

**TERMS AND CONDITIONS
TABLE OF CONTENTS**

1	Definitions
2	Application for Service
3	Billing for Domestic and Fire Protection
4	Credit and Collection Procedures
5	Disconnection of Leased or Rented Property
6	Restoration of Service
7	Collection Trip Fee
8	Method of Payment
9	Leak Abatements
10	Charges for Returned Checks
11	Unauthorized Use of Water
12	Maintenance of Plumbing
13	No Tampering with Utility Property
14	Access to Premises
15	District Liability
16	Service Interruption
17	Metering
18	Damaged Meters
19	Meter Testing
20	Submetering
21	Isolation Valve.
22	Cross Connections
23	Water Pressure
24	Safeguarding Direct Pressure Water Devices
25	Other Charges
26	Utility Jobbing
27	Winter Construction

9/7/2015
2015-00227

*Auburn Water District
Terms & Conditions*

- 28 Service Lines and Water Mains
- 29 Flat Rate Domestic Service Billing
- 30 Hydrants
- 31 Private Fire Protection
- 32 Availability
- 33 Frozen Services
- 34 Disconnection Process for Overdue Combined Water and Municipal Sewer Balances

Attachments

Calculation of Charges for Items Contained in Terms and Conditions

1% Revenue Calculation

These Terms and Conditions established by the Auburn Water District and filed with the Maine Public Utilities Commission constitute a contract between the customer and the utility, and the customer will be considered to express his/her consent to be bound thereby, and to take water only for purposes stated in the application and at the established rates. Any failure to comply with these rules and regulations, or requirements referenced herein, may be cause for refusal or discontinuance of service.

The Auburn Water District shall provide service and conduct business in accordance with the following applicable requirements of 65-407 Maine Public Utilities Commission (MPUC):

- Chapter 660: - "Consumer Protection Standards for Water Utilities"
- Chapter 870 - "Late Payment Charges, Interest Rates to be Paid on Customer Deposits, and Charges for Returned Checks".
- Any subsequent successor regulation to Chapters 660 or 870.

The above-referenced regulations establish the minimum standards for the provision of service and the administration of credit and collection programs by water utilities. They also govern the granting and denying of service, credit and deposit practices, billing, disconnection, and customer complaint procedures.

The following Terms and Conditions are supplemental provisions to Chapters 660 and 870. These are intended to augment and clarify certain provisions of the applicable Chapters, but in no way void any provisions of the referenced Chapters, nor any other applicable requirement of the Maine Public Utilities Commission.

For areas not specifically addressed by this document or by reference, the Maine State Plumbing Code is considered the minimum requirement. The District is further governed by additional regulations of the Maine Public Utilities Commission, and by "Rules Related to Drinking Water" administered by the Maine Dept. of Health and Human Services, Division of Health Engineering, Drinking Water Program.

1 DEFINITIONS

The terms "utility," "AWD," or "District" refers to the Auburn Water District.

The word "customer" shall be taken to mean any person, firm, corporation, government or governmental division which has applied for and is granted service which is responsible for payment of the service.

The words "main" or "water main" means a water pipe owned, operated, and maintained by the utility, which is used to transmit or distribute water but is not a water service pipe.

The words "service pipe" means the pipe running from the main to the premises of a single customer's establishment.

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

The terms "Commission" or "MPUC" refer to the Maine Public Utilities Commission.

A "private line" is defined in MPUC Chapter 620. Private lines are installed, owned and maintained at the expense and risk of persons other than AWD. AWD does not permit installation of new private lines where the potential exists to serve more than one customer.

"Regular business hours" are defined as hours during which the District's business office at 268 Court Street is open to the public to transact business. Currently, these hours are 8:00 a.m. to 4:30 p.m. Monday thru Friday (excluding holidays).

2 APPLICATION FOR SERVICE

Applications for service are to be made at the office of the District, at 268 Court Street, Auburn, on forms which will be provided by the District. An application for service may be made by either the owner or occupant of the establishment to be served. If seasonal rental property, only the owner may be an applicant for service.

The applicant will pay the District a \$20.00 Application for Water Service Fee prior to the service being activated. If the rendering of service requires a new service connection, or other work on the owner's premise, the owner must authorize the water utility to enter the premises to perform the necessary work. In addition, the District will require the customer to provide any deposit, for the full estimated amount, at least two weeks prior to the District performing any work.

Tenants may apply for customer status if the landlord provides unrestricted access to a separate shut-off valve for each unit, or as provided in Chapter 660.

3 BILLING FOR DOMESTIC SERVICE AND FIRE PROTECTION

Billing: Customers are billed based on metered consumption or as otherwise provided in accordance with the District's rates on file with the MPUC.

Billing period: The District normally bills its residential customers on a quarterly basis, with exceptions at the sole discretion of the District. Commercial, Industrial, and Governmental customers are normally billed on a monthly basis, with exceptions at the sole discretion of the District. Metered service is billed in arrears; flat rate billing and fire service are billed in advance.

Billing Responsibility: Failure of the customer to receive his/her bill does not relieve him/her of the obligation of its payment nor for the consequences of non-payment. The customer is responsible for providing current contact information.

Proposed Effective: September 7, 2015

Effective: 9/7/2015

2015-00227

Docket No:

Sid Hazelton P.E. Acting Superintendent

4 CREDIT AND COLLECTION PROCEDURES

Procedures are based upon Chapter 660 and Chapter 870 (Late Payment Charges and Interest Rates) of the MPUC regulations.

Late Payment Charges: The District will charge the maximum allowable interest within the guidelines of Chapter 870 of the MPUC regulations for bills remaining unpaid after the due date.

Deposits: The District may require deposits in accordance with the MPUC regulations and AWD's deposit policy. The interest rate paid on deposits will be in accordance with Chapter 870.

Payment agreements will be negotiated in accordance with MPUC requirements.

5 DISCONNECTION OF LEASED OR RENTED PROPERTY

Before disconnecting a leased or rented residential property, the Utility shall comply with the notice requirements contained in Chapter 660 of the Commission's Rules and Regulations, and must offer the tenant the right to take responsibility for future payments.

Leased or Rented Single-meter, Multi-unit Residential Property: Pursuant to Chapter 660, in addition to the above, before disconnecting a leased or rented single-meter, multi-unit residential property, the Utility shall:

- A. Apply any existing deposit to the current account balance, and
- B. Assess, against the landlord, a collection fee of \$100 in addition to any applicable reconnection fee set forth in Section 9 of these Terms and Conditions.

At its discretion, the Utility may separately meter or cause to be separately metered, at the landlord's expense, each dwelling unit within the property.

6 RESTORATION OF SERVICE

During regular business hours, the District will charge a reconnection fee of \$45 to restore water service if the service was disconnected for: non-payment of bills; violation of these Terms and Conditions; fraudulent use of water; dangerous conditions, or violations of Commission rules. The District will not charge a reconnection fee if a request is made to have water turned off to repair a broken pipe deemed to be an emergency.

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

The fee for reconnection of service outside of regular business hours is \$62. Reconnection outside of regular business hours shall be at the discretion of the District and dependent on availability of personnel.

7 COLLECTION TRIP FEE

If District personnel must visit a customer to disconnect for non-payment and, in lieu of actual disconnection, the customer pays or makes a payment arrangement; the District will charge \$10.

In addition to a collection fee, if District personnel visit the premises to post notice of disconnection for non-payment as required by PUC regulations, the District will charge \$10 for each visit to the premises to post such notice.

8 METHOD OF PAYMENT

The District may allow customers – at its discretion - to make payments by credit and debit cards, ACH, or other pre-authorized withdrawal. The utility - or any vendor acting on the District's behalf – may charge the customer a fee for processing the payment, provided that the fee is disclosed prior to the transaction.

Payments can be submitted to the District via cash, check, or money order. The District will also accept payment via electronic check or ACH payment, provided the customer signs up and registers for this method of payment. There are no fees assessed for processing these types of payments.

For the customer's convenience, the District will permit the use of credit card or debit card payments through a designated third party payment processing vendor, Invoice Cloud. Use of a debit card or credit card will incur a convenience fee. Customers will be assessed a convenience fee of \$5.95 per transaction when using a debit card or credit card. Any single payment transaction will be limited to \$300 dollars or less. The District will receive only your bill payment amount. Convenience fees charged by Invoice Cloud cover various administrative costs associated with accepting payments and are non-refundable. Convenience fees will appear as a separate charge from the bill amount on your bank or credit card statement.

Invoice Cloud also offers an automated phone based payment program called Interactive Voice Response (IVR). Customers who use IVR will incur a \$0.95 charge per use in addition to the convenience fees listed above.

Electronic payments will not be processed by field personnel.

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

9 LEAK ABATEMENTS:

The District does not grant bill abatements. The customer is responsible for maintaining their service pipe and internal plumbing & fixtures in proper working condition. Customer is responsible for all water use registered on their meter, regardless of the condition of water consumption. Please refer to Section 14 for more information on customer responsibilities.

10 CHARGES FOR RETURNED CHECKS

The charge for a returned check will be the maximum allowed by the Maine Public Utilities Commission under the provisions of Chapter 870.

11 UNAUTHORIZED USE OF WATER

No Customer shall supply water to another nor use it for any purposes not mentioned in his/her application without Utility approval. No Customer or his agent shall obtain water from any hydrant or other fixture of the Utility without the previous consent of the Utility. No Customer or his agent shall bypass any meter, nor restore service without Utility authorization, nor unreasonably interfere with Utility service nor otherwise take action to prevent the proper metering of water consumed by the Customer. In the event of the discovery of such unauthorized use of water, the Customer shall be immediately disconnected, pursuant to Chapter 660. In addition, the Utility shall be entitled to bill and recover from the Customer or responsible person the cost of the estimated amount of water consumed, based on the Utility's approved rates, plus interest at an annual rate of 5%. Where the unauthorized use of water has occurred, the Utility may also assess the Customer or responsible person a fee of \$45 per hour, with a minimum of one hour, for each service visit to the Customer's premises necessary to investigate and address the unauthorized use of water, including removing the meter bypass, taking measures to prevent further diversion of water, and verifying that corrective measures have been taken and maintained. For service visits that occur during other than normal business hours, the fee will be \$62 per hour with a minimum one and one-half hour charge. In no case shall the total of such hourly fees exceed \$100.00. In addition, pursuant to Title 35-A MRSA §2706 as amended or replaced, the Customer or person responsible for the unauthorized use may be liable in a civil action to the Utility for all other reasonable costs to the Utility, including attorney's fees, costs of undertaking and completing the investigation resulting in the determination of liability, and for a civil penalty not to exceed twenty five hundred dollars (\$2,500.00), due and payable to the Utility for each violation.

12 MAINTENANCE OF PLUMBING

A customer must maintain the plumbing and fixtures within his/her premises in good repair and protect them from freezing. The meter will be located in a warm, clean, dry, and accessible area such that it

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

can be serviced and read during normal business hours. Meter installations must be in compliance with the District's metering policy.

The customer is responsible for all labor, overhead, material and equipment costs associated with repairing damaged or frozen water meters. Painting of meters or appurtenances constitutes damage.

If a leak is located on a customer's service pipe, the utility will provide notice to the customer requiring expeditious repair. If the customer fails to repair the leak by the deadline, service will be disconnected pursuant to Chapter 660.

13 NO TAMPERING WITH UTILITY PROPERTY

There shall be no tampering with or operating District property--including but not limited to hydrants, standpipes, valves (main line), service line valves, meters, or meter appurtenances, without the consent of the District.

14 ACCESS TO PREMISES

An employee of the District, having displayed a valid District identification card with photo, will have access during regular business hours to all premises supplied with water to permit reading of the water meter, inspection of the plumbing system, installation, inspection, repair or removal of meter, and inspection of cross-connection prevention.

A visit to the premises by District personnel to establish, maintain, or terminate service may be required. The District may require an authorized adult to escort utility personnel through the premises.

Service personnel will not restore water service to the premises unless accompanied by the customer or a representative thereof. The District assumes no responsibility if – during disconnection of service – entry is not provided to confirm cessation of water flow.

When the customer or their representative requests a visit by service personnel to establish or terminate service, the District will make two scheduled attempts during business hours to complete the work. If the work cannot be completed within two visits due to delays caused by the customer, the customer will be charged \$25 for each scheduled visit in excess of two during regular business hours.

15 DISTRICT LIABILITY

The District will only be liable for any damages arising from claims to the extent liability is provided in the Maine Tort Claims Act, as set forth in Title 14, Chapter 741 of the Maine Revised Statutes

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Sid Hazelton P.E. Acting Superintendent

Docket No: 2015-00227

Annotated. The utility makes no representations or warranties about the suitability of the water for any particular purpose.

16 SERVICE INTERRUPTION

Per MPUC Chapter 660 requirements, the District will provide notice of any planned shut-off to affected customers at least 24 hours in advance of the interruption of service. The District will give notice of any unplanned shut-off when practicable. If a customer requests, the District will make a pro rata reduction in the customer's minimum bill if service is interrupted for longer than 48 hours and the interruption is not the customer's fault.

17 METERING

Metering will be in compliance with the District's Meter Policy and MPUC Chapter 620 requirements.

Installation: A customer may have a water meter installed upon approval of the application for service and receipt of required fees, and by making an appointment to be present if required by the District.

If HDPE pipe is used on the customer's side of the service line, the customer must provide appropriate support for the weight of the meter and backflow preventer, and must use compression type fittings compatible with HDPE, conforming to our materials specifications.

Meter setters for 5/8 x 3/4 -inch and 3/4-inch meters shall have compression pack joint connections on the inlet and outlet ends suitable for 3/4-inch copper tubing. Meter setters for one-inch meters shall have female iron pipe thread connections on the inlet and outlet ends. Two meter gaskets shall be supplied with each horn.

18 DAMAGED METERS

Replacement/Repair of damaged meters: Meters must be immediately replaced or repaired when damaged; customers will be liable for any damages caused by inappropriate care or neglect.

The charge for the repair of meters damaged due to improper care by the customer is:

<u>Size</u>	<u>During Business Hours</u>	<u>Outside of Business Hours</u>
5/8" – 2"	\$55 plus invoice for any parts	\$110 two-hour call-in plus invoice for any parts
3" and up	\$110 plus invoice for any parts	\$210 two-hour call-in plus invoice for any parts

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

\$40 per hour per worker for each hour over 2 hours

19 METER TESTING

In compliance with MPUC Chapter 620, the District, will upon customer request, test the customer's water meter in the presence of the customer or representative, at no charge unless the customer requests more than one test in 18 months. If the customer requests a test more frequently, the District will require the customer to pay a deposit equivalent to the appropriate charge listed below to cover the cost of the test. If a meter tested at the customer's request does not conform to MPUC standards, the customer's deposit will be refunded and the District will adjust the customer's bill according to the provisions of Chapter 620. If the meter conforms to the standards, the District will retain the customer's deposit and may continue to use the meter at the customer's premises.

Charge for testing meters at customer's request: During business hours, a charge of \$50 will be made for testing meters size 5/8" to 2"; for testing meters 3" and larger, the charge will be \$50 plus any subcontractor expenses since these larger meters cannot be tested onsite. During non-business hours, a charge of \$75 for testing meters size 5/8" to 2" will apply. Meters larger than 3 inches cannot be tested during non-business hours.

20 SUBMETERING

Sub-metering is allowed, with District's written consent, after AWD's meter and the backflow preventer. Meters for showing subdivision of water use must be furnished, installed, read, and maintained at the customer's own expense.

21 ISOLATION VALVE

The District requires that the service pipe will be equipped with operable water isolation valves located near the service entrance on both sides of the meter. These valves are installed, owned, and maintained by the owner. The service pipe is to be equipped with adapters (supplied by the owner) compatible with the meter couplings/horns (supplied by the District). These adapters are installed, owned and maintained by the owner.

22 CROSS CONNECTIONS

All customers will comply with all provisions of the District's approved cross-connection control program regarding installation, inspection, maintenance, and testing of approved backflow prevention devices. All requirements of the District's cross-connection control program must be met before water service

Proposed Effective: September 7, 2015

Effective: 9/7/2015

2015-00227

Sid Hazelton P.E. Acting Superintendent

Docket No:

will be supplied to new accounts. For items not addressed in the program, the Maine State Internal Plumbing Code is the minimum required.

If a customer requests that service be shut off for any routine repairs, maintenance, seasonal reason, etc., the District will not restore service unless there is proper backflow prevention in place.

If a customer fails or refuses to discontinue or properly protect the cross connection within a time limit specified by the utility, the utility may disconnect the service per its approved program.

23 WATER PRESSURE

Low water pressure area: Service in low pressure areas will only be provided in compliance with MPUC Chapter 620. If permitted, it may be necessary for applicants at their expense to install pumping facilities on their property to obtain pressure higher than that available from AWD, and does not relieve the applicant of compliance with all other AWD specifications and requirements. Services utilizing a booster pump or other means to increase pressure shall be equipped with an approved reduced pressure zone assembly located between the isolation valve and the water meter.

Fluctuation of pressure due to customer's apparatus: A customer may not install or use any device that will affect the District's pressure or water quality without prior written utility permission. If permission is granted, the District may require the customer to confine or reduce such fluctuations to limits determined by the District. Failure to comply will result in termination of service in accordance with MPUC Chapter 660.

24 SAFEGUARDING DIRECT PRESSURE WATER DEVICES AND SYSTEMS SUPPLIED BY AUTOMATIC FEED VALVES

Direct pressure water devices or secondary systems supplied with automatic feed valves must be installed and maintained in compliance with the Maine State Plumbing Code to prevent damage in the event of drop or spike in water pressure. The District is not liable for damage resulting from lack of or failure of these devices.

25 OTHER CHARGES

A Laboratory tests: Water tests may be conducted upon a customer's request. The District shall charge an administrative fee for processing the laboratory tests, along with any outside costs for shipping or processing. During business hours the fee shall be \$40, and outside of business hours it shall be \$60, plus the cost for the actual tests. The direct charge for individual water tests performed in

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

the laboratory at the request of a customer will be \$19. Total coliform, E-coli, pH, fluoride, and turbidity are all considered individual tests.

B Bulk Water Sales: At customer request and in compliance with the District's policies for meters set on hydrants, the District may provide a meter and backflow preventer for temporary bulk water from a hydrant for a construction site, or for filling a swimming pool, holding tank, or other large container.

C Flow tests: Flow tests at the request of a municipality served by the District will be at no charge to the municipality. For all other flow tests, including but not limited to flow tests performed for new or proposed projects, the charges will be \$75 per hydrant during business hours (\$40 for each additional hydrant at same location)

Flow testing at times other than during business hours may be required by the District based on operational needs of the District's distribution system, and the charges will be \$100 for the first two hours, and \$50 each hour thereafter.

D Leak Search: Customers of multi-unit buildings requesting a cursory internal leak check will be charged \$35 (payable prior to the search), and allotted 45 minutes of time. Service personnel are not licensed plumbers/HVAC technicians, and will only provide suggestions on water use, leak detection, and conservation. No repairs will be performed, and no liability will be assumed by the District.

26 UTILITY JOBBING

"Utility jobbing" means unregulated utility services, including but not limited to construction and laboratory services. If the District agrees to perform work outside the scope of regulated services for a customer, work is solely as the customer's expense.

A customer may be required to confirm its request in writing before the District will provide unregulated utility service. Work performed in support of unregulated utility service outside regular business hours will be at the District's discretion and charged at overtime rates.

Applicants are required to provide, in advance, sufficient funds as provided in a written estimate by the District to cover the anticipated District expense. The District will return excess funding within 30 days of project completion; costs in excess of the estimate will be billed to the customer and must be paid within 30 days. Charges as allowed under Title 9A of the Maine Consumer Credit Code may be assessed on jobbing bills not paid by the due date.

27 WINTER CONSTRUCTION

Proposed Effective:	September 7, 2015	
Effective:	9/7/2015	Sid Hazelton P.E. Acting Superintendent
Docket No:	2015-00227	

No new service or extension of mains will be installed for the convenience of a customer during winter conditions which increase the cost of the work for the District unless the customer assumes all extra expense over ordinary construction costs.

28 SERVICE LINES AND WATER MAINS

A. GENERAL

Requests for new water mains or service lines must be accompanied by information requested by the District for review. Information requested may include but is not limited to plans/drawings of the affected area including above- and below-ground utilities, existing or proposed structures, property lines, average domestic water demand (GPD), maximum fire protection demands (GPM), installing contractor, approximate date of installation, and other required municipal/regulatory approval.

All materials and installation will be in compliance with the District's Material and Technical Specifications and its Construction Specifications, including

- Separate service: Unless otherwise approved, each unit will have its own service and curb stop (shut off) in accordance with the District's construction specifications.
- Service/Valve box location: Valve boxes for water mains and services shall be at least five feet from all structures, steps, trees, and shrubs.
- Customer's side of the service line may be of approved K type copper or HDPE (copper tubing size) conforming to our materials specifications. Customers are referred to the District's Construction/Technical Specifications regarding joint use of service pipe trench.

Charges: The applicant is responsible for all costs associated with the installation, and work will be scheduled at the District's discretion. A written estimate will be provided to the applicant, and a deposit equivalent to the estimate will be collected prior to any work being performed. The estimate may include but is not limited to

- Administrative fee of \$50 for review of plans
 - The fee is payable with delivery of the plans prior to start of review
 - The fee will typically be waived for installation of a service line to one single-family residential building on an existing main
 - The fee is non-refundable

When all specified work is completed and the job released for billing, payment from the customer or a refund to the customer will be made within 30 days.

If the District is not contacted to perform an inspection and evidence indicates the line does not meet utility standards, water service will not be provided unless required modifications are met.

B. SERVICE LINES

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

Ownership of the service line will be in compliance with MPUC Chapter 650.

Installation: The District must perform the tap into its water main at the applicant's expense (see Section A above). The customer is responsible for providing all materials to complete the tap.

Inspection: The District shall inspect all underground service line installations including renewals prior to backfilling. The District shall be given a minimum of one business day's notice and the inspection will be performed during regular business hours. Work performed outside of regular business hours requires advance District approval and will be charged to the customer at overtime rates. Approval of such installation by the District does not constitute a guarantee by the District as to the sufficiency of the materials or workmanship.

C. WATER MAINS

Installation: Water main extensions will be in compliance with MPUC Chapter 650, including adequate sizing as determined by the District.

Inspections: The District shall inspect all underground service installations prior to backfilling. The District shall be given a minimum of one business day's notice and the inspection will be performed during regular business hours. Work performed outside of regular business hours requires advance District approval and will be charged to the customer at overtime rates. Approval of such installation by the District does not constitute a guarantee by the District as to the sufficiency of the materials or workmanship.

29 FLAT RATE DOMESTIC SERVICE BILLING

All customers billed on flat rates will be charged for all fixtures, whether used or not. If a hot and cold water faucet supply the same fixture, only one faucet will be charged. No water will be furnished for less than the first faucet rate. No customer supplied with water on flat rates may install any additional fixtures or alter any previously installed fixtures without first giving written notice to the District.

Customers on flat rates must prevent all unnecessary waste of water. Water will not be supplied on flat rates for any continuous flow device. The District will decide what constitutes waste or improper use and will restrict usage when necessary.

Properties currently on flat rates must provide for a meter connection within 30 days of the sale of the property to continue receiving service.

30 HYDRANTS

Proposed Effective:	September 7, 2015	
Effective:	<u>9/7/2015</u>	Sid Hazelton P.E. Acting Superintendent
Docket No:	<u>2015-00227</u>	

Authorized Use of Hydrants: Fire hydrants (both public and private) may not be used for any purpose other than to extinguish fires unless prior permission is given by the District. In any case, fire hydrants may not be opened by any person other than an agent of the utility, a duly authorized representative of the municipality, or as authorized by the District.

Any hydrant use between October 15 and April 15 (winter use) must be reported to the utility on the same day it was used so that the hydrant can be pumped and inspected.

The District reserves the right to meter any fire line which it has reason to believe water is being taken for purposes other than fire protection.

If a meter is installed on a private fire protection line, fire protection charges will be billed – but water used for fighting fires or for systems tests will be credited, if reported by the customer, to the account.

31 PRIVATE FIRE PROTECTION

Customers requiring private fire protection must contact the District to determine the availability of fire service at their location. Fire service, if available, will be installed at the customer's expenses within the bounds of the public way or right-of-way with a separate service connection. The District does not guarantee any quantity of water or pressure available through a fire protection system.

Customers wishing to cancel fire service protection must notify the District in advance and in writing, and must have permission in writing from the appropriate fire department official. Physical shut-off of the fire service and/or private hydrant(s) will not be made by the District until the prescribed notice has been made.

32 AVAILABILITY

Availability: Per MPUC Chapter 660 regulations, by the end of the next business day after the request for service, the District will either provide service or initiate the District's standard practices to provide service.

Emergency Service: Emergency service of a limited nature is provided during non-business hours when—in the opinion of the District—public health or safety is at risk. Charges where applicable will be billed to the customer, payable within 30 days.

33 FROZEN SERVICES

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

Thawing of frozen services will be in compliance with AWD's policy on frozen services.

The responsibility for the costs of thawing the service is based on the location of the frozen area per MPUC Chapter 620 regulations, generally measured from the customer's side of the service toward the District's. If the frozen area is on the customer's side of the shut-off valve in the public right-of-way, the customer pays the full cost of thawing efforts. If the frozen area is on the District's side of the shut-off valve, the District pays the full cost. If the location is unable to be determined, the costs are split 50-50 between the District and the customer.

The District is solely responsible for determining the location of the freeze, and District personnel must be present at the time of determination. No claims regarding frozen service lines will be honored if not verified by the District.

34 DISCONNECTION PROCESS FOR OVERDUE COMBINED WATER AND MUNICIPAL SEWER BALANCES

The District may disconnect water service to customers receiving sewer service from the District for non-payment of an undisputed balance in accordance with MPUC Chapter 660 Regulations.

Definitions:

Service Classification – "Service classification" includes water and sewer services billed as residential, residential – flat, commercial, industrial, and governmental accounts.

Total Account Balance – "Total account balance" means the total water and sewer amount owed by a customer that has been properly billed.

Total Amount Overdue – "Total amount overdue" means the total water and sewer amount billed to a customer that has not been paid by the due date of the bill, or by a date otherwise agreed upon by the District and the customer. Disputed amounts will not be included in the Total Amount Overdue.

Billing: Bills shall be issued in accordance with Chapters 660 and 870 of the Maine Public Utilities Rules and Regulations and Section 3 of the Terms and Conditions for the Auburn Water District.

Disconnection and Reconnection: A 14-day disconnection notice shall be issued when a customer does not pay or make a payment arrangement on an undisputed balance in accordance with MPUC Chapter 660 regulations.

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

Payment Allocation: In the event that a payment is received by the District which does not clearly indicate whether the payment is for water or sewer, the District shall attempt to ascertain the intentions of the customer. When such intentions cannot be determined, money received shall be applied to the oldest basic service due

Payment Arrangement: The District shall continue to serve a customer who cannot pay the Total Account Balance provided satisfactory payment arrangements are made in accordance with the Public Utilities Commission Rules and these Terms and Conditions.

Limitations: The following will be prohibited from disconnection for a combined water and sewer overdue balance:

- A. A disconnection based solely on a customer's nonpayment of a fee or charge for estimated sewer service usage; and
- B. A disconnection of a multiunit rental facility greater than 2 units unless the owner of the facility occupies a unit that would be subject to the disconnection.

Assistance program information: Prior to disconnection, the District will provide the impacted customer with information about potential available assistance programs, including programs that offer assistance in paying for sewer or water service, programs that offer assistance in paying for other utility services or in paying for heating fuel or similar assistance programs that could provide sufficient support to the customer to allow the customer to pay the utility's rates, fees or charges for sewer service. At a minimum, this shall include the following:

City of Auburn – General Assistance Program
Auburn City Hall
60 Court Street
Auburn, Maine 04210
Tel: (207) 333-6601 Ext: 1412

Department of Health and Human Services
Emergency Services
200 Main Street
Lewiston, Maine 04240
Tel: (207) 795-4300

Maine 211 – statewide directory of over 8,000 including agency services and support groups
Dial: 2-1-1 or 1-866-811-5695
TTY: 2-1-1
Email: infor@211maine.org

Proposed Effective: September 7, 2015

Effective: 9/7/2015

Docket No: 2015-00227

Sid Hazelton P.E. Acting Superintendent

Dispute Resolution: The District shall resolve disputes in accordance with the Public Utilities Commission Regulations.

Proposed Effective:	September 7, 2015	
Effective:	<u>9/7/2015</u>	Sid Hazelton P.E. Acting Superintendent
Docket No:	<u>2015-00227</u>	