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FOXCHAPEL  
A U T H O R I T Y

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# Rules and Regulations for Water Service

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Serving:

Borough of Fox Chapel  
and parts of  
O'Hara Township  
Indiana Township  
Harmar Township

February 8, 2021

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## Section 1: DEFINITIONS

### 1.1 AUTHORITY

The word "Authority" as used herein, shall mean the Fox Chapel Authority acting through its properly authorized officers, agents, or employees, each acting within the scope of the duties entrusted to him.

### 1.2 OWNER

The word "Owner" as used herein, shall mean the person, firm, corporation, or association having an interest as owner, whether legal or equitable, sole, or partial, in any premises which are or are about to be supplied, with water by the Authority, and "Owners" means all so interested.

### 1.3 TENANT

The word "Tenant" as used herein, shall mean any occupant under lease from the owner, and obtaining water from the mains of the Authority.

### 1.4 CONSUMER

The word "Consumer" as used herein, shall mean the owner or tenant as defined above, contracting for, or using water service.

## Section 2: APPLICATIONS FOR SERVICE, TERMINATIONS, CANCELLATIONS, ETC.

### 2.1 APPLICATION

Service connection will be made, and water will be furnished upon written application by the prospective Consumer or his authorized agent on a form prepared by the Authority for this purpose, and after approval of the application by the Authority. The application and these rules shall constitute the contractual relations between the Consumer and the Authority and each consumer, by the taking of service, agrees to be bound thereby.

Application shall be signed by the owner or owners of the premises or his or their duly authorized agent in writing.

A new application must be made to, and approved by, the Authority upon any change in ownership or property when the owner is the consumer, or in the service as described in the application, and the Authority shall have the right, upon five (5) days' notice, to discontinue the water supply until such new application has been made and approved.

No person may use water without first having made proper application to the Authority, and any person entering upon and occupying a property where the water is turned on and uses the same without making application shall be liable for all the water shown on the meter at the first reading after such occupancy.

## 2.2 TERMINATION BY CONSUMER

A consumer who, for any reason, wishes to terminate his liability for water service shall give a written order to the Authority to do so. Oral or telephone orders will not be accepted. The consumer shall be responsible for payment for service rendered by the Authority until the written notice is received and the final meter reading and water shut-off are accomplished.

## 2.3 TERMINATION BY THE AUTHORITY

The Authority may terminate water service for non-payment of bills or other violations of these rules, following proper notice as may be prescribed by law. Termination of water service may occur without notice when the Authority is directed so to do by the Sewage Agency as prescribed by law. Discontinuance of service by the Authority under these provisions shall not cancel the application for service nor constitute a waiver of this rule.

## 2.4 TERMINATION OF THE APPLICATION BY THE AUTHORITY

Application may be cancelled by the Authority for proper cause, at any time, upon giving five (5) days' notice of such cancellation.

## 2.5 INDEBTED APPLICANT

Water service will not be furnished to any applicant known to be indebted to the Authority for any prior service until such arrearages have been paid in full. As prescribed by the law, water service will not be instituted where water service has been terminated at a structure because of non-payment of sewage bills. A written release or waiver from the governing sewer body shall be presented before water service to the structure will be initiated.

## 2.6 LIABILITY

The applicant consumer for water service shall assume all risks and bear any loss or injury to property or persons caused by accident or neglect during the progress of work of installing any line from the Authority mains or connections. The applicant consumer will also assume all blame or loss by reason of neglect or violation of Federal, State, County, or Local laws, regulations, or ordinances, as applicable, and shall obtain all official permits and licenses and pay all proper fees for inspection charges or for replacement of any facilities which may have sustained damage.

## 2.7 DISCONTINUANCE AND RENEWAL OF SERVICE

Water service under an application may be discontinued, following due notice, for any of the following reasons:

- For misrepresentation in application of property to be supplied or use to be made of the water supply.
- For use of water at property other than described in the application.
- For the failure to protect the meter connections, service lines, or fixtures from loss or damage due to freezing, hot water, or external causes.
- For non-payment of any account, fee, or charge of the Authority if not paid thirty (30) days after the bill is rendered.

- For any tampering with any service pipe, meter, curb stop, valve seal, or any other appliance of the Authority controlling or regulating the water supply.
- In case of vacancy of the premises.
- For refusing the employees of the Authority reasonable access to the consumer's premises for the purpose of inspecting, reading, installing, or removing water meters.
- For waste of water through improper or imperfect pipes, fixtures, or otherwise.
- For non-payment of sewage bills when mandated by the controlling sewer agency, as prescribed by law or ordinance.
- For violation of any rules of the Authority

Service will be renewed under a proper application, when the conditions for which water service was discontinued are corrected, and upon payment of the charges provided in the schedule of rates of the Authority.

## Section 3: SERVICE LINES

### 3.1 INSTALLATION

New residential service lines from the main to the meter, consisting of the corporation stop, curb stop valve, insulator, curb box, meter pit and service ball valve shall be supplied by the Authority upon payment of the Connection Fee as described in the schedule of rates and charges. The tap shall be made by Authority forces, but all other labor necessary to complete an approved service line installation shall be supplied and paid for by the Owner. All approved service tubing shall be supplied by the Owner, and where external agency fees or permits are required, such fees or permits shall be obtained and paid for by the Owner.

All approved service lines shall be installed in trenches which provide a minimum 48 inches of cover. The Owner shall be permitted to utilize an encasement pipe or conduit beneath paved roadways through which the service pipe may be inserted. Preference is expressed for this procedure so that as little disturbance as possible may be made to any existing pavement.

The Authority shall make the tap by means of a standard tapping machine, placing the tap at a point 45 degrees below the center top of the pipe after the excavation has been made by the owner. The owner shall carefully backfill the trench as required by the Authority and carefully set the curb box in a vertical position and assures its continued vertical alignment during tamping.

Service lines which must be relocated will be governed by the same requirements as set forth above, and the owner shall bear all costs of removing the old corporation stop.

### 3.2 CONNECTION FEE AND CUSTOMER FACILITIES FEE

Fees as set forth in the Schedule of Rates shall be charged for connection to the main and installation of the meter. All costs must be paid before connection to the main will be made.

### 3.3 INSPECTION

Water will not be supplied through the consumer's service or supply line until proper inspection under water pressure in the open trench has been made by the Authority. This applies to both original installation and repairs.

### 3.4 BUILDING SUPPLIED

Service lines shall be used to supply a single building only, unless otherwise approved by the Authority. Separate service line connections for sprinkling and irrigation systems shall not be larger than one inch (1") in diameter and shall be approved or disapproved on a case-by-case basis as ability to deliver water dictates.

### 3.5 MAINTENANCE/OWNERSHIP

All piping from the corporation stop (but not including the corporation stop), and all fixtures shall be the property of the owner of the premises and shall be maintained by the owner in a seep tight condition and service may be discontinued for failure so to do.

The Authority shall in no case be responsible for maintenance to the consumer's service line from the corporation stop to the meter or for damage done by water escaping therefrom, or from lines or fixtures on consumer's property, and consumer shall always comply with municipal regulations with reference thereto, and make changes therein required on account of changes of grade.

No consumer shall be permitted to clean the service line between the main and the meter without first obtaining written permission from the Authority. Permission may be granted to clean the line between the main and the meter provided the service line is disconnected at the corporation stop before cleaning. The corporation stop shall be operated by Authority personnel only. The penalty for cleaning a line without permission shall be considered tampering with the current fee being assessed and payment of said penalty shall be the responsibility of the owner of the property.

### 3.6 FROZEN SERVICE LINES

In cases where service lines are frozen, the consumer will, at his own expense, thaw out the service connection to the main line. To avoid a recurrence of freezing, the consumer must see that the service line is not shallower than 48 inches below the finished grade. Should thawing with a welder be chosen, the service must be disconnected from the main and observed by Authority personnel.

### 3.7 SERVICE LINE LOCATION

All service lines must be installed with at least 48 inches of cover, and not less than four feet (4') distance from an open area or vault. No service pipe shall be laid in the same trench with any drain or sewer pipe but must be installed in a separate trench not less than three feet (3') from any drain or sewer pipe. No gas, electric, or other utility service shall be installed in the same trench with a water line. The service shall be installed at a right angle to the main and structure which may be modified at the discretion of the Authority.

### 3.8 APPROVED SERVICE LINE MATERIAL

The material for service line installations from ¾" to 2" sizes, inclusive between the corporation and meter pit, shall be first quality soft copper pipe of the heavy seamless drawn tubing known to the

trade as Type K, soft, or copper pipe, "I.P." size, with test strength to at least 1,000 psi. The corporation stop, curb stop, insulator, service ball valve, and curb box shall be supplied by the Authority at cost to the consumer. Back flow preventers are required on all installations, immediately after the meter, and shall be a type approved by the Authority.

For all existing non pit services all copper joints shall be flared in all sizes from ¾" to and including 2" copper service pipe. No joint shall be made outside of the wall of the building within five feet (5') of the wall. All repairs to a Consumer's service line will be subject to inspection and the approval of the Authority as provided in Rule 3.3.

### 3.9 BACKFLOW PREVENTION DEVICE REQUIRED

It shall be the policy of the Authority to require the installation of at least a dual check backflow prevention device of suitable size and function on all service connections to the Authority water mains. The location of the device shall be on the owner's side of the meter directly on the meter tailpiece or via a retrosetter unit (or otherwise directed by the Authority), and it shall be the responsibility of the owner to ensure that the device remains functional and in good working condition. Inspections of the backflow device shall be mandatory as prescribed by the prevailing regulatory agency and shall be accomplished by private technicians certified to perform such work.

## Section 4: METERS

### 4.1 NEW METERS – LOCATION

The Authority will furnish meters at cost for all domestic and fire service and deduct ("credit") meters measuring consumption for sewer fees. All meters except deducts shall become the property of the Authority and may be interchanged and replaced at any time. The Authority will size the meter and service upon request.

### 4.2 MAINTENANCE AND METER SEALS

Meters will be maintained by the Authority at its own expense so far as ordinary wear is concerned, but damage caused by freezing, hot water, abuse, or other causes shall be paid for by the Consumer. The Consumer shall be responsible to the Authority for the replacement of any meter damaged other than by normal wear, or for a lost meter.

The Consumer shall not permit anyone who is not an agent of the Authority, or otherwise lawfully authorized to do so, to remove or tamper with the meter, or other property of the Authority on his premises. If service line repairs necessitate breaking the meter seal, the Authority will, upon application, authorize the person making the repairs to break the seal and the Authority will reseal the meter without charge to the Consumer. In all other cases of a meter seal which has been tampered with, removed, or broken, or the meter has been removed from the service line, the Authority will remove the meter, test it, reset it, and reseal it, for which the Authority will charge a tampering fee as it may from time to time include in the schedule of rates and charges. Non-payment of the fee within thirty (30) days may result in water service termination.



### 4.3 NOTIFICATION OF DAMAGE TO METER

The Consumer shall notify the Authority of damage to, or of the meter's failure to register, or of the breaking of the seal or seal wire, as soon as the same is known.

### 4.4 METER TESTS

In the case of a dispute of account involving the accuracy of a meter, such meter, shall be tested by the Authority upon the written request of the customer. If the meter so tested is found to have an error in registration of four percent (4%) or more, the bill shall be increased or decreased accordingly. Should the test show the meter in question to be accurate within 4%, as prescribed by good practice, the customer shall bear the cost of such test at the following rates:

5/8" through 1" meters ..... Per Rate Schedule  
1.5" and Larger meters .....At Cost

If a meter is found defective on inspection, or cease to register at all, the meter shall be repaired or replaced by the Authority and the quantity of water used shall be determined by the average registration of the meter when in order, or by such other fair and reasonable method as shall be based upon the best information available.

In case a certified manufacturer's meter test is requested by the customer in lieu of the Authority test, the meter to be tested shall be removed by the Authority and a temporary meter installed during the time required for the certified test. If the meter so tested shall be found to be accurate within the limits of four per cent, a testing fee shall be paid to the Authority by the customer requesting such test. If the meter is found to be registering in error beyond four per cent in the Authority's favor, then the Authority shall pay the meter test costs. The test fee to be charged shall be the manufacturer's fee plus the costs incurred by the Authority.

### 4.5 REGISTRATION CONCLUSIVE

Where water is furnished by meter, the quantity recorded by it shall be conclusive on both the Consumer and the Authority, unless the meter has been found to be registering incorrectly or has ceased to register. The meter test provisions elsewhere in these Rules and Regulations shall apply. For non-registration cases, the quantity may be determined by the average registration of another meter for a period of at least thirty (30) days, or of the same meter for a period of at least thirty (30) days after it has been tested and repaired and reset; or by using the quantity consumed during a previous corresponding period as the basis for settlement. If none of these methods can be applied fairly, another method may be used that will be just and reasonable to the Authority and to the Consumer.

### 4.6 METER PITS

The Authority will require the meter serving a structure to be placed in a suitable outdoor frost proof meter pit at or near the property line adjacent to the Authority's water main.

The pits shall be installed or constructed in accordance with applicable Authority specifications and shall include a working drain. Meter pits are the property of the owner and must be properly maintained by the owner. If obstructions are placed over, in, or around meter pits which prevent the Authority from reading or servicing the meter, the Authority may discontinue service until the meter pit has been properly repaired or the obstruction removed.

## 4.7 UNAUTHORIZED METER REMOVAL AND THEFT OF SERVICE

As set forth in Section 4.2, once the meter has been set by Authority personnel, unauthorized removal of the meter from the service line shall be construed as unauthorized tampering with a public water system. The Authority shall assess a penalty, as set forth in the published schedule of rates, to the registered owner/applicant in addition to the cost of any damaged material.

If no meter has been set to record consumption, and the Owner or Owner's Agent attaches any material to the water line and gains water service without notification to the Authority, it shall be deemed as an attempt to by-pass service requirements, and water service to the property shall be terminated, and an unauthorized use penalty/tampering fee as set for in the schedule of rates shall be imposed.

Violators may also be subject to penalties and fines as prescribed by the Safe Drinking Water Act or other controlling legislation as may from time to time be enacted.

## Section 5: PUBLIC FIRE SERVICE

### 5.1 HYDRANT LOCATION

Upon written instructions from the duly authorized officials of any municipality supplied by the Authority, the Authority, at the expense of the municipality or property owners as applicable, shall set at any location on the public highway, at line and grade to be given by the proper representative of the municipality, a standard fire hydrant.

### 5.2 CHANGE OF FIRE HYDRANT LOCATION

When a municipality shall desire a change in the location of any fire hydrant, the Authority, upon written notice and authorization so to do, will make such change at the expense of the municipality.

### 5.3 OPERATION OF A FIRE HYDRANT

No person shall operate nor tamper with any fire hydrant except authorized employees of the municipality or of the Authority, and no person shall take water from any fire hydrant except for fire purposes unless permission has been granted by the Authority for the time and occasion.

## Section 6: GENERAL

### 6.1 BILLING PERIOD

Bills for water furnished by the metered rates shall be rendered quarterly and are due and payable on or before the penalty assessment date on the bill. Payments after the due date shall be as specified on the bill for penalty amount. The penalty amount is a one-time finance charge as may from time to time be changed by the Board and as shown in the schedule of rates.

### 6.2 TURN-ON CHARGE

Where there is no unpaid bill, water will be turned off and on without charge for Consumers who wish to discontinue or renew their water service. A Turn-on charge (see Schedule of Rates) shall be paid when water has been turned off because of an unpaid bill or for violation of the terms of the Application for Water Service or the Rules of the Authority, and such charge is payable before water service is restored to the property.

### 6.3 OPERATION OF VALVES, CURB STOPS, ETC.

No person, except an authorized agent of the Authority, shall turn on or turn off any street valve, curb stop, corporation stop, or other street connection.

For unauthorized operation of a street valve, curb stop, corporation stop, or other service connection, the person owning the premises served by the line connected to said street valve, curb stop, corporation stop, or other service connection shall be required to pay the published service call charge as an inspection service charge, or the actual cost of repairs in the event of any damaged facilities so named above.

### 6.4 PENALTY FOR PLACING OR ALLOWING OBSTRUCTION OVER, IN OR AROUND CURB VALVE BOXES

If obstructions are placed over, in, or around curb valve boxes in such manner as to prevent normal operation of the valve, or which may result in damage to the curb valve, curb box, or service line, the Authority may discontinue water service by turning the water off at the curb valve, or if the curb valve is inaccessible, by disconnecting the service line at the water main, or turn the water off at the corporation stop at the main as the Authority deems necessary. Before service will be restored the Consumer shall pay to the Authority the expenses incurred in shutting the water off and in turning the water back on again, including the cost of necessary trenching and backfilling, of cutting and replacing pavement, sidewalks, or curbs, of any municipal permit for opening the pavement, with a tampering fee being assessed, and shall settle any unpaid bill for water or other service, and make a satisfactory deposit to insure payment of future water bills.

### 6.5 INSPECTION

Pipelines, meters, and fixtures shall, at all reasonable hours, be subject to inspection by employees of the authority, identified by proper badge or identification, letter or appointment.

### 6.6 EMERGENCY CURTAILMENT OF WATER SERVICE

The Authority shall have the right to turn off water service without notice in case of breakdown and for other unavoidable causes; or for the purpose of making necessary repairs, connections, or other distribution system maintenance after reasonable notice when possible.

### 6.7 RESERVATION OF WATER SUPPLIES FOR FIRE AND OTHER EMERGENCIES

The Authority shall have the right to always reserve a sufficient supply of water in its reservoirs and tanks to provide for fire and other emergency situations.

### 6.8 ADDRESS OF BILLS AND NOTICES

Bills and notices relating to the Authority or its business shall be mailed or delivered to the Consumer's last known address as shown by the records of the Authority, and the Authority shall not be otherwise responsible for delivery. The Authority shall deliver or mail such notices and bills to the address given on the application until a change in writing has been filed with the Authority by the Consumer.

## 6.9 WATER FOR BUILDING PURPOSES – METERED

A metered supply of water for building or other such purposes, except on a lot or premises already supplied, shall be furnished upon proper application made at the Authority's office.

## 6.10 MINIMUM CHARGE FOR SERVICE

There shall be a minimum charge, payable quarterly, where the service is by meter. The minimum service charge shall be assessed based upon the size of the meter servicing the account. The service charge shall be assessed without regard to water usage if the meter is on the premises and the account is not deactivated by the customer. The minimum service charge rates are contained in the Authority's Schedule of Rates, as may from time to time be adjusted.

## 6.11 MINIMUM CHARGE FOR PRIVATE FIRE SERVICE

There shall be a minimum charge, payable annually, where the Consumer has fire service connections for the structure. The amount of the annual assessment shall be by detector check valve size in accordance with the Schedule of Rates, as may from time to time be adjusted.

## 6.12 EXTENSIONS OF DISTRIBUTION SYSTEM

It shall be the policy of the Authority to review requests for water service connections on a case-by-case basis. Regardless of the ultimate conditional approval rendered, all connections to the Fox Chapel Authority system shall be in accordance with plans and specifications approved by the Authority and the applicable provisions of the Rules and Regulations of the Authority.

It is the intent of the Authority to provide water service in the most economical manner consistent with the needs of the Authority and the public served, with supremacy to Authority need and welfare. The Authority shall evaluate the request against as many criteria as can be identified and render a decision on the request in the manner which is deemed to provide the most balance among the factors of the case. The following is some of the criteria:

1. Requests for new connections serving a new subdivision or housing development shall require the installation of a water main of sufficient size and length as determined by the Authority's Consulting Engineer and approved by the Authority Board.
2. Requests by individual citizens for service to a single dwelling may require the installation of water main of the size to which connected from the connection point to the farthest frontage end of the property served, and then the connection of a service line to the dwelling, or by connection of a service line to an existing main without extension of the Authority water main. The options shall be evaluated against certain criteria.
  - A. The orderly expansion of the water system. This factor is most controlled by extensions of the system's water mains. It is the first consideration for requests to connect to the existing water system. This factor will be considered in all requests.
  - B. The location of the dwelling compared to property frontage which abuts or is immediately adjacent to an existing water main. In most instances, a land-locked property will be permitted to have service by a service line across a private easement secured by the owner.

- C. By service line when conditions could permit either service by main extensions or by private service line if approved by the Authority Board and it is likely that extensions of a water main would provide no betterment of the water system and would provide extreme hardship upon the owner.

### 6.13 RESTRICTION OR CURTAILMENT OF WATER SUPPLY

The Authority reserves the right to restrict the supply of water in cases of scarcity or whenever the public welfare requires such curtailment or restricted use, and the Authority makes no guarantee of an assured supply.

### 6.14 SWIMMING POOLS OR OTHER RECREATIONAL USE

Consumers must notify the Authority before filling or refilling their swimming pools. The Authority reserves the right to restrict the use of water for filling swimming pools or other recreational use during periods of scarcity or whenever the public welfare may require such restrictions.

### 6.15 CROSS-CONNECTIONS PROHIBITED

No cross-connection between the water mains or piping systems supplied by the Authority, and any other source of water supply, including private wells, shall be permitted.

All consumers now having or maintaining any cross connections, whether such cross connections are controlled by automatic devices such as check valves, backflow preventers, or by manually operated gate valves or stop valves, shall discontinue, and physically separate all such cross connections.

The failure of any consumer to discontinue the use of, and not complete the physical separation of, any cross connection attached to piping systems supplied by the Authority shall result in the termination of water service until such cross connections are eliminated and water sample analysis within the structure are certified for safe consumption.

In no case will there be connections from the Authority's water mains with a swimming pool or wading pool which may result in the back siphoning of the water into the Authority's water system. In no case will a direct connection be permitted between the Authority water system and a supply from a private well. Private fire service connections, when made under Authority specifications and inspection, shall be permitted.

### 6.16 LEAKS AND ADJUSTMENTS TO METERED BILLS

Consumers are urged to give careful attention to their plumbing and fixtures and take immediate corrective action of all leaks. No allowance will be made by the Authority for water used, lost, stolen, or otherwise wasted through leaks, neglect, or otherwise after the water has passed through the water meter, except as may be adjusted by duly enacted policy of the Board.

Leaks in consumers' service lines which occur between the water main at the street and the meter point are the responsibility of the consumer to repair, and failure to complete such repairs after notice, shall be grounds for the Authority to discontinue water service until such repairs are completed, and the waste of water is curtailed.

## 6.17 SERVICE NOT GUARANTEED

Nothing in these rules, nor any contract, nor representation verbal or written, of the Authority, its agents, or employees, shall be construed in any manner to be or constitute a guarantee to furnish a proper quantity of water through any service connections, but the Authority will always, and under all conditions, endeavor to maintain the efficiency of its service.

## 6.18 NO VARIANCE OF RULES OR REGULATIONS BY EMPLOYEES

No agent or employee of the Authority shall have permission to bind the Authority by any promise, agreement, or representation not provided for in these rules, unless such permission is in writing signed by the Manager or an Officer of the Authority.

## 6.19 AUTHORIZED CHANGES TO THE RULES AND REGULATIONS

The Authority Board reserves the right to change and take from or add to the foregoing rules and Regulations of the Authority at any time by and through proper Board action.

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