

**Water Authority
of
Western Nassau County**

Official Rules

Approved and Adopted by the
Water Authority's Board of Directors

Includes Revisions as of 6/1/2017

Water Authority of Western Nassau County
Official Rules
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Section I
Customer Deposits

Rule 1.1 (Adopted 8/25/97, Modified 6/1/17) Customer deposits for each residential water service billed to the owner thereof, shall be payable in advance for accounts opened after September 1, 1997. See current fee schedule.

Rule 1.2 (Adopted 8/25/97, Modified 6/1/17) Customer deposits for each commercial water service location billed to the owner thereof, shall be payable in advance for accounts opened after September 1, 1997. See current fee schedule.

Rule 1.3 (Adopted 8/25/97, Modified 6/1/17) Customer deposits for non-owner occupied locations (residential or commercial) billed to the occupant thereof, shall be payable in advance for accounts opened after September 1, 1997. See current fee schedule.

Rule 1.4 (Adopted 8/25/97, Modified 5/27/03, Modified 6/1/17) Additional customer deposits shall be required for any location where service has been discontinued for any reason. Additional deposits shall be required for each occurrence when service is discontinued. See current fee schedule.

Rule 1.5 (Adopted 8/25/97) Upon termination of any service account, and payment in full for all charges to date thereof, the deposit shall be refunded to the customer (net of any balance due the Water Authority) together with interest earned thereon, if any.

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Section 2
Meter Access

Rule 2.1 (Adopted 8/25/97, Modified 6/1/17) All residential or commercial customers are required to provide access to the water meter by Water Authority personnel upon request therefore, in writing. Any failure to provide such access within ten (10) days of notice to the customer shall result in a service charge which shall be added to the next bill rendered by the Water Authority. Any subsequent failure to provide access to the water meter shall result in discontinuance of the supply of water in accordance with subdivisions 3a, 3b and 3c of Section 89b and Section 116 of the Public Service Law. See current fee schedule.

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Section 3
Cross-Connection Controls

Rule 3.1 (Adopted 8/25/97) All commercial customers and multiple dwellings (three (3) family dwellings or more), at the customer's expense, shall maintain in operable condition a reduced pressure zone ("RPZ") back flow prevention device on the water service system at all times.

Rule 3.2 (Adopted 8/25/97) All customers requiring an RPZ device shall submit plans to the Water Authority for installation of the RPZ which must be reviewed by the Water Authority and approved by the Nassau County Department of Health prior to installation.

Rule 3.3 (Adopted 8/25/97) Residential customers, at the customer's expense, shall be required to install an RPZ according to Water Authority plans when the Water Authority engineer shall determine that such device is necessary to protect the water supply from potential hazards.

Rule 3.4 (Adopted 8/25/97) Each customer required to maintain an RPZ on the water service for any location shall annually test the RPZ device in accordance with the New York State Sanitary Code and submit the results thereof to the Water Authority at its offices at 1580 Union Turnpike, New Hyde Park, New York, 11040.

Rule 3.5 (Adopted 8/25/97) Any RPZ device which does not meet test requirements shall be repaired and retested within fourteen (14) days following the results of any unsatisfactory testing.

Rule 3.6 (Adopted 8/25/97) The Water Authority shall have the right to disconnect any potentially hazardous customer connection to the water supply system with or without prior notice to the customer. Written notice of disconnection stating the reason therefore shall thereafter be provided to the customer within forty-eight (48) hours.

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Section 4
Outdoor Water Use

Rule 4.1 (Adopted 8/25/97, Modified 5/27/03) Outdoor water usage between the hours of 10:00 a.m. and 4:00 p.m. is prohibited at all times. In addition, customers with odd-numbered addresses may only use water outdoors on odd-numbered days, even-numbered addresses on even-numbered days. Premises without a numbered address may only use water outdoors on even-numbered days.

Rule 4.2 (Adopted 5/27/03, Modified 6/1/17) Customers in violation of outside water use restrictions, rule 4.1 shall be subject to a service charge. See current fee schedule.

Such service charges will be billed to the customer's water service account.

Any occurrence after the expiration of three (3) years since the last occurrence shall be deemed a "first occurrence".

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Section 5
Customer Billing and Additional Charges

Rule 5.1: (Adopted 5/27/03, Modified 6/1/17) Customers will be issued a retroactive bill for service which was not previously billed due to a technical error, administrative error, or the fault of the customer. If the Water Authority fails to bill a customer for usage or service, it shall have six (6) months from the time the error is discovered to issue a retroactive bill. The retroactive billing period will be limited to a maximum of twenty-four (24) months unless there is evidence that the customer caused or contributed to the error. If there is evidence that the customer caused or contributed to the error, including but not limited to tampering with the meter, the retroactive billing period will be limited to a maximum of six (6) years. The retroactive bill will be based on an average of actual usage for the same usage period in prior years. If there is no prior usage the retroactive bill will be based on actual usage once a meter reading is obtained after a new meter has been installed.

Rule 5.2: (Adopted 5/27/03) If the Water Authority is unable to read a customer's water meter for any reason, an estimated bill will be issued. If a subsequent meter reading shows that water usage was overestimated, a corrected bill will be issued. If the overestimated bill was already paid, the amount overpaid will be applied to the next bill.

Rule 5.3: (Adopted 5/27/03) Customers shall be billed an additional charge of one (1%) percent per month for any unpaid balance if payment is not received within thirty (30) days of the bill date indicated on the front of the bill.

Rule 5.4: (Adopted 5/27/03, Modified 6/1/17) Customers who request to have their service temporarily shut off for any reason, including a repair, shall be charged a service charge to cover the cost of the shut off and a service charge to cover the cost of reconnection. Such charges will be billed to the customer's water service account. See current fee schedule.

Rule 5.5: (Adopted 5/27/03, Modified 6/1/17) Any customer who refuses to allow the Water Authority access to the meter will be billed a daily service charge from the original date written notification was provided by the Water Authority until the date access is obtained. Such charge will be billed to the customer's water service account. This charge is in addition to the charge provided under rule 2.1. See current fee schedule.

Rule 5.6: (Adopted 5/27/03, Modified 6/1/17) Customers shall be charged a service charge to restore water service that has been discontinued for nonpayment or where advance notification of discontinuance of water service was provided in accordance with rule 2.1 and rules 7.1 through 7.10. Such charge will be billed to the customer's water service account. See current fee schedule.

Rule 5.7: (Adopted 5/27/03) The Water Authority reserves the right to require payment in the form of cash, certified check or money order in the event the account has been paid with a dishonored check within the last twelve (12) months.

Rule 5.8: (Adopted 5/27/03) Third party (endorsed) checks will not be accepted by the Water Authority.

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Customer Billing and Additional Charges

Rule 5.9: (Adopted 5/27/03, Modified 6/1/17) A service charge will be imposed by the Water Authority for any dishonored or returned check. Such charge will be billed to the customer's water service account. [See current fee schedule.](#)

Rule 5.10: (Adopted 5/27/03) Charges provided for under rules 2.1 and 5.5 may be waived in the sole discretion of the Superintendent/Treasurer of the Water Authority in the event that failure of compliance was inadvertent and/or unintentional.

Rule 5.11: (Adopted 1/22/07) Every request from a new or existing customer of the Water Authority to extend a water main for service to such customer and/or for a new water service line connection(s) to existing or new water main(s) shall require the payment of all costs by the customer for extending such water main(s) and/or for the new water service line connection(s) to existing or new water main(s) in accordance with the current Schedule of Water Main and Water Service Installation Costs maintained by the Water Authority.

The new water main(s) and/or water service line connection(s) that are installed shall be the property of the Water Authority. Payment of estimated charges for each such request must be made before any work will be performed by the Water Authority and a final bill will be rendered to the customer at the conclusion of the work with a debit or credit balance. Any remaining sums due from the customer shall be paid upon invoice prior to the start of service.

(The Schedule of Water Main and Water Service Installation Costs include: Water Authority labor, transportation and overheads; street opening permit costs; material costs based upon the Annual Materials Contract; paving costs based upon the Annual Paving Contract; and water main and water service line costs based upon the Annual Water Main Installation Contract.)

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Section 6
Customer Responsibilities

Rule 6.1: (Adopted 5/27/03) Each customer shall be responsible for the maintenance, repair and replacement of the interior plumbing lines and fixtures located on the customer's real property.

Rule 6.2: (Adopted 5/27/03) Each customer shall be responsible for the maintenance, repair and replacement of valves, appurtenances and fittings on both sides of the meter.

Rule 6.3: (Adopted 5/27/03) Each customer shall be responsible for protecting the water meter from damage of any kind including freezing.

Rule 6.4: (Adopted 5/27/03) Each customer shall be responsible for keeping the area clear around the meter and/or remote reading device. Both units must be accessible and visible at all times and shall not be tampered with. All costs incurred as a result of any relocation of the meter and/or remote reading device or making it accessible will be the responsibility of the customer and will be billed to the customer's water service account.

Rule 6.5: (Adopted 5/27/03) Each customer shall be responsible for keeping the area clear around any meter pit so that the cover is visible and accessible at all times. In addition, the customer must ensure that no foreign substances enter the meter pit. All costs incurred as a result of any relocation of the meter pit or making it accessible will be the responsibility of the customer and will be billed to the customer's water service account.

Rule 6.6: (Adopted 5/27/03) Each customer shall be responsible for keeping the curb box cover visible and accessible at all times. Paving over the curb box or covering same in any way is prohibited. Operation of the curb stop valve by anyone other than Water Authority personnel or authorized representative is prohibited. All costs incurred as a result of any relocation of the curb box or to make it accessible will be the responsibility of the customer and will be billed to the customer's water service account.

Rule 6.7: (Adopted 5/27/03) Each customer maintaining a fire protection service shall be responsible for the installation, maintenance, repair or replacement of the meter on the fire protection service.

Rule 6.8: (Adopted 5/27/03) The customer of record is responsible for notifying the Water Authority of any change in ownership or responsibility. The customer of record will be liable for all water use charges until a final reading is obtained and the account is closed.

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Section 7
Discontinuance of Water Service

Rule 7.1: (Adopted 5/27/03; Revised 8/24/09) Water service may be discontinued by the Water Authority if a customer fails to pay service bills and/or a security deposit when due, subject to the notice requirements of Rule 7.11.

Rule 7.2: (Adopted 5/27/03; Revised 8/24/09) Water service may be discontinued by the Water Authority if a customer fails to make timely payments due under a deferred payment agreement, subject to the notice requirements of Rule 7.11.

Rule 7.3: (Adopted 5/27/03) Water service may be discontinued by the Water Authority without additional notification if a customer makes a payment in response to a termination notice with a check that is dishonored for any reason.

Rule 7.4: (Adopted 5/27/03) Service which has been discontinued for any reason will be restored within twenty-four (24) hours of the customer's compliance with and satisfaction of any Water Authority requirements for which water service was discontinued. In the event of circumstances beyond the Water Authority's control or if a customer requests otherwise, water may not be restored within twenty-four (24) hours. The customer of record or their authorized representative must be present at the time of reconnection of water service, or must sign a release form assuming all responsibility.

Rule 7.5: (Adopted 5/27/03) Water service may be discontinued or denied by the Water Authority if application for service is not received in compliance with rules 9.1 and 9.2.

Rule 7.6: (Adopted 5/27/03, Modified 6/1/17) Water service may be discontinued if service is obtained through tampered equipment or if the meter is missing or has been bypassed. The customer will be charged for water usage as stated in rule 5.1, and if applicable rule 5.5, and will be charged for the cost of replacement of a water meter. All such charges and costs will be billed to the customer's water service account. In addition, the Water Authority reserves the right to refer any such matter to the appropriate legal authority. See current fee schedule.

Rule 7.7: (Adopted 5/27/03) Water service may be discontinued on the commercial water service line if a fire service line account for the same service address is in arrears.

Rule 7.8: (Adopted 5/27/03) Water service may be discontinued in accordance with rules 3.1 through 3.6 if a customer violates cross connection policies.

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Section 7
Discontinuance of Water Service

Rule 7.9: (Adopted 5/27/03, Modified 6/1/17) Water service that has been discontinued shall only be reconnected by Water Authority personnel. The customer will be charged a service charge for any unauthorized reconnection of service and will be charged the actual reasonable cost of labor, overheads based on the then current operating plan for the Water Authority duly adopted at a meeting of the Water Authority and materials for the re-termination of service and for any additional steps taken to ensure that water service remains disconnected, as well as for restoration of water service. In addition, the customer will be charged in accordance with rule 5.5 from the date service was first discontinued by the Water Authority to the date service is re-terminated by the Water Authority. Full payment of all charges and costs will be required before water service is restored. See current fee schedule.

Rule 7.10: (Adopted 5/27/03) The Water Authority shall have the right to temporarily discontinue Water Service, in the case of a flooding condition at a customer's location. The Water Authority shall not be liable for any damages incurred at the location as a result of the disconnection of service or the flooding condition.

Rule 7.11: (Adopted 8/24/09) Notice for discontinuance of water service, where notice is required, shall be made as follows:

- 1) Notice shall be in writing by the Water Authority;
- 2) Notice shall be served on the owner of the premises thereby affected, or in lieu thereof, to the person, firm or corporation to whom or which the last preceding bill has been rendered and from whom or which the Water Authority has received payment;
- 3) Notice shall be delivered either a minimum of 15 days prior to discontinuance of Water Supply if notice is hand delivered; or a minimum of 18 days prior to discontinuance of Water Supply if notice is mailed in postpaid wrapper
- 4) Notice shall contain the following:
 - a) Reason for service discontinuance;
 - b) Total amount to be paid by the Customer to avoid discontinuance of service, indicating the amount of arrears or the required deposit or the corrective action required to eliminate the violation of the Official Rules;
 - c) The Water Authority address and telephone number;
 - d) The earliest date on which discontinuance of Water Supply will take place; and
 - e) The following language shall be included in the notice: "THIS IS A FINAL DISCONNECT NOTICE. TO AVOID INCONVENIENCE, BRING THIS NOTICE TO THE ATTENTION OF THE WATER AUTHORITY WHEN PAYING THIS BILL."

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Rule 7.12: (Adopted 8/24/09) Prior to discontinuance of water services for reasons stated above, the Water Authority shall verify that payment has not been received at the office of the Water Authority, or any authorized collection agent of the Water Authority.

Discontinuance of water service for non-payment or other violations of the Official Rules and Regulations shall only take place Monday through Thursday between the hours of 8am and 6pm, and Friday before noon, the Water Authority shall not discontinue water service on a day that the main office of the Water Authority is closed for business.

Rule 7.13: (Adopted 8/24/09) Discontinuance and reconnection in cases involving medical emergencies, the elderly, blind or disabled shall be done in accordance with the Rules and Regulations contained in Title 16 Section 14.4 of the New York Code of Rules and Regulations.

Rule 7.14: (Adopted 8/24/09) Discontinuance of Water Service by the Water Authority in cases of Multifamily Dwellings shall be done in accordance with the Public Service law Section 116.

Rule 7.15: (Adopted 8/24/09) The Water Authority shall not discontinue Water Service to any person or entity where payment of the service is made directly by the office of temporary and disability assistance or the social services official in the customers' locality.

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Water Authority of Western Nassau County
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Section 8
Meters

Rule 8.1: (Adopted 5/27/03) Customers shall be charged for repair and/or replacement of a water meter where the need for the repair and/or replacement is the result of the negligence of the customer, including the failure to protect the meter from freezing or damage of any kind. The customer shall be charged the actual reasonable cost of parts, meters and labor. Such charge will be billed to the customer's water service account.

Rule 8.2: (Adopted 5/27/03) The Water Authority shall supply, install and maintain the meter at the Water Authority's expense except meters on private fire service lines.

Rule 8.3 (Adopted 5/27/03) All meters and seals shall be set in a location to be approved by the Water Authority and shall not be moved or tampered with.

Rule 8.4: (Adopted 5/27/03) Meters may be removed by the Water Authority if the location is vacant or for the protection of the meter.

Rule 8.5: (Adopted 5/27/03) The Water Authority reserves the right to replace any meter in service at its discretion. The customer must permit authorized employees of the Water Authority to enter the location within ten (10) business days of notification.

Rule 8.6: (Adopted 5/27/03) The Water Authority reserves the right to test any meter in order to ensure it is functioning accurately.

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Section 9
Application for Service

Rule 9.1: (Adopted 5/27/03) The Water Authority shall require all new applicants for water service to apply in person at the Water Authority's business office. The applicant will be required to complete an application for service and provide proof of identity and ownership or occupancy of the location such as a lease or deed. If the applicant fails to satisfactorily complete an application for service, the Water Authority may refuse service to the location in question.

Rule 9.2: (Adopted 5/27/03) The applicant, at the time of application, will be required to disclose any prior water service account(s) they may have had or were legally responsible for with the Water Authority. If there are any past due balances on prior accounts, the Water Authority may refuse water service to the property in question until such prior debts are settled to the Water Authority's satisfaction.

Rule 9.3: (Adopted 5/27/03) The Water Authority shall not be obligated to provide short-term, temporary or seasonal service to an applicant who fails to make a required security deposit.

Rule 9.4: (Adopted 5/27/03) An applicant must complete a separate application for each meter or type of service for each residence, apartment, business building or other location for which water service is to be provided.