- A. When the premises are vacated, the owner must give notice at the office of the Authority so that water may be turned off at the curb. The property owner is responsible for water, until notice is given.
- B. A new application must be made on any change in ownership of property as described in any application and the Authority shall be at liberty to discontinue the water supply until such new applications have been made and approved.
- C. A customer desiring an abatement from water bills during a temporary vacancy shall report the same in writing at the office of the Authority. When a temporary vacancy (not less than ninety (90) days) is properly reported in advance, an allowance will be made for the vacancy. Any vacancy for an indeterminate period shall permit the Authority at its discretion to remove the meter, the cost of which and its installation shall be paid by the customer in accordance with the Authority's current fees.

XII. FIRE PROTECTION.

- A. Private Fire System – The owner of premises having a private fire protection system shall pay, in addition to the established meter rates, for all water used except that used for extinguishment of fires in accordance with current Authority rate schedule.
 1. Customers will understand that fire protection charges are a compensation for "Standing Ready to Serve," and that for said charge the use of water is not contemplated except for the actual extinguishing of fires or for testing of the system. Testing shall not be done without first notifying and receiving approval of the Authority.

2. It is expressly understood by and agreed between the parties receiving private fire service and the Authority that the Authority does not assume any liability as insurers of property of person(s) and that the agreement does not contemplate any special service, pressure, capacity, or facility, other than the ordinary or changing conditions of the Authority as the same exist from day to day, and the Authority hereby declares and agreed by the party receiving service that the Authority shall be free from all claims for injuries to persons or property by reason of fire, water, failure to supply water, pressure or capacity, or any reason incidental hereto.
3. All fire services shall have an approved check valve and a gate valve. If a fire Connection is used for the sole purpose of fire protection; a fire line meter shall be required on such connection. No extension shall be made or any additional fixtures be installed on such connections.
4. It shall be expressly understood by and agreed between the parties having a private hydrant that the maintenance of the private hydrant is the responsibility of the property owner. The Authority hereby declares, and it is hereby agreed by the owner on whose property the private fire hydrant is located, that the Authority shall be free and exempt from all claims for injuries to persons or property due to an inoperative fire hydrant and said property owner shall hold the Authority safe and harmless from all claims, including attorney fees, arising because of any injuries or damages caused thereby.

B. Public Fire Hydrants – The Authority shall own all public fire hydrants within the service area. The Authority shall maintain said hydrants in working condition provided that the conditions hereinafter set forth are complied with in full.

1. The Authority shall inspect and maintain all public fire hydrants and branches located within the service area. The Authority shall furnish and install hydrants as prudent and necessary in areas of existing development.
2. General Fire Hydrant Usage – No person or persons shall take water from any fire hydrant, public or private, except for fire purposes. Fire Companies may evaluate the hydrants with the permission and prior approval of the Authority. No public or private fire hydrant shall be used for any purpose other than fire purposes, unless specifically permitted by the Authority for that time or occasion. The person or persons requesting permission for the use of any public or private fire hydrant, for other than fire emergencies, must obtain from the Authority a permit stating the time, location and purpose for use of the hydrant, and the person or persons including property owner or their duly authorized agent who will be responsible for all costs and water consumed at the regular meter rates as measured by a hydrant meter supplied by the Authority.

C. The Authority shall be free from all claims and damages resulting from any such use of public or private fire hydrants.

XIII. GENERAL.

A. No customer supplied with water by the Authority will be allowed to supply other people or families or other premises except by a written permit from the Authority. A person who violates this section may have their water shut off thirty (30) days after written notice is given to that person and it may remain so until the Authority is satisfied that provisions of the Rules and Regulations will be complied with.

B. In the case of large properties, two or more connections may be allowed provided they meet Authority approval in the Authority's sole discretion.

C. The Authority may, at any time, declare that an emergency exists and restrict the use of water. After notice of said order is published on three (3) different days in at least one (1) local newspaper, any customer or consumer who violates said order and is found guilty of the same by the District Magistrate shall be subject to a One Hundred (\$100.00) Dollar fine under the first offense and to similar fine and the discontinuance of service under the second offense.

D. No customer shall permit any condition to exist upon premises served whereby there is, or in the opinion of the Authority could be, a backflow into the mains of the Authority of non-potable matter, not or other liquids, or any leakage or seepage of such matter into said main.

E. For the prevention of backflow, all connections are required to have a stop valve on the inlet side of the meter and a check valve on the outlet side of the meter of a type approved by the Authority.

F. The Authority will not be responsible for any damage caused within the consumer's premises by an increase or decrease of pressure within the Authority's distribution mains. It shall be incumbent on the customer to install and maintain, in their service line, between the curb stop and meter, such pressure regulating devices as may be necessary to prohibit excessive pressure from being transmitted to the inside piping or fixtures.

G. Changing of Rates – The Authority may change or amend the rates, rules, and regulations for water service, as necessary.

H. No agent or authorized representative of the Authority shall have the authority to make any promise, agreement or representation not provided for herein, unless such in writing and signed by the property Authority officials.

I. The Authority shall not be liable for turbid water or for a deficiency or failure in the supply or for increase or decrease of pressure when occasioned by shutting off water to make repairs or connections or for failure from any cause beyond the control of the Authority.

XIV. SCHEDULE OF RATES.

A. Rates shall be as determined from time to time by Resolution of Authority.