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RULES AND REGULATIONS

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**RULES AND REGULATIONS
GOVERNING THE USE OF WATER**

DEFINITIONS

1. The word "company" as used herein shall mean United Water Rhode Island, acting through its properly authorized officers, agents or employees, each acting within the scope of the particular duties entrusted to him.
2. "Customer" shall be the party contracting for a supply of water through a single meter and service through each meter shall be considered, for billing purposes, as service to a separate customer.
3. "Residential customer" shall designate:
 - A. A building under one roof which is owned, leased or rented by one party and occupied or used primarily as a residence, or
 - B. Each family unit of a townhouse type of building which is individually owned or leased to tenants, or
 - C. A building under one roof containing no more than two apartments or family units, one or both of which are rented or leased to tenants.

RULES AND REGULATIONS (Con't.)

APPLICATION FOR SERVICE

4. Service connection will be made, and water will be furnished, upon written application by the prospective customer (or his properly authorized agent) on a form prepared by the company for this purpose, and after approval of such application by the company. The application for service shall state clearly the class, scope, and type of use to be made of the service, as well as the purpose for which it will be used.
5. The application and these Rules and Regulations constitute the contract between the customer and the company; and each customer, by the accepting of water, agrees to be bound thereby.
6. A new application must be made to, and approved by, the company upon any change in the identity of the contracting customer at a property or in the service as described in the application, and the company may, upon five days notice, discontinue the water supply until such new application has been made and approved.
7. Each application for service shall be made on the basis of rates applicable to customers under the tariff provisions.
8. Owners of the property will be held liable for the payment of all charges for services furnished him or his lessees during ownership, until such time as the company receives notice in writing of the transfer of his property. Bills will be rendered to the owner unless he requests in advance, in writing, that they are to be rendered to the tenants for payment. Such requests, and granting thereof is for the owners convenience and will not relieve him from liability for payment.

RULES AND REGULATIONS (Con't.)

SERVICE CONNECTIONS

9. The company will make all connections to its mains and will furnish, and install all service lines at its own expense but not to exceed a cost of \$50.00 for each service line installed. The applicant shall pay the excess of said service line installation. The company will maintain all service lines from the main to and including the curb stop and box, or meter pit, which shall be placed inside the curb line or company right of way, all of which service line shall be the property of the company and shall be accessible to and under its control.
10. All service lines from the curb, meter pit, or company right of way line to the customer's building or place of consumption shall be approved by the company as to size, kind of pipe, and installation and shall be kept in good repair by the customer at his expense. All such service lines shall be placed at least five feet below the surface of the ground.
11. No service line shall be installed in the same trench with a sewer lateral, gas line or any other facility of a public service company.
12. A stop & waste valve easily accessible to the occupants, shall be placed in the service line within the building supplied with water. Such valve shall be located so that it will be possible to drain the meter and all pipes in the building. When the meter is located outside the customer's building, a positive shut-off valve shall be located between the customer's building and the meter.
13. All leaks in service lines from the curb stop or meter pit to and in and upon, the premises supplied shall be promptly repaired by customer. On failure to make such repairs within reasonable dispatch, the company may turn off the water and it will not be again turned on until the company has been reimbursed, in full, for all proper and necessary expense incurred in shutting off and turning on the water, as provided on Sheet 21.

RULES AND REGULATIONS (Con't.)

SERVICE CONNECTIONS (Con't)

14. When a service line for any building or premises has been installed and water thereby placed at the disposal of the applicant at the request of the applicant, the minimum charge for water shall be made annually for each of the two years next thereafter, whether or not such service is used or the premises occupied. The payment of such minimum charge for one year may be required in advance of the laying of the service line.
15. No new service lines or water main extensions will be installed during the months of November, December, January, February and March, except at the discretion of the company or when the additional expense incident to the climatic conditions is borne by the applicant.
16. The installation of combined fire, domestic and commercial service lines will not be permitted without specific approval of the company and on such conditions as the company may specify.
17. Except under unusual conditions, and then only with the consent of the company, will a service line be installed to supply more than one premise.
18. The company shall in no event be responsible for maintenance of, or for damage caused by water escaping from, the service line or any other pipe or fixture on the outlet side of the curb stop or meter pit; and the customer at all times shall comply with state and municipal regulations in reference thereto and shall make changes thereon which may be required because of change of grade, relocation of mains or otherwise.
19. The use of water service by a customer shall be in accordance with the class, scope and type of use, and for the purpose stated in his application for service. A customer shall not use, or allow use of water service through his service facilities, for others or for purposes other than those covered by his application. To make service available for other purposes or character of use, a new application is required.

RULES AND REGULATIONS (Con't.)

METERS

20. All water service, except for fire fighting purposes, will be rendered only through meters.
21. Each customer's service lateral shall have a separate meter to register the amount of water consumed, except in multi-tenant buildings where the owner may arrange the plumbing to have more than one meter to measure each tenant's usage. Individual bills will be rendered for each meter.
22. All meters will be furnished by, and remain the property of the company. The company reserves the right to establish the size and location of meters required by each customer.
23. Meters will be maintained by the company as far as ordinary wear and tear is concerned, but the customer, in the instance of an inside installation, shall be responsible to the company for any injury to, or loss of, any meter arising out of or caused by, the customer's negligence or carelessness or that of his servants, employees, members of his household, or any person upon his premises under or by his consent or sufferance. The customer shall not permit anyone not an agent of the company or otherwise lawfully authorized so to do, to remove, inspect or tamper with the company's meter or other property of the company on his premises.
24. The customer shall notify the company of any injury to, or of any cessation in registration of, the meter as soon as it comes to his knowledge.

RULES AND REGULATIONS (Con't.)

METER SETTING

25. All meters shall be set at convenient locations, accessible to company and subject to its control. Meters shall normally be installed within the building supplied, at a point approved by the company, so as to control the entire supply. A proper place and protection therefore shall be provided by the customer. The customer must bear the cost of all pipe changes on his premises necessary to allow setting of the meter.
26. In any case where it is not convenient or agreeable to both the customer and the company to place the meter within the building, the meter will be placed outside the building in a suitable vault of concrete or brick, or meter box, provided with a suitable cover and locking device. The outside meter vault or meter box shall be located inside the property line at a location designated by the company and built or installed at the expense of the customer.
27. The cover and locking device for each outside meter vault or meter box shall conform to a proper uniform standard established by the company.
28. In any case where a meter with a remote reading device is installed, the location of same shall be determined by the company.
- (C) 29. The company has a backflow policy in effect. The company will supply a backflow device for 5/8 x 3/4 inch residential services only. All other backflow devices must be provided by the customer. The type of device will vary according to type of service and will be determined by the company.

(C) Indicates Change

RULES AND REGULATIONS (Con't.)

METER TESTING

30. The quantity of water recorded by the meter shall be conclusive for both the customer and the company, except when the meter has been found to be registering inaccurately or has ceased to register. In either of such cases the meter will be promptly repaired or replaced by the company and the quantity of water consumed shall be estimated by the average registration of the meter for prior or subsequent periods or any other known information.
31. In cases of a disputed bill involving the accuracy of a meter, such meter shall be tested, upon the request of the customer, in conformity with the provisions of Rules and Regulations pertaining thereto of the Rhode Island Division of Public Utilities. If the meter so tested is found to have an error in registration of ten percent (10%) or more, adjustment of charges shall be made as provided by the said rules.
- (C) 32. Each request for the test of a meter for accuracy shall be accompanied by a deposit of a charge provided in the Schedule of Rates, if the meter has been tested within the test period required by said rules. If the meter is not found to be over-registering by as much as 2%, the company shall retain the amount deposited for the test. If the meter is found to be over-registering by as much as 2%, the deposit shall be promptly refunded and the company will make any appropriate adjustments to the customer's bill.

(C) Indicates Change

RULES AND REGULATIONS (Con't.)

CUSTOMER DEPOSITS

- (C) 33. The company reserves the right to require a deposit to guarantee payments for water service rendered. Where a tenant is to pay the water bills, the owner of the property shall sign the application guaranteeing payment of the account. This deposit may be paid in 3 installments - 1/3 at time of application, 1/3 within 30 days, 1/3 within 60 days.
34. The company will refund said deposit on notice to discontinue service and after payment in full has been made for all service rendered or when the customer shall have paid undisputed bills for service over a period of one year and any customer, having secured the return of a deposit, shall not be required to make a new deposit unless the service has been discontinued or the customer's credit standing has been impaired through failure to comply with tariff provisions.
35. Deposits made with the company to guarantee payment of account will be deposited in a savings bank or in a saving department of a trust company in a special account and will be credited with such interest as may be paid by the bank in which this money is deposited.

BILLS

36. Each customer is subject to a minimum charge, the amount of which is set forth in the Schedules of Rates according to size of meter.
37. Bills for water service will be rendered and are due and payable as specified on the Schedules of Rates.
38. The presentation or non-presentation of a bill shall not be held to be a waiver of any of the rules or regulations.

(C) Indicates Change

RULES AND REGULATIONS (Con't.)

DISCONTINUANCE OF SERVICE

39. Whenever the customer desires to have his service contract terminated or his water service discontinued, he shall notify the company in writing, not less than 48 hours prior to the discontinuance. The customer will be responsible for the payment of all service rendered by the company prior to receipt of such written notice and during a reasonable time thereafter to enable the company to make the final reading of the meter or meters and/or to discontinue water service.
40. When premises will be unoccupied temporarily, the customer shall notify the company in writing, and the water will be turned off and all charges will cease from the date when water service is turned off. When the property is again occupied, the customer shall notify the company in writing, and the water will be turned on. No refund or allowance will be made for unoccupied property when written notice has not been given as provided. No refund will be allowed for property unoccupied for a period of less than one month.
41. In cases of vacancy of a customer's property, the customer must notify the company in writing of such vacancy, and upon his failure to do so, he will become responsible for any damage to the property of the company, arising from freezing, water damage, injury to meter, or any other failure.
42. Eliminated
- (C) 43. A charge, as provided in the Schedule of Rates, will be made for turning on/off water service in all cases.

(C) Indicates Change

RULES AND REGULATIONS (Con't.)

TERMINATION OF SERVICE

44. Service may be terminated without notice for any of the following reasons:
- (a) A condition determined by the company to be hazardous.
 - (b) When the company has discovered that the furnishing of water service would be in contravention of any orders, ordinances or laws of the Federal Government or of the State of Rhode Island or any political subdivision thereof.
45. Service may be discontinued 10 days after mailing written notice for any of the following reasons:
- (a) Failure of the customer to furnish such service, equipment, permits, certificates or rights-of-way as shall have been specified by the company as a condition to obtaining water service, or if such equipment or permissions are withdrawn or terminated.
 - (b) Failure of the non-residential customer to fulfill his contractual obligations for water service or facilities subject to regulation by the Division of Public Utilities.
 - (c) Failure of the customer to permit the company reasonable access to its equipment.
 - (d) Failure by a customer to comply with the terms of any agreement whereunder he is permitted to amortize the unpaid balance of an account over a reasonable period of time, or any failure by such customer to simultaneously keep his account for water service current as bills are rendered in each subsequent billing period.
 - (e) When the company has discovered that by fraudulent means a customer has obtained unauthorized water service; or has diverted the water service for unauthorized use; or has obtained water service without same being properly registered upon the company's meter.

RULES AND REGULATIONS (Con't.)

TERMINATION OF SERVICE (Con't)

45. (Con't)
- (f) Failure or refusal of the customer to reimburse the utility for repairs to or loss of utility property when such repairs are necessitated or loss is occasioned by the intentional or negligent acts of the customer or his agents.
 - (g) Customer use of equipment in such a manner as to adversely affect the company's equipment or the company's service to others.
 - (h) Tampering with the equipment furnished and owned by the company.
 - (i) Violation of or non-compliance with the company's Rules and Regulations.
46. All terminations of service and disputes relating thereto are subject to and shall be in accordance with the Regulations governing termination of service of the Rhode Island Division of Public Utilities.

RULES AND REGULATIONS (Con't.)

FIRE PROTECTION

47. Water from fire hydrants or other fire fighting facilities shall be used only for fire fighting purposes.
48. The company shall have no greater duty, with regard to fire hydrant service or private fire fighting service, than to supply such volumes of water at such pressures as may be available in the normal operation of the company's facilities.
49. Company shall not be considered an insurer of property or persons or to have undertaken to extinguish fire or to protect persons or property against loss or damage by fire or otherwise. The company shall not be held liable because of any claim upon a loss resulting from failure to supply water or pressure or for any other cause.
50. Where metered service is provided to any customer, the company shall not be responsible for the quantities of water or pressures which may be available for any fire fighting facilities or purposes where the customer installs such facilities, or makes connections to his water system for such purposes, on the discharge side of the meter in his service line, and shall not be held liable for any claims based upon loss due to fire or fire fighting.
51. All private fire service laterals from the main to the property line, including all valves, shall be furnished and installed by the company. The actual cost of this service lateral shall be paid by the customer. Private fire hydrants shall be installed at the expense of and maintained by the customer.
52. The company reserves the right to require a detector check meter with by-pass to be furnished and installed by the customer on any fire service connection. The detector check meter shall be installed at a location approved by the company.
53. Operating tests of private fire hydrants and sprinkler systems shall be made only after written notification to and approval by the company.
54. Company will only install public fire hydrants upon written authorization from the political sub-division in which the unit is to be installed.

RULES AND REGULATIONS (Con't.)

CROSS CONNECTION

55. No pipe or fixtures connected with the mains of the company shall also be connected with pipes or fixtures supplied with water from any other source unless specifically approved, in writing, by the company and the Department of Health of the State of Rhode Island.

MISCELLANEOUS

56. Water shall not be turned on to a customer's premises by any person who is not an employee or agent of the company, except temporarily by a plumber, with company approval, to enable him to test his work, provided it shall be turned off immediately after the test is made.
57. The authorized employee or agent of the company shall have the right of access, at all reasonable hours, to the premises supplied with water for the purpose of reading meters, examining pipes and fixtures, observing manner of using water, and for any other purpose which is proper and necessary in the conduct of the company's business. Such agents shall carry proper credentials evidencing their employment by the company.
58. The company will not be liable for any claim or damage arising from a shortage of water, or for any other cause beyond its control.

RULES AND REGULATIONS (Con't.)

MISCELLANEOUS (Con't)

59. As necessity may arise in case of break, emergency or other similar cause, the company shall have the right to temporarily shut off the water supply in order to make necessary repairs, connections, etc. The company shall use all reasonable and practicable measures to notify the customer, in advance, of such discontinuance of service. The company shall not be liable for any damage or inconvenience suffered by the customer, or for any claim for interruption in service, lessening of supply, inadequate pressure, poor quality of water, or any other cause beyond its control. The company may restrict or regulate the quantity of water used by customers in case of scarcity or whenever the public welfare may require it, with permission of the Rhode Island Division of Public Utilities.
60. No customer shall open or close any of the company's curb stops or valve in any public or private line.
61. No agent or employee of the company shall have the right or authority to bind it by any promise, agreement or representation contrary to the intent of these rules and regulations.
62. Underground lawn sprinklers and irrigation systems may be installed only under special approval by the company. Customer must furnish schematic drawing of the proposed pipe layout, together with valves, sprinkler heads, and appurtenances, including sizes and specifications.
63. The company reserves the right to alter and amend these rules and regulations in the manner provided by law and with the approval of the Rhode Island Division of Public Utilities.
64. The purpose of the foregoing rules and regulations is to preserve, to the maximum extent possible, the obligation of the company to furnish service, and to preserve the jurisdiction of the Rhode Island Division of Public Utilities over service being furnished by the company, and the foregoing definitions shall be construed and applied to accomplish that purpose.

RULES AND REGULATIONS (Con't.)

MAIN EXTENSIONS

65. The company will extend its water mains in any street, or highway, accepted by a City or Town as a public highway and having an established grade, when requested to do so upon receiving a guarantee of a gross annual return of 15% on the cost of installation. Such guarantee shall be in writing and with surety or sureties satisfactory to the company and shall remain in force until such time as the normal gross annual return from the extension shall equal 15% of the investment.
66. Main extensions in real estate developments or extensions supplying undeveloped territory will be made by the company under the following conditions:
- (a) Refund for each abutting domestic or commercial consumer or fire hydrant equal to three (3) times the first full year's revenue, or;
 - (b) refund of \$125.00 for each abutting domestic or commercial consumer or fire hydrant when service is inaugurated, or;
 - (c) refund of twenty-five percent (25%) of the annual gross revenue of any industrial consumer for a ten year period.

Title to the property installed under these agreements shall be conveyed to the company upon completion of the work. In addition to the costs of main extensions, as herein described, the company will bear the cost of services up to \$50 each and the cost of meters and installations.

Schedule of Metered Rates - Residential

Application:

To all residential customers.

Rates:

The rate will consist of the total of the (A) Customer Service charge and (B) Volume charge. The volume charge is based on all metered water for the billing period.

A. Customer Service Charge Per Billing Period

<u>Meter Size</u>	<u>Customers Billed Monthly</u>	<u>Customers Billed Quarterly</u>
5/8"	\$ 12.58	\$ 17.26
3/4"	13.08	20.36
1"	15.17	26.63
1-1/2"	19.74	40.34
2"	24.15	53.58
3"	31.50	75.62
4"	43.80	112.53
6"	72.35	198.16
8"	89.91	269.73

B. Volume Charge

<u>Monthly Use</u>	<u>Quarterly Use</u>	<u>Per 100 Cubic Feet</u>
First 8 ccf	First 24 ccf	\$ 1.945
Over 8 ccf	Over 24 ccf	2.592

Billing and Payment

Bills will be issued quarterly in arrears and are due and payable when rendered. Bills may be issued monthly or quarterly at the option of the Company. The customer service charge may be billed in advance at the option of the Company.

Any customer with service temporarily discontinued will be subject to the pro rata customer service charge for the period of service interruption.

Schedule of Metered Rates - General

Application:

To all customers for commercial, industrial or municipal use, except for services under Schedule of Miscellaneous Fees and Charges or Schedule of Metered Rates - Public Authority for Resale.

Rates:

The rate will consist of the total of the (A) Customer Service charge and (B) Volume charge. The volume charge is based on all metered water for the billing period.

A. Customer Service Charge Per Billing Period

<u>Meter Size</u>	<u>Customers Billed Monthly</u>	<u>Customers Billed Quarterly</u>
5/8"	\$ 12.58	\$ 17.26
3/4"	13.08	20.36
1"	15.17	26.63
1-1/2"	19.74	40.34
2"	24.15	53.58
3"	31.50	75.62
4"	43.80	112.53
6"	72.35	198.16
8"	89.91	269.73

B. Volume Charge

<u>Monthly Use</u>	<u>Quarterly Use</u>	<u>Per 100 Cubic Feet</u>
All Use	All Use	\$1.415

Billing and Payment

Bills will be issued following meter reading and are due and payable when rendered. Bills will be issued monthly or quarterly at the option of the Company. The customer service charge may be billed in advance at the option of the Company.

Any customer with service temporarily discontinued will be subject to the pro rata customer service charge for the period of service interruption.

Schedule of Metered Rates - Public Authorities for Resale

Application:

To all public authorities for resale.

Rates:

The rate will consist of the total of the (A) Customer Service charge and (B) Volume charge. The volume charge is based on all metered water for the billing period.

A. Customer Service Charge Per Billing Period

<u>Meter Size</u>	<u>Customers Billed Monthly</u>	<u>Customers Billed Quarterly</u>
5/8"	\$ 12.58	\$ 17.26
3/4"	13.08	20.36
1"	15.17	26.63
1-1/2"	19.74	40.34
2"	24.15	53.58
3"	31.50	75.62
4"	43.80	112.53
6"	72.35	198.16
8"	89.91	269.73

B. Volume Charge

	<u>Per 1000 Gallons</u>
For all water consumed	\$0.950

Terms of Payment:

Bills will be rendered monthly or quarterly in arrears at the option of the Company and are due and payable when rendered.

Schedule of Miscellaneous Fees and Charges

1. Tank Truck Sales

Application:

To customers who obtain water by tank truck from an authorized company outlet.

Rate:

	<u>Per 1000 Gallons</u>
For all water purchased by tank truck	\$2.25

Terms of Payment:

Bills will be rendered in advance and are due and payable when rendered.

2. Reconnection Charge

Application:

This charge is applicable to all customers where water has physically been turned off (except in the case of turn-off for repairs or emergencies).

Rates:

	<u>Each Occurrence</u>
Turn-on/off Charge (during normal working hours)	\$10.00
Turn-on/off Charge (after working hours)	\$35.00

Terms of Payment:

Bills will be rendered at time of turn-on, and are due and payable when rendered except where water has been turned off for non-payment, in which case payment must be made before water will be turned on.

Schedule of Miscellaneous Fees and Charges (Continued)

3. Meter Test Charge

Application:

This charge is applicable to all customers who request a test of a water meter for accuracy if such meter has been previously tested within the period prescribed by the Rules and Regulations pertaining thereto of the Rhode Island Division of Public Utilities.

Rate:

	<u>Each Occurrence</u>
Meter Test Charge	\$25.00

Terms of Payment:

Payment must accompany customer's request for the test of a meter for accuracy.

4. Returned Check Charge

Application:

This charge is applicable to all customers where the customer's check or bank draft is returned by the Bank for insufficient funds, closed account, or some other appropriate reason.

Rate:

	<u>Each Occurrence</u>
Returned Check Charge	\$20.00

Terms of Payment:

Payment will be required immediately upon notification by Bank that customer's check is not cashable.

5. Point Judith Country Club Maintenance Charge

Application:

This charge is applicable to only the customer named.

Rate:

<u>Per Year</u>
\$2,190

Pursuant to a special agreement between Point Judith Country Club and United Water Rhode Island, the Company will maintain the 8" service to the country club and one fire hydrant near the club house.

Terms of Payment:

A bill will be rendered annually in advance on July 1st and is due and payable when rendered.

Rates for Public Fire Hydrant Service

Application:

To all political subdivisions.

Rates:

For lateral connection to the curb and fire hydrant at the curb installed and maintained by the Company at its expense:

	<u>Per Quarter</u>	<u>Per Year</u>
Each Fire Hydrant	\$65.00	\$260.00

Terms of Payment:

Public fire hydrant service will be billed in advance either quarterly, semi-annually or annually at the option of the Company.

Rates for Private Fire Service

Application:

To all customers having private connections to the water system.

(C) Rates:

For each connection:

<u>Size</u>	<u>Monthly</u>	<u>Quarterly</u>
2 1/2"	\$ 7.00	\$ 21.00
3"	9.00	27.00
4"	14.33	43.00
6"	33.33	100.00
8"	66.67	200.00
10"	116.67	350.00
12"	183.33	550.00
16"	335.00	1,005.00

Terms of Payment:

Private fire protection will be billed monthly or quarterly on the basis of the size of the service connection, irregardless of the number of sprinklers, hose connections or fire hydrants that the customer may have, at the option of the Company and bills are due and payable when rendered.

Conditions of Contract:

The Company reserves the right to meter any fire line where evidence indicates that water is being taken from the line for purposes other than fire protection, and such metered service shall then be billed in accordance with the regular schedule of meter rates in addition to the above rates, with proper allowance for water consumed in fire fighting.