

# RULES and REGULATIONS for WATER SERVICE



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## RULE 1. DEFINITIONS

**BWL** - When used in these Rules and Regulations, an abbreviation meaning the Lansing Board of Water & Light.

**BORING** - The act or process of making or enlarging a hole for pipes, cables, etc.

**CUSTOMER** - A purchaser of water service supplied by the BWL or a governmental entity that authorizes the BWL to provide water service.

**CUSTOMER-OWNED FIRE HYDRANT** - The hydrant and appurtenances owned and maintained by the Customer, installed on Customer Piping on private property after the BWL metering point.

**CUSTOMER PIPING** - A piping system owned or controlled by the Customer that conveys water from the Service Location throughout the Customer's Premises.

**CUSTOMER WATER SERVICE** - Those pipes, valves and appurtenances installed between a Water Main and Customer Piping owned and maintained by the BWL.

**CROSS-CONNECTION** - A physical interconnection, arrangement or condition of the Customer's plumbing through which the potable water furnished by the BWL's Water Distribution System could become contaminated if backflow takes place.

**DEMAND** - The rate of water delivered at a given point.

**DOMESTIC WATER SERVICE** - Those pipes, valves, backflow devices and appurtenances installed from the Water Main to the Service Location for the purpose of providing water for consumption other than irrigation or fire service use on the served Premises.

**DWELLING UNIT** - A single room, suite or groups of rooms or suites which have individual cooking and kitchen sink facilities designed for or used exclusively for residential purposes.

**FACILITIES** - A general term which includes BWL equipment, pipes, fittings, valves, fire hydrants, structures and the like, used as a part of or in connection with a water installation.

**FIRE SERVICE** - Those pipes, valves, backflow devices and appurtenances installed from the Water Main to the Customer's Premises for the sole purpose of providing water for fire-fighting on the served Premises.

**METER SET** - Those pipes, valves and appurtenances that house the water meter.

**ON-SITE WATER MAINS** - Water Mains installed on private property that will be located in easements or public right-of-way and owned and maintained by the BWL.

**PERSON** - Any individual, corporation, partnership, company, limited liability corporation, organization or governmental entity.

**PREMISES** - A building and its grounds.

**PRIVATE FIRE HYDRANT** - The hydrant and appurtenances owned and maintained by the BWL, installed on Water Mains on private property in BWL approved easements to provide water primarily for fire-fighting purposes for the property benefit.

**PUBLIC FIRE HYDRANT** - The hydrant and appurtenances owned and maintained by the BWL, installed on Water Mains within public right-of-way or in BWL approved easements to provide water primarily for fire-fighting purposes for public benefit.

**RATE** - The unit prices as established by the BWL's rate-making body and the quantities to which they apply as specified in the Rate Schedule.

**RATE SCHEDULE** - A filed statement of the water Rate for a particular classification of service and the terms and conditions governing its application as are established by the BWL's rate-making body. Rate Schedules can be found on the BWL's website at [www.lbwl.com/rates](http://www.lbwl.com/rates).

**SERVICE LOCATION** - The point at which the BWL has agreed to deliver water service to Customer Piping.

**SERVICE STUBS** - That portion of a Customer Water Service that extends from the Water Main to a typical distance of 5 feet inside the property line.

**TRENCH** - A cut in the ground in which pipes, etc. are installed.

**WATER DISTRIBUTION SYSTEM** - The system of Water Mains, pipes, fittings, valves, fire hydrants and all equipment and appurtenances thereto, necessary to distribute water to Customers.

**WATER MAIN** - A pipe owned and maintained by the BWL installed in public right-of-way or easement that conveys water to a Customer Water Service or to a fire hydrant.

## RULE 2. GENERAL PROVISIONS

### 2.1 GENERAL PROVISIONS

- A. Copies of the BWL's Rate Schedules for water service are open to public inspection at the BWL's offices and are available on the BWL website at [www.lbwl.com/rates](http://www.lbwl.com/rates) or upon request. Application for original, modified, or added service should be made at BWL Utility Services, 1232 Haco Drive, Lansing, Michigan 48912.
- B. Any Person receiving or agreeing to receive water service from BWL Facilities is deemed a Customer of the BWL subject to its Rates and these Rules and Regulations and responsible for the service used whether such service is provided under a signed agreement or not.
- C. Water service will not be supplied to new or remodeled buildings until such installations comply with these Rules and Regulations.
- D. For water service requests that are 2" or larger in size, the Customer should contact the BWL Customer Projects Department to determine the characteristics of the water service available at the Premises, since adequate flow and pressure may not be available. The Customer Projects Department will inform the Customer of the BWL requirements, which must be fulfilled by the Customer in order to receive water service.
- E. No rights, title, or interest in Facilities provided by the BWL will pass to any person as a result of any deposit or contribution made under these Rules and Regulations, unless otherwise specified herein or by contract. Deposits or contributions made by Customers toward Facilities will not be refundable unless expressly provided in these Rules and Regulations.
- F. The BWL may disconnect water service to any Customer for any breach of the BWL's Rules and Regulations, policies, procedures, and practices, or in accordance with law. The Customer must pay a reconnection fee as stated in Rule 15 to cover the costs of restoring water service that has been disconnected for any breach of the BWL's Rules and Regulations, policies, procedures, and practices, or in accordance with law. The BWL may charge a reconnection fee as stated in Rule 15 for each utility reconnected.
- G. The BWL will release Customer information in accordance with written Customer authorization and BWL policy.
- H. This document is intended to cover most situations where standardized policies, procedures, and practices have been established. No officer, agent, or employee of the BWL has authority to waive or modify the provisions of this document unless specifically authorized to do so by the Board of Commissioners. At any time, the Board of Commissioners may temporarily or permanently revise, modify, or suspend any portion of this document.



## RULE 3. CHARACTERISTICS OF SERVICE

### 3.1 CHARACTER OF SERVICE

- A. The BWL produces and distributes potable water approved by the State of Michigan for public use throughout its service area and intends, but does not guarantee, to furnish a continuous supply and to maintain water pressure within reasonable limits.
- B. The BWL will not be liable for interruptions in the service, including, but not limited to, variations in the service characteristics, loss or damage of any kind or character caused by interruptions or variations in service, or loss or damage caused by conditions beyond the BWL's control. Such causes or conditions specifically include, but are not limited to, acts or failure to act by Customers or third parties, operation of safety devices, absence of an alternate supply of service, the failure, malfunction, breakage, repairs, or inspection of machinery, or lack thereof, Facilities or equipment when the BWL has carried on a program of maintenance consistent with the general standards prevailing in the industry, acts of God, war, action of the elements, storm, flood, fire, riot, sabotage, labor dispute, labor disturbance, the exercise of authority by the government, the exercise of authority by the military, governmental regulation, and military regulation.
- C. Notwithstanding any other provision of these rules, the BWL may interrupt, curtail, or suspend water service to all or some of its Customers without prior notice and in a manner that appears equitable under the circumstances or as necessary to protect the health, safety and welfare of its employees or Customers and the reliability of the Water Distribution System. The BWL is not liable for any such interruptions, curtailment, or suspension of water service.

### 3.2 AVAILABILITY OF SERVICE

- A. Water service is provided to Customers in the City of Lansing and several surrounding governmental jurisdictions, except where the BWL has determined it to be impractical to serve. Service to the surrounding governmental jurisdictions is by contractual agreement.
- B. The BWL, at its discretion, may provide service to individual Customers outside its service area with the approval of the local governmental entity.
- C. Water service may be made available to Premises' that have frontage on a public right-of-way. The BWL, at its discretion, may install Water Mains and Customer Water Services in easements.
- D. Water service is not considered available when the Customer Water Service must cross another parcel or lot not owned by the requesting Customer when the BWL does not have an existing easement in order to provide service.
- E. In the case where there is more than one Water Main capable of providing service, the BWL will determine which Water Main will be used for service and the location of the Customer Water Service connection.
- F. Water service is available in sizes one inch (1") and larger. The BWL will evaluate service sizes two inches (2") and larger before installation to determine the adequacy of water supply and pressure. Inquiries regarding adequacy of water supply and pressure should be directed to the BWL's Customer Projects Department.

### 3.3 AGREEMENTS

- A. The BWL may require the Customer to enter into a written agreement that details the terms, conditions and price to be paid by the Customer prior to water service construction.
- B. In addition, the BWL may negotiate written contractual arrangements for Customers or prospective Customers whose load requirements exceed the capacity of the available distribution system in the area or whose load characteristics or special service needs require unusual investments by the BWL in service Facilities or where there is not adequate assurance of the permanent use of the service. The agreement may contain language regarding the necessary service Facilities to be provided, duration of service, amount of deposit and refunds, minimum bills, or other service conditions.
- C. The BWL may charge a connection or reconnection fee when the Customer requests the service to be made active outside normal business hours as specified in Rule 15.
- D. No promises, agreements, or representations of any agent or employee of the BWL will be binding on the BWL unless the same is within the authority of that individual and incorporated in the written agreement.

### 3.4 MATERIAL AVAILABILITY

- A. Subject to the restrictions contained in Rule 3.2, the BWL will construct water distribution Facilities and extensions only in the event it is able to obtain or use the necessary materials, equipment, and supplies. The BWL may, at its discretion, allocate the use of such materials, equipment, and supplies among the various classes of Customers and prospective Customers of the same class.

## RULE 4. USE OF SERVICE

### 4.1 GENERAL

- A. Potable water is supplied to a Customer for exclusive use on the Premises to which it is delivered by the BWL. Service may not be shared with another, sold to another, or transmitted off the Premises without the written permission of the BWL, except as noted in Rule 6. The Customer must use the service so as not to cause a safety hazard, endanger BWL Facilities, or disturb BWL service to other Customers.
- B. The location and use of water is only for the purposes authorized by the BWL and is not to be extended to another building without authorization of the BWL. Only personnel authorized by the BWL may operate valves (including automated valves), or draw water from the system.
- C. No Person except authorized Fire Department personnel, Director of Public Service, and such other people as determined by the BWL may operate or take water from a fire hydrant, Fire Service, or any other unmetered connection.

### 4.2 ACCESS AND DAMAGES

- A. The Customer must provide and maintain, at no expense to the BWL, appropriate access and working space around water Facilities in accordance with all applicable BWL standards to permit ready and safe operation and maintenance of such Facilities, including, but not limited to, periodic testing, repairs, and replacement. If the Customer does not maintain appropriate access and working space to BWL Facilities, the BWL is authorized to remove anything that has or has the potential to come into contact with, interfere with, or be hazardous to the operation and maintenance of BWL Facilities. In such instances, the BWL will have no obligation to restore the Customer's Premises.
- B. The BWL's authorized personnel or agents of the BWL must have access to the Customer's Premises at all reasonable hours for all purposes necessary to conduct business, including, but not limited to, the following:
  - 1. Install, inspect, read, repair, maintain, test, or remove its meters.
  - 2. Install, operate, inspect, and maintain other BWL equipment or Facilities.
  - 3. Inspect Fire Service installations, Customer Piping, backflow devices, determine the connected water Demand, and perform tree and brush removal.
- C. If the meters, metering equipment, or other BWL property are damaged or destroyed through acts or failure to act by the Customer or someone other than the BWL, the cost of necessary repairs or replacements is the responsibility of the Customer.
- D. If the BWL is unable to read, operate, maintain or inspect a meter for reasons beyond its control, including, but not limited to, Customer interference, the Premises being locked, the meter being inaccessible or the presence of unsafe conditions, service may be disconnected or interrupted and the Customer will be responsible to pay the appropriate reconnection fee in accordance with Rule 15.
- E. If a Customer intentionally interferes with the BWL's access to Facilities, including, but not limited to, physical or verbal threats, assault or intimidation, the Customer will be responsible to pay an interference fee, per incident, in accordance with Rule 15.

- F. Service will not be reconnected until:
  - 1. Safe and appropriate access has been provided.
  - 2. All fees have been paid in full.
- G. The Customer is responsible for all losses, injuries, and damages associated with the Customer's failure to provide safe access to the Premises, which includes but is not limited to accessibility, maintenance of equipment and continuation of service.

#### 4.3 CUSTOMER PIPING AND EQUIPMENT

- A. The BWL will deny or terminate service to any Customer whose water piping or equipment constitutes a hazard to the BWL's employees, its equipment, its service to others, or the public. The BWL is not responsible for installing, inspecting, repairing, maintaining, testing, or removing the Customer's Piping or equipment and is not liable for any injury or damage resulting from the condition of such piping or equipment.
- B. However, in situations in which the Customer's piping or equipment is damaged and needs repair as a direct result of the BWL's planned or emergency work, such piping or equipment will be repaired or restored by the BWL. The BWL will not repair or restore wiring or equipment that was damaged or defective prior to the BWL's work.
- C. The Customer must install and maintain the necessary Facilities or devices, including the condition of the building and core holes, to protect Customer-owned equipment against service interruptions and other disturbances on the BWL Water Distribution system.
- D. The Customer must install a valve on the outlet of the meter-set and maintain it in good repair.
- E. Alterations to the Customer Water Service or associated equipment require the approval of the BWL.

#### 4.4 WATER QUALITY AND DISTURBANCES

- A. The Customer must operate equipment and use the service in a manner that does not cause surges, water hammer or other disturbances to the Water Distribution System or another Customer's service. If the BWL notifies the Customer of such a condition, the Customer must discontinue operation of equipment causing the condition until a correction has been made. If the Customer does not remedy the condition within the time requested by the BWL, the BWL will disconnect service until the Customer has remedied the situation and has paid the reconnection fees in accordance with Rule 15 and any costs associated with investigation.
- B. The Customer is responsible for the cost of installation, testing and maintenance of backflow prevention equipment necessary to prevent contamination of the Water Distribution System as required by the BWL.
- C. The Customer is responsible for all costs associated with alterations to the Water Distribution System required to continue proper operation of the system when the Customer causes such alterations.

#### 4.5 IMPROPER USE AND TAMPERING

- A. Any Person or Customer that uses water without making proper application for water service is responsible for all charges for water service. The amount of such charges will be determined by the BWL either by an actual meter read or by estimated consumption for the time water was used.

- B. The BWL may disconnect service without notice, if a Person or Customer uses water without proper application for service or water service connection. In the case of such disconnection of service, the BWL will restore service only when the Person requesting restoration is or becomes a Customer, has paid the meter tampering fee and reconnection fee in accordance with Rule 15, and has made appropriate restitution for stolen service and damaged equipment.
- C. The BWL may disconnect service without notice if it determines the meter or piping on a Premises has been tampered with or altered in any manner. If the BWL disconnects service for this reason, the BWL will restore service only when the Person requesting reconnection is or becomes a Customer, paid the meter tampering fee and reconnection fee in accordance with Rule 15, made appropriate restitution for stolen service and damaged equipment, and made arrangements for metering and piping changes as may be required by the BWL.

#### 4.6 DISCONNECTION OF SERVICE

- A. Service may be voluntarily or involuntarily disconnected. Customers or their representative should be present when service is disconnected because the Customer is responsible for confirming service disconnection. Customers must take all necessary measures to verify disconnection and secure Customer-owned equipment in the event of water service disconnection.
- B. Customers are responsible for notifying the BWL as soon as possible if the service disconnection was not effective and are also responsible for all water service consumption registered or damages due to an ineffective disconnection. Service may be disconnected in the following circumstances:
  - 1. Customer Request
    - a. Service may be disconnected per the Customer's request. When a Customer who is not the owner of the building requests a disconnection of service, the service will transfer to the owner until the owner requests disconnection or a new tenant assumes responsibility.
    - b. A request for temporary disconnection of service for purposes such as winterization or seasonal occupancy is subject to a reconnection fee in accordance with Rule 15 to cover the costs of restoring service.
    - c. Service may be permanently disconnected for demolition purposes by submitting a demolition request form. Permanent disconnection is completed at the cost of labor and material required to complete the disconnection.
  - 2. Noncompliance
    - a. Service may be involuntarily disconnected for noncompliance with BWL Rules and Regulations.
    - b. Service may be involuntarily disconnected for noncompliance with Municipal, State, or Federal law.
    - c. Service may be involuntarily disconnected by issuance of a court order.
  - 3. Other
    - a. Service may be disconnected if the BWL no longer provides services to the applicable jurisdiction or territory.
    - b. Service may be disconnected if an alternative is available to the Customer subject to the BWL's approval.

#### 4.7 SERVICE RESTORATION OR TURN-ON

- A. The following conditions must be met prior to the BWL restoring or turning on water service at the Customer's request:
  - 1. The Customer must verify the integrity of the plumbing system beyond the BWL-owned water meter and inside shut off valve.
  - 2. The Customer must verify adequate heat is provided to minimize any potential damage to the plumbing system.
  - 3. The Customer or their representative is present at the time of restoration or turn-on.
- B. The BWL does not inspect beyond its shut off valve and meter. The BWL is not responsible for any property damage that may result from restoration or turn-on. If a Customer is not able to have a representative present at the time of turn-on, they must provide the BWL with a signed liability waiver which is acceptable to the BWL.

## RULE 5. METERING

### 5.1 GENERAL

- A. All water sold to Customers is measured by commercially acceptable measuring devices owned and maintained by the BWL except where it is otherwise impractical to meter, such as for firefighting, temporary installation, or special installation in which cases the consumption may be estimated.
- B. Inquiries regarding BWL installation requirements should be directed to the BWL's Customer Projects Department.

### 5.2 SIZING, INSTALLATION, AND OWNERSHIP

- A. The BWL will furnish, install, own, and maintain all metering equipment and reserves the right to size such metering equipment.
- B. The Customer is responsible for the cost of parts and labor for installing, removing, or modifying meter settings, when requested by the Customer.
- C. All meter settings must be installed, removed, or modified by BWL personnel or the BWL's agent. The installation, removal, or modification of meter settings by anyone other than BWL personnel or the BWL's designated agent constitutes meter tampering and is subject to the meter tampering fee in accordance with Rule 15.

### 5.3 EQUIPMENT LOCATION

- A. The Customer must provide, at no expense to the BWL, a space or enclosure suitable to the BWL for the installation of the necessary metering equipment. The Customer must also furnish the space and the provisions for mounting metering and service equipment to meet BWL requirements. Inquiries regarding BWL requirements for equipment and its installation should be directed to the BWL Customer Projects Department.
- B. Wherever possible, metering equipment should be located inside the building being served and as near as practicable to the point where the Customer Water Service enters the building.
- C. The Customer must not place metering equipment in a pit below floor level, in a restroom or on a platform higher than thirty (30) inches above the floor unless BWL approved steps and platform are installed.
- D. The space provided must have adequate ventilation and permanent heat to prevent freezing of the meter and associated piping. A clear overhead space of at least six feet (6') must be provided. A floor drain of adequate capacity must be provided adjacent to the meter except where the BWL has deemed it to be impractical to provide such drain.
- E. Where an approved location is not available inside the building, the meter must be located in a meter manhole or pit at or near the property line, and the cost, ownership and maintenance of the meter manhole or pit structure and the piping from the outlet of the Meter Set is the responsibility of the Customer, except where the BWL has retained ownership. The Customer must always provide clear access to the meter manhole or pit structure for the purpose of meter and meter set access and maintenance.

#### 5.4 MULTIPLE OCCUPANCY BUILDINGS

- A. Where the building owner desires to meter each tenant's water separately, a meter manifold may be permitted, when all the following conditions are met:
  - 1. An adequately sized room is made available by the owner for housing the water meters. The meter room must be of sufficient size for access and provided with a door which can be fitted with an approved lock box.
  - 2. Access to the meter area is by way of a common-use space.
  - 3. The building owner attaches a tag to the valve on the outlet side of the meter identifying the number or address of the unit served.
  - 4. The building owner installs a valve on the outlet of each meter-set.
  - 5. The building owner installs a valve at the point where each water supply line enters the apartment or unit served.
  - 6. Each meter serves only one apartment or unit, with no interconnecting piping between each apartment or unit.
  - 7. The meter manifold is limited to eight (8) individual meters. Requests for installation of a manifold larger than 8 is permissible only upon approval by the Customer Projects manager or designee.

#### 5.5 METER CALIBRATION REQUEST

- A. Upon Customer request, the BWL will inspect and test a meter to ensure it is calibrated within the permitted accuracy limits of plus or minus 1.5%.
- B. Prior to the BWL inspection and testing of a meter, the Customer must pay the meter calibration charge in accordance with Rule 15.
- C. For a meter with test results outside the permitted accuracy limits of plus or minus 1.5%, the BWL may repair or replace the meter and the meter calibration charge will be refunded to the Customer.
- D. For a meter with test results within the permitted accuracy limits of plus or minus 1.5%, the BWL may reinstall or replace the meter.

#### 5.6 DAMAGED METERING EQUIPMENT

- A. The Customer will be held liable for acts or failure to act by the Customer, their agent, or their tenant that result in damage to the metering equipment, monitoring equipment, or communication and control wiring. The BWL will repair or replace damaged metering and monitoring equipment, and communication and control wiring, and the cost will be reimbursed by the Customer.
- B. The BWL may, after an occurrence of a frozen meter, charge the Customer a damaged meter charge for the replacement of a frozen meter in accordance with Rule 15.
- C. When a Customer requests service in a location where the BWL has an existing service connection, and the meter or meter setting is missing, broken, or otherwise inoperable, a damaged meter charge and meter set charge will be applied in accordance with Rule 15.
- D. In the event of a damaged or missing meter, meter setting, or service piping due to circumstances beyond the Customer's control, including, but not limited to, stolen copper and stolen meters, the Customer will be



responsible for the costs of repair. In this instance, additional penalties may be waived at the discretion of the BWL. The BWL has sole discretion as to the extent of repair required.

## RULE 6. APPLICATION OF RATES

### 6.1 GENERAL

- A. Water Rates are based on the BWL providing only one Customer Water Service to a building or structure.
- B. The BWL will separately meter and separately bill service at different points or at different buildings or structures unless specifically provided for in the applicable Rate Schedule.

### 6.2 RESALE OF WATER

- A. The owner or operator of an office building, apartment building, shopping mall, or similar structure may purchase water from the BWL for resale to occupants on the condition that service to each occupant must be metered separately and the occupants may not be charged more for such service than the appropriate BWL Rate available for similar service under like conditions. To qualify for resale of water to tenants, the owner or operator must state in writing their intent to resell in the application for service. The owner or operator is responsible for payment of purchased water for resale as required by Rule 7.
- B. The BWL has no obligation to furnish, test, or maintain meters or other equipment used for the resale of water to an occupant by the reselling owner or operator.
- C. Billing records of the owner or operator may be audited once every 12 to 18 months using generally accepted auditing practices. The audit will be conducted by the BWL or if the BWL elects, by an independent auditing firm approved by the BWL. The reselling owner or operator will be assessed a reasonable fee for an audit conducted by the BWL or its agent.
- D. The reselling owner or operator is responsible for testing of each occupant's meter at least once every 3 years. The accuracy of such meters must be maintained according to the most recent publication of Table 5-3, *Test Requirements for New, Rebuilt and Repaired Cold-Water Meters* within the AWWA M6 manual. Meters must be tested only by outside testing services or laboratories approved by the BWL.
- E. A record of each meter, including testing results, must be kept by the reselling owner or operator during use of the meter plus one year thereafter. When requested by the BWL, the reselling owner or operator must submit certified copies of the meter test results and meter records to the BWL.
- F. The reselling owner or operator must render a bill once during each billing month to each of the occupants or tenants in accordance with the appropriate BWL Rate Schedule. Every bill rendered by the reselling owner or operator must specify the following information:
  - 1. The Rate Schedule title.
  - 2. The due date.
  - 3. The beginning and ending meter reading of the billing period and the dates thereof.
  - 4. The difference between the meter readings.
  - 5. The amount due for services and commodity use, as applicable to the Rate.
  - 6. Subtotal before taxes, other taxes where applicable, amount due for other authorized charges, and the total amount due.
- G. The due date must be 21 days from the date of rendition and the reselling owner or operator is responsible for all collections and payment disputes for resale occupants.

- H. The reselling owner or operator must supply each occupant with a water system adequate to meet the needs of the occupant such as water quality, pressure, Cross- Connection control, and other conditions of service.
- I. If the reselling owner or operator fails to meet the obligations of this Rule, the BWL will notify the appropriate authorities and after reviewing with the reselling owner or operator, and if the problem is not resolved the BWL may declare reselling owner or operator in violation of Rule 2.
- J. The renting of a Premises with the cost of water service included in the rental as an incident of tenancy will not be considered a resale of such service.

### 6.3 CHOICE OF RATES

- A. In some cases, the Customer may be eligible to take service under one of two or more Rates. Upon request, the BWL will advise the Customer of the Rate that will, based on the best available information, provide the lowest cost of service but responsibility for selection of the Rate is solely the Customer's.
- B. After the Customer has selected a Rate, the Customer may not change from that Rate to another Rate until at least twelve (12) months have elapsed. The Customer cannot evade this rule by temporarily terminating service. The BWL may waive the provisions of this paragraph where it appears that a change of Rate is necessary for permanent rather than temporary or seasonal advantage, the intent being to prevent frequent changes from Rate to Rate.
- C. The BWL is not responsible for the difference in charges under different Rates applicable to the same class of service, unless the BWL provided an incorrect initial service turn-on Rate setting or unless the Customer makes a written request and has a permanent change in load profile. Any refund is at the BWL's discretion.

### 6.4 APARTMENT BUILDINGS AND MULTIPLE DWELLING STRUCTURES

- A. An apartment building or a multiple dwelling structure served by one meter and containing four (4) or less Dwelling Units may elect to be billed on the appropriate Residential Service Rate.

### 6.5 BILLING

- A. Customers having more than one meter will have consumption computed by an individual meter in accordance with the current Rate Schedule, with the exception of separate meters connected to the Customer Water Service and installed solely for lawn sprinkling. Lawn sprinkling meters connected to the Customer Water Service are subject to the Lawn Sprinkling Water Service Rate.
- B. In the case of a single building with multiple tenants (e.g., apartment building, strip mall, multi-unit housing), where each tenant is individually served by a meter within a meter manifold, and meets all requirements of 5.4 Metering, the billing rate for each tenant will be based upon the use of the rented space.
- C. In the case of a single building with multiple tenants that does not meet the requirements of 5.4 Metering, the building owner will be required to have all services and meters in the owner's name.

### 6.6 MINIMUM CHARGES

- A. A minimum charge, as defined by the Rate in effect, will be applied to all services and billed to the Customer. Where the Customer requests that a service be disconnected, the BWL will deactivate the service by any appropriate means, including, but not limited to, removing the meter and disconnecting the service from the BWL's Water Distribution System.

## 6.7 PROPERTY OWNER - RENTAL AGENT AGREEMENT FOR AUTOMATIC LEAVE-ON "ALO" SERVICE

- A. The BWL may waive application charges to maintain continuity of service at rental property locations provided:
  - 1. The landlord agrees in writing to assume the responsibility for water service during the interim between tenants.
  - 2. The landlord is in compliance with all other BWL Rules and Regulations.
- B. The BWL strongly recommends that property owners and landlords enroll their properties in Automatic Leave-on Service. The BWL is not responsible for the consequences of service interruptions that result from renters or tenants vacating premises. Automatic leave-on service allows property owners and landlords to maintain services, be aware when tenants vacate the premises, and minimize any potential property damage that may result from service interruptions.

## RULE 7. BILLS AND PAYMENTS

### 7.1 RESPONSIBILITY FOR PAYMENT OF BILLS

- A. Each BWL Customer is responsible for paying all utility bills as rendered on or before the due date shown on the bill. The Customer remains responsible for payment of the bills until the Customer orders service to be disconnected and the BWL has had reasonable time to secure a final meter reading. Bills are rendered on approximately a monthly basis. Bills are mailed to Customers approximately fifteen (15) days before the due date shown on the bill. The Customer must pay the net amount if paid on or before the due date on the bill. Failure on the part of the Customer, through no fault of the BWL, to receive the bill does not entitle the Customer to pay the net amount after the due date of the bill. If a bill remains unpaid after issuing a five (5) day written shut-off notice, the BWL has the right to disconnect service.
- B. In extenuating circumstances, a Customer will be afforded the opportunity to make payment arrangements.
- C. Service to a Customer will not be disconnected for nonpayment of a disputed bill pending the result of a hearing timely requested by a Customer. Service may be disconnected for nonpayment of sums billed that are not in dispute.
- D. A new Customer account may not be established for a Service Location if a delinquent Customer account holder resides at the same Service Location as the new Customer, unless the new Customer agrees to pay a deposit in accordance with Rule 15.
- E. The BWL may also require individual Customers to enter into a written "Billing Service Agreement," insuring the Customer is responsible for all services used.
- F. The BWL will make billing history available to Customers at no charge, provided the information is currently stored on an active database. Customer requests for billing history that is no longer on an active database will be subject to payment of hourly fees based on the average burdened hourly wage of the BWL employee assigned to perform the research and compilation of the data.
- G. The BWL will charge a non-sufficient funds fee in accordance with Rule 15 for returned check

### 7.2 ESTIMATED CONSUMPTION

- A. Readings may be estimated when conditions warrant. Until reconciled by an actual reading, bills rendered on estimated consumption have the same force and effect as bills rendered on actual meter readings.
- B. If for any reason all consumption used cannot be measured accurately, the unmetered portion will be estimated by the BWL based on prior consumption, operating characteristics of the building and equipment or the BWL's experience in like circumstances.

### 7.3 BILLING ERRORS

- A. When an error is found to exist in any billing rendered by the BWL, the BWL will correct such error to recover or refund the difference between the original billing and the corrected billing for up to three (3) years from the date the error is discovered. Refunds to Customers will normally be made promptly upon discovery of the error. Amounts due to the BWL from the Customer will be subject to normal collection policies, procedures, and practices.

## 7.4 ACCOUNT SECURITY DEPOSITS

- A. The BWL will require an account security deposit from any new or existing Customer with an unacceptable credit history. The account security deposit is normally two (2) times the average monthly bill (actual or estimated) as determined by the BWL. Account security deposits will be administered in accordance with Customer Service established standards and guidelines.
- B. The BWL may waive account security deposits in special circumstances such as the Customer is receiving assistance from a social service agency, or like entity, to bring their bill current where at least 50% of the account balance is being paid by such entity, or as set forth below in this Rule 7.4. The BWL may also demand deposits larger than two (2) times the average monthly bill if the BWL determines that a Customer presents a high credit risk.
- C. Unacceptable credit history includes, but is not limited to, the following:
  - 1. The Customer intentionally misinformed or misrepresented facts to the BWL.
  - 2. The Customer misrepresents his or her identity.
  - 3. The Customer diverted, tampered with, or otherwise interfered with utility service in the past 6 years.
  - 4. The Customer fails to provide positive identification at the time of applying for service.
  - 5. The Customer has had one or more payments canceled in the last 12 months due to any of the following:
    - a. Non-sufficient funds returned check
    - b. Account closed returned check
    - c. Non-sufficient funds bank bill
    - d. Account closed bank bill
    - e. Credit card reversal
    - f. Failed electronic funds transfers
    - g. Other payment method cancellation
  - 6. The Customer has an account within the last 6 years that is delinquent.
  - 7. Credit check using a credit reporting agency or similar entity reveals unfavorable credit risk.
- D. Deposits may be waived for new residential Customers in any of the following situations:
  - 1. The Customer has previously established an acceptable payment history with the BWL on a similar account.
  - 2. The Customer has no service history with the BWL, has been verified to be a low credit risk using accepted credit reporting standards through a credit reporting agency or similar entity.
  - 3. The Customer's bill is paid by a governmental agency.
  - 4. The Customer secures a guarantor, and the guarantor has an acceptable payment history.
  - 5. The Customer provides an acceptable surety bond.

6. The Customer provides an acceptable credit reference letter from a similar utility company for a similar account. Account must have been in the Customer's name and maintained for a minimum of 12 consecutive months.
- E. Deposits may be waived for new commercial and industrial Customers in any of the following situations:
1. The Customer has previously established an acceptable payment history with the BWL on a similar account.
  2. The Customer's bill is paid by a governmental agency.
  3. The Customer secures a guarantor, and the guarantor has an acceptable payment history.
  4. The Customer provides an acceptable surety bond.
  5. The Customer provides an acceptable credit reference letter from a similar utility company for a similar account. Account must have been in the Customer's name and maintained for a minimum of 12 consecutive months.
- F. The BWL will refund account security deposits to Customers who have taken service for 12 months and have an acceptable payment history. The BWL will also refund deposits to Customers who have voluntarily terminated service and paid all charges due.
- G. The BWL will pay simple interest accrued on account security deposits held. No interest will be paid until the deposit is returned to the Customer. The interest rate will be updated on July 1 of each year. The interest rate used to calculate interest will be the sum of the Federal Funds rate in effect on the last day of March of the current year plus .25%.

## RULE 8. DISPUTE AND HEARING PROCEDURE

### 8.1 DISPUTES

- A. In accordance with the Lansing City Charter, the BWL is required to provide a fair and equitable dispute and hearing process for its Customers as follows:
  - 1. When any Customer disputes a bill or service and the BWL is so advised in writing, the date of the notice of dispute will be recorded.
  - 2. Service to a Customer will not be disconnected for nonpayment of a disputed bill if the Customer has requested a hearing, pending results of the hearing. Service may be disconnected for nonpayment of bills that are not disputed.
  - 3. The disputed bill or service will be investigated promptly and completely.
  - 4. The Customer will be advised of the results of the investigation.
  - 5. An attempt will be made to resolve the dispute in a manner mutually satisfactory to both parties.
  - 6. The BWL will provide the opportunity for each Customer to enter into a reasonable settlement agreement in order to mutually resolve the disputed claim or to satisfy any liability not in dispute.
  - 7. If a settlement cannot be reached between the Customer and the BWL, the Customer may choose to appear before the BWL's Dispute Review Committee. The review will be scheduled within ten (10) days of the request or as mutually agreed to by both parties.
  - 8. If a settlement cannot be reached following examination by the Dispute Review Committee, the account will be referred to the BWL's General Manager.
  - 9. If a settlement is not reached after review by the BWL's General Manager, the Customer will be afforded an opportunity for a hearing before an independent hearing officer as set forth below in 8.2.
  - 10. The Customer will be responsible for payment of all other bills or portions of bills as rendered which are not in dispute.

### 8.2 INDEPENDENT HEARINGS

- A. Any Customer who disputes the services provided or a billing for services, furnished in accordance with the BWL's Rate Schedules, Rules and Regulations, or established policies, procedures, and practices, may request a hearing. If a hearing request is based on a disputed past due bill, the request must be made within ten (10) calendar days following the final outcome of the dispute process. A request for a hearing may be made in writing and submitted to the BWL's corporate office at 1201 S. Washington Avenue, Lansing, Michigan 48910.
- B. Upon receipt of a request for a hearing, the BWL will forward this request to an independent hearing officer who is appointed by the BWL. The hearing officer will arrange a time for the hearing and advise both the Customer and the BWL of the date, time and location in writing. The hearing will be scheduled during normal business hours. Failure of either the Customer or the BWL to attend the hearing without cause and prior notice constitutes a waiver of the absent party's right to the hearing.



- C. The BWL and the Customer have the right to:
  - 1. Representation by counsel or other person of their choice.
  - 2. Present evidence, testimony and oral and written argument.
  - 3. Cross-examine witnesses appearing on behalf of the other party.
  - 4. Have the hearing recorded by a court reporter at the expense of the party requesting a court reporter. The hearing officer will also have the right to have the hearing recorded by a court reporter. Recordings will be preserved at least six (6) months from the date of the hearing. All evidence relevant to the dispute will be received.
- D. For each hearing, the hearing officer will compile a hearing record which will contain:
  - 1. A concise written statement of the BWL's position in the dispute.
  - 2. A concise written statement of the Customer's position in the dispute.
  - 3. Copies of all evidence submitted by the parties.
- E. If a decision is reached during the hearing, the hearing officer must state the decision to both parties. If the hearing officer does not reach a decision during the hearing, additional time will be allowed to reach a decision. When a decision has been reached, either at the hearing or later, the hearing officer will prepare a report which will contain the following:
  - 1. A concise summary of the evidence and position presented by the parties.
  - 2. The decision and a statement that the decision of the hearing officer was based solely on the evidence presented and reasons therefore.
  - 3. Advise that the representatives of the BWL and the Customer have a right to file an appeal with the Board of Commissioners.
  - 4. A statement as to any settlement agreement.
  - 5. A statement that the dispute determination is binding on both parties unless appealed to the Board of Commissioners within ten (10) days of the date of mailing of decision, and that any request for appeal must be in writing to the Corporate Secretary.
- F. The hearing officer will file the written report with the Board of Commissioners and the Mayor of the City of Lansing. A copy of the report will be sent to the Customer via certified mail.
- G. If the dispute is unresolved and the decision appealed, the hearing officer will make recommendations on the dispute to the Board of Commissioners who will then hear the dispute. The Corporate Secretary of the BWL will arrange a date, time, and location for the appeal and will issue, in writing, the date, time, and location to both the Customer and the BWL. Failure of either the Customer or the BWL to appear at the time set for the appeal, without cause and prior notice, will constitute a forfeiture of the appeal. The decision rendered by the Board of Commissioners will be final.

## RULE 9. WATER CUSTOMER CHOICE PROGRAM

### 9.1 GENERAL

- A. The BWL will accept and permit Customer installation of Customer Water Services, and On-Site Water Mains, except Meter Set and metering equipment, provided all the following conditions are met:
  - 1. The BWL has approved the Customer's contractor prior to construction.
  - 2. The Customer has signed, and complied with a Customer Choice Water Service agreement with the BWL prior to construction.
  - 3. The Customer has provided and the BWL has approved drawings, material lists, and a flushing and disinfection plan.
  - 4. The Customer has paid all past and current applicable fees and charges.
  - 5. The installation of Customer Water Services and On-Site Water Mains have been inspected and approved by the BWL.
  - 6. Customer has dedicated Customer Water Services or On-Site Water Mains to the BWL.
- B. Inquiries regarding the Water Customer Choice Program should be directed to the BWL's Customer Projects Department.

### 9.2 CONTRACTOR QUALIFICATION AND APPROVAL

- A. Contractors desiring to become qualified and approved to install On-Site Water Mains and Customer Water Services should contact the Purchasing and Warehousing Department at 517-702-6198.
- B. A charge for the initial Permit Application and an Annual Contractor's Qualification Permit will be assessed in accordance with Rule 15.

### 9.3 RESIDENTIAL SERVICES

- A. Customers installing residential water services will be required to pay an inspection deposit in accordance with Rule 15 for each inspection.

### 9.4 DEPOSIT AND NON-REFUNDABLE CONTRIBUTIONS FOR ON-SITE WATER MAINS AND LARGE SERVICES

- A. A deposit and non-refundable contribution is required for any Customer desiring to install On-Site Water Mains or commercial Customer Water Services. The amount of such deposit and non-refundable contribution will be in accordance with Rule 15.
- B. Upon project completion, the deposit will be adjusted to reflect the actual BWL cost with a final billing or refund made to the Customer, except no billing or refund will be made if the actual cost is within \$100 dollars of the estimated cost.

### 9.5 PERMITS

- A. The BWL will obtain the State of Michigan Permit for Water System Construction. The Customer will be required to obtain all other permits.

## RULE 10. DISTRIBUTION SYSTEM EXTENSIONS

### 10.1 REQUEST FOR DISTRIBUTION SYSTEM EXTENSION

- A. Rule 10 sets forth the conditions under which the BWL will extend its Water Distribution System.

### 10.2 OWNERSHIP

- A. The BWL will provide, own, maintain, and specify all its distribution Facilities including location, except as otherwise expressly provided by agreement between the BWL and the governmental entity or Rule 9 “Water Customer Choice Program”. No ownership rights to BWL Facilities will pass to any owner, developer, or Customer by reason of any contribution required by this rule.

### 10.3 AVAILABILITY OF DISTRIBUTION SYSTEM EXTENSION

- A. The BWL will, at its discretion, determine whether any Water Distribution System extension will be made, regardless of its intended use, and establish any special conditions or requirements that may apply, including, but not limited to, entering into an agreement with a developer, property owner, Customer, or governmental entity.
- B. Water Distribution System extensions are generally available throughout the BWL water service territory. Water Distribution System extensions may also be available outside the BWL water service territory to serve individual Customers. Water Distribution System extensions outside the BWL water service territory will be installed at the BWL’s discretion and only with the approval of the local governmental entity.

### 10.4 CONTRIBUTION IN AID OF CONSTRUCTION FOR SYSTEM EXTENSIONS

- A. The owner, developer, governmental entity, or Customer will be required to make a contribution in aid of construction to the BWL prior to construction, to cover the cost of the Water Distribution System extension, except as provided otherwise by agreement between the BWL and the governmental entity or in Rule 9, Water Customer Choice Program.
- B. The contribution in aid of construction to the BWL for Water Distribution System extensions will, at the BWL’s option, be one of the following:
  - 1. At cost
    - a. The Customer will make a contribution based on the BWL’s estimated cost to construct the Water Distribution System extension.
    - b. Reconciliation (refund or invoice) between the contribution and actual cost will be made upon project conclusion.
  - 2. Not-to-exceed
    - a. The Customer will make a contribution based on the BWL’s estimated cost to construct the Water Distribution System extension.
    - b. The Customer’s contribution will not exceed the BWL’s estimated cost to construct the Water Distribution System extension.
    - c. If the actual cost to construct the Water Distribution System extension is less than the contribution, the BWL will refund the difference upon project conclusion.

3. Firm Price – The Customer will make a one-time payment based on the BWL’s estimated cost to construct the Water Distribution System extension. No reconciliation or refund will be made upon project conclusion.

## 10.5 INSTALLATION OF DISTRIBUTION SYSTEM EXTENSION

- A. All Water Distribution System extensions will be installed by the BWL or its agent except as provided in Rule 9, Water Customer Choice Program.
- B. Water Distribution System extensions will be installed in public right-of-way except in certain cases where, at the BWL’s discretion, they may be installed in dedicated recordable easements on private property provided at no cost to the BWL.
- C. Water Distribution System extensions will traverse the total frontage of all property served and all streets within a new subdivision. The BWL, in its sole discretion, may exempt side-lot streets where a Water Main is not required either to provide service or to provide proper system flow and pressure.
- D. Service Stubs will be installed in conjunction with the Water Distribution System extension except in certain cases as determined by the BWL.
- E. The Customer must provide the BWL a final preliminary approved site plan for BWL review and approval.
- F. Installation of a Water Distribution System extension will be initiated provided:
  1. The owner, developer, governmental entity, or Customer has entered into a written agreement with the BWL for the construction of the Water Distribution System extension.
  2. The owner, developer, governmental entity, or Customer has paid the cost of the Water Distribution System extension and any required system reinforcement, in a manner as determined by the BWL, or has fulfilled the commitments as otherwise provided by agreement between the BWL and the governmental entity.
  3. Where applicable, the owner, developer, governmental entity, or Customer has recorded the plat, final preliminary approval has been received, monuments or markers are in place, lot lines staked, sewers installed, streets at finished grade (before gravel and curb and gutter installation), sidewalk grading completed, and the ground in workable condition.
- G. Construction during the winter season will only occur at the BWL’s discretion.

## 10.6 ADEQUATE PRESSURE AND FLOW CAPACITY

- A. The BWL will not make Water Distribution System extensions unless adequate pressure and flow capacity is available at the location of the Water Distribution System extensions as determined by the BWL. Variances from the BWL’s flow and pressure capacity requirements may be granted in writing by the BWL and where applicable, the governing Fire Marshal.
- B. When Water Distribution System reinforcement is required to provide adequate pressure and flow capacity at the location of the Water Distribution System extension, the Customer, governmental entity or other benefiting parties will bear the cost of such Water Distribution System reinforcement.

### 10.7 PERMITS

- A. All permits will be obtained by the BWL or its agent, except as provided in Rule 9, Water Customer Choice Program, before construction is initiated.

### 10.8 STAKING REQUIREMENTS

- A. The Customer must provide all staking as required by the BWL for installation of the Water Distribution System extension.
- B. Inquiries regarding staking requirements should be directed to the BWL's Customer Projects Department.

### 10.9 FIRE HYDRANTS

- A. Water Distribution System extensions must include fire hydrant coverage as determined by the BWL or governmental entity.
- B. Fire Hydrants designated as Private Hydrants will be billed according to Rate Schedule 6 and are the responsibility of the property owner.

### 10.10 OVERSIZING OF DISTRIBUTION SYSTEM EXTENSION

- A. To meet the needs of existing and future Customers within the governmental areas, the BWL may choose to size and install a larger than needed Water Main for the Water Distribution System extension. In such cases, the cost of oversizing will be borne by the benefiting governmental entity or as provided for in the agreements between the BWL and the governmental entity.
- B. Where the BWL has determined that oversizing of a Water Main is needed for its own purposes, the BWL will be responsible for the cost of such oversizing.

### 10.11 ECONOMIC DEVELOPMENT OFFSETS

- A. When the BWL determines the Water Distribution System extension will promote development that provides substantial and sustainable economic benefits to its Customers or the Lansing region, the BWL will consider an economic development offset subject to its availability.
- B. When a Customer has obtained an approved Lansing Brownfield Plan and entered into a Brownfield Reimbursement Agreement with the Lansing Brownfield Redevelopment Authority (LBRA), the BWL, subject to agreement with the LBRA, the Customer may seek reimbursement for its Water System Connection Fee (Rate 3 of the BWL's Rate Schedule) directly from the LBRA. In the event the BWL is not reimbursed for its Water System Connection Fee from the LBRA, the Customer will be required to pay the remaining amount due.

### 10.12 EASEMENTS

- A. Prior to the installation of any Water Distribution System extension, the BWL must be granted at no expense to the BWL, recordable easements providing right-of-ways suitable for ingress, egress, installation, and maintenance, including, but not limited to, tree removal, restoration, replacement, construction, and relocation of the water distribution system extension including any water distribution system equipment as designed by the BWL for present and future service.

- B. In the event the required easements are not provided for such extension, the BWL may elect to construct all or any part thereof along public highways or other private property. In such event, the BWL may require the owner, developer or Customer to pay the expense of the added construction caused by using such highways or other private property, and the expense of any necessary permits and easements required by taking such route to provide service.

#### 10.13 TREE REMOVAL PERMITS

- A. Prior to the installation of any Water Distribution System extension, the BWL must receive, in a form satisfactory to the BWL, permission to remove trees or other vegetation the BWL deems necessary to protect the integrity of its water distribution system and the safety and welfare of its employees and the public.
- B. In the event the required tree removal permits are not provided for such extension, the BWL may elect to construct all or any part thereof along public highways or other private property. In such event, the BWL may require the owner, developer, or Customer to pay the expense of the added construction caused by using such highways or other private property, and the expense of any necessary permits and easements required by taking such route to provide service.

#### 10.14 NON-STANDARD EQUIPMENT

- A. When the Customer requests the BWL utilize equipment, which differs from its normal specifications, the BWL may elect to provide such non-standard equipment with the Customer paying any additional cost.

#### 10.15 NON-STANDARD CONSTRUCTION

- A. When, in the BWL's judgment, practical difficulties exist such as unexpected governmental requirements, frost or wet conditions, contaminated soil, rock within the excavation surface, or where it is otherwise necessary to deviate from the BWL's approved construction standards or established distribution system design, the BWL may require the Customer to pay for the additional cost resulting from the deviation.

#### 10.16 OTHER FACILITIES

- A. The BWL may prohibit construction within its easement that may undermine or otherwise interfere with BWL Facilities. It will be the responsibility of the owner, developer, or Customer to identify and provide the BWL with the locations of any existing privately owned underground Facilities such as lawn sprinkler systems, field drainage systems, septic tanks, Customer-owned electric lines, etc. The BWL is not liable for any damage to privately owned facilities not properly identified or located.

#### 10.17 CONSTRUCTION DATE OF DISTRIBUTION SYSTEM EXTENSION

- A. The BWL will utilize best efforts to construct the Water Distribution System extension to meet a mutually agreed upon completion date based on availability of work crews, material, and subject to approvals by appropriate regulatory agencies, or as required by agreement between the BWL and the governmental entity.

## 10.18 WATER FACILITY RELOCATIONS AND REMOVALS

- A. At the request of a Customer or developer, as required due to a conflict, or to meet BWL Standards, the BWL will relocate or remove its water Facilities provided:
  - 1. The relocation or removal is feasible and meets BWL Standards, specifications, and Rules and Regulations.
  - 2. The Customer or developer obtains approval from all Customers impacted by the proposed relocation.
  - 3. The relocation or removal does not degrade water reliability or quality.
  - 4. All governmental approvals, permits, and easements are obtained.
- B. Prior to any relocation or removal of water Facilities, the Customer or developer will be required to make a nonrefundable contribution in aid of construction. The contribution in aid of construction will reimburse the BWL for all relocation and removal costs including material, labor, the cost of breaking and repairing streets, walks, parking lots, driveways, etc., repairing lawns, replacing shrubs, flowers, etc., and any right-of-way costs as per this Rule 10, plus the cost of any necessary modifications to the BWL's Water Distribution System caused by the relocation or removal, less the salvage value of any portion of the water Facilities removed.
- C. After completion of the Water Distribution System extension, if Water Mains or related Facilities are not at the correct location or at the proper elevation due to changes beyond the control of the BWL, the Customer or developer must reimburse the BWL for relocating Water Mains or related Facilities to the correct location or proper elevation.

## RULE 11. SERVICES

### 11.1 GENERAL

- A. The Customer Water Service must be furnished, installed, owned and maintained by the BWL except as otherwise provided in Rule 9 “Water Customer Choice Program”. In the course of maintaining or repairing a Customer Water Service where the Customer water service passes under an area not readily accessible, the BWL will bear no responsibility for damage incurred or restoration to said areas. The Customer will be responsible for additional repair costs due to these encumbered services or for damage as a result of acts or failure to act by the Customer, their agent or their tenant.
- B. The Service Location must be specified by the BWL and must be located so the BWL’s service Facilities meet or exceed all clearance requirements and applicable local codes.
- C. Should it become necessary for any cause beyond the BWL’s control to change the Service Location, the entire cost of any changes in the Customer’s service will be the responsibility of the Customer.
- D. Should it become necessary for the BWL to reinforce or upgrade the Water Distribution System to accommodate the requested service, a nonrefundable contribution in aid of construction may be required in accordance with Rule 10.4.

### 11.2 APPLICATION FOR SERVICES

- A. For Existing Services:
  1. Requests regarding existing services should be directed to the Customer Service Department at 1232 Haco Drive, Lansing, Michigan 48912 or by calling (517) 702-6006 during normal business hours.
- B. For New Services:
  1. Requests regarding new services should be directed to the Utility Services Section of the Customer Service Department at 1232 Haco Drive, Lansing, Michigan 48912 or by calling (517) 702-6700 during normal business hours. Customers in the townships of Bath, Delhi, DeWitt, or Watertown, and those in the City of DeWitt must apply at their respective township offices.
- C. For Residential Service Applications:
  1. The BWL is required to exercise due diligence in an effort to prevent identity theft. Therefore, Customers are required to produce acceptable proof of positive identification to establish a residential service account. Acceptable proof of positive identification includes, but is not limited to, the following:
    - a. Full Name (an account can only be in one Person’s name)
    - b. Address (a copy of the mortgage or lease agreement may be required to verify residency)
    - c. Telephone Number
    - d. Email Address
    - e. Social Security number (Only required for credit checks or when the Customer is not present to verify their identity)
    - f. State or government issued identification (e.g. Driver License, Military ID, Passport)



D. For Commercial Service Applications:

1. To establish a commercial service account, the BWL requires the following business information:
  - a. Legal Business Name and Tax ID Number (registered in Michigan)
  - b. Type of Business
  - c. Tax Status (Taxable, Tax Exempt or partial Tax Exempt, documentation will be required)
  - d. Telephone Number
  - e. Email Address
  - f. Contact Name
  - g. Owner or Business Agent Name
  - h. Mailing Address if different from Service Address

### 11.3 TEMPORARY WATER SERVICE

- A. Temporary water service is available to contractors, non-profits or otherwise, and for governmental special use; for construction activities, sewer flushing, festivals, and bulk tanker fill, etc. A bulk water permit is required for temporary water service and applicants will be charged in accordance with Rule 15.

### 11.4 DOMESTIC WATER SERVICE

A. General

1. It is the Customer's responsibility to determine the correct pipe size for the Customer Water Service prior to making application.
2. Plans must be submitted to the BWL's Customer Projects Department for services two inches (2") and larger or unusual connections.
3. Customer Water Services will be installed from the Water Main to the Customer's building or metering manhole or pit in the most direct manner. Water service is not available where the BWL must bring the Customer Water Service across another parcel or lot without an easement in order to provide service.
4. Facilities that cannot provide a common meter room but require separate meters for each dwelling unit (Rule 5.4) will require a separate service for each meter, including main to curb box.
5. It is the intent of the BWL that all underground water pipes to the meter or meter manhole or pit be installed and maintained by the BWL. However, where unusual or special circumstances exist or as allowed by Rule 9 "Water Customer Choice Program", the Customer may request approval to install underground water pipes. Applicants must submit plans and specifications to the BWL's Customer Projects Department for approval prior to installation.
6. No person other than an authorized employee or agent of the BWL may open or close the outside valve (curb stop) on the Customer Water Service. No person except an authorized BWL employee, agent of the BWL or as allowed by Rule 9 "Water Customer Choice Program" may tap, revamp or connect to a Water Main or any of the pipes comprising the Customer Water Service.

**B. Customer Connections to BWL Facilities**

1. It is the Customer's responsibility to connect his plumbing to the Customer Water Service or meter-set installed by the BWL. All work must be in full compliance with all applicable plumbing codes.
2. Where the water Meter Set is installed inside, the Customer must connect by first installing a valve at the outlet of the Meter Set.
3. When the Meter Set is required to be installed outside in a meter manhole or pit, the Customer must connect at the outlet of the Meter Set. The customer must install a shut-off valve after the outlet of the Meter Set, normally installed at the inside wall of the building to be served. The Customer will be responsible to install, own, and maintain Customer Piping from the outlet of the Meter Set and the Customer will be responsible to install, own, and maintain the meter manhole or pit structures which house the Meter Set, except where the BWL has retained ownership.
4. No connection to the Customer Water Service will be allowed except at the outlet side of the Meter Set.

**C. Charges**

1. For standard installations, the Customer must pay a water service charge for the cost of the Customer Water Service installation prior to construction, in accordance with Rule 15 in a manner as determined by the BWL.
2. Where a water service connection is made from a Water Main subject to a front footage recovery charge, such charge will be in accordance with Rule 15.
3. All new Customer Water Service connections made to Water Mains will be subject to a system connection fee in accordance with Rate Schedule 3 of the BWL's Water Rate Schedules and any applicable charges contained in agreements between the BWL and the governmental entity.
4. When, in the BWL's judgment, practical difficulties exist such as unexpected governmental requirements, frost or wet conditions, contaminated soil, rock within the excavation, or where it is otherwise necessary to deviate from the BWL's approved construction standards or established distribution system design, the BWL may require the Customer to pay the additional cost resulting from the deviation.
5. When it is necessary for the installation of a Customer Water Service to be scheduled during the "Winter Construction Period" as defined in Rule 15, the Customer may be required to pay a winter construction charge in accordance with Rule 15.
6. The Customer will be responsible for additional repair costs resulting from those practical difficulties impacting Customer Water services or cause damage as a result of acts or failure to act by the Customer, their agent, or their tenant.

## 11.5 FIRE SERVICE

**A. General**

1. The BWL will provide water service for the sole purpose of direct fire protection. This service may include, but is not limited to, the following:
  - a. Public Fire Hydrants
  - b. Private Fire Hydrants
  - c. Connection to fire sprinkler systems

2. The BWL owns and maintains all hydrants and all Fire Services up to the point of entry to the Customer's building, except where Customer-Owned Hydrants or Fire Services are connected after the BWL's metering point.
  3. An approved backflow prevention device must be installed on the Fire Service and detector check by-pass line. The backflow devices must be installed, owned, tested and maintained by the Customer. Test results must be sent to the BWL's Customer Projects Department.
  4. A detector check by-pass meter will be installed, owned and maintained by the BWL to monitor water consumption through the Fire Service. Water used for fire-fighting is paid through the monthly Fire Service charge and is not metered. The Customer must contact the BWL's Customer Projects Department for fire system testing. In addition to the monthly Fire Service charge, the Customer will be billed for excessive use of water for fire system testing and any water used from the Fire Service for non-fire-fighting purposes.
  5. The BWL reserves the right to inspect Fire Service installations.
  6. Fire Services are also subject to Rule 11.4.A.
- B. Charges
1. The BWL will assess a fire hydrant charge in accordance with Rule 15 prior to the installation of any individual fire hydrant.
  2. The Customer must pay the fire service installation cost prior to construction.
  3. The Customer is responsible for additional repair costs due to encumbered Fire Services, or damage as a result of acts or failure to act by the Customer, owner, or tenants.

#### 11.6 LAWN SPRINKLER (IRRIGATION) SERVICE

- A. Where a Customer requests that a separate meter be installed in parallel to an existing meter or that a separate meter be installed in conjunction with a new service installation for water use that does not enter the wastewater system and is permitted by the local governmental entity, the Customer must pay the amount specified in accordance with Rule 15 prior to installation.
- B. Such separate meter will be furnished and installed by the BWL at an acceptable location. In no case, will this meter be larger than the service line size.
- C. The Customer must install a valve at the outlet of the meter set.
- D. An approved backflow prevention device must be installed on all lawn sprinkler or irrigation services. The backflow devices must be installed, owned, tested, and maintained by the Customer.

#### 11.7 WATER FACILITY RELOCATIONS AND REMOVALS

- A. The BWL will relocate or remove its water Facilities in accordance with Rule 10.18.

## **RULE 12. BOOSTER PUMPS**

### **12.1 BOOSTER PUMPS**

- A. Where the Customer uses a booster pump to increase pressure to the Customer's internal plumbing, the pump must be of such capacity to maintain the suction side of the pump at or above 35 psi.
- B. Where a jockey pump is used to maintain pressure on fire sprinkler systems or other unmetered Fire Service, the jockey pump must take suction from a metered Customer Water Service.
- C. The Customer must suitably pipe, valve and protect all booster pumps so the boosted pressure will not cause backflow into the BWL's Water Distribution System.
- D. All booster pumps having a capacity that could develop velocities in excess of 10 feet per second in the Customer Water Service must have modulating valves installed on the discharge so that start-up or shut-down pressure surges will not be generated back into the BWL's Water Distribution System.

## **RULE 13. WATER STORAGE FACILITIES**

### **13.1 WATER STORAGE FACILITIES**

- A. Where the Customer desires to maintain a stored water facility of any type (elevated storage tank, ground storage tank, etc.) that is directly connected to the BWL's Water Distribution System, the storage vessel must be approved by the BWL and any other agency or regulatory body with jurisdiction over the facility. Applicants must submit plans and specifications to the BWL's Customer Projects Department for approval prior to installation.
- B. The Customer must use a metered Customer Water Service for water used to fill, flush and overflow such storage tanks, including those tanks used for fire protection purposes.
- C. The stored water facility must include provision for protection against backflow into the potable water system as outlined in Rule 14.

## RULE 14. CROSS-CONNECTION

### 14.1 GENERAL

- A. A Customer must not create or allow any actual or potential physical connection between a potable water line and a non-potable fluid, such that it is possible for the non-potable fluid to enter the potable water system.
- B. Potable water is provided to the Customer subject to the BWL's Cross Connection Control Program which is available by contacting the BWL Water Distribution Department at (517) 702-6490.

### 14.2 INSTALLATION OF BACKFLOW PREVENTION DEVICES

- A. The Customer will be required to install a backflow prevention device on a Customer Water Service to assure containment when the BWL determines that an unprotected Cross-Connection exists.
- B. The backflow prevention device must be purchased, installed, tested and maintained by the Customer. The Customer must obtain the BWL's approval of the type and manufacturer of the device. The Customer must install the device at the termination of the Customer Water Service at the outlet side of the secondary valve and must be installed in accordance with good design practice. Unprotected bypasses are not permitted.
- C. If in the opinion of the BWL, the building use represents an extreme hazard; or that multiple hazards exist within the building; or Customer Piping (internal or external) is too complex to provide for reasonable inspection; or there exist a high potential for future cross connections, a backflow prevention device may be required at the Service Location in addition to internal protection.

### 14.3 INSPECTION AND MAINTENANCE OF BACKFLOW PREVENTION DEVICES

- A. Backflow prevention devices must be installed in an area that will permit easy access for inspection, testing, and maintenance. The BWL will specify inspection and testing of all backflow prevention devices on a regular schedule. If a device is found to be defective, the Customer must repair or replace the equipment as necessary within thirty days. The Customer must then notify the BWL of compliance. Test results must be sent to the BWL's Cross Connection Administrator.
- B. The Customer must permit access for inspection by the BWL of any backflow prevention devices and all internal plumbing with reasonable prior notice.

### 14.4 COMPLIANCE

- A. The Customer must immediately correct any potentially hazardous backflow condition found during an inspection of internal plumbing. Failure to take adequate corrective action may result in termination of water service.

### 14.5 SEVERE HAZARD LOCATIONS

- A. Customer Water Services serving the following Facilities must be protected against backflow. A safe air gap or reduced pressure backflow preventer is generally specified for the following uses:
  - 1. Hospitals, clinics, sanitariums and biological research centers
  - 2. Morgues, funeral homes and other places with autopsy facilities

3. Waste-treatment plants (both solid and liquid waste)
  4. Chemical plating plants
  5. Industrial plants having complex plumbing systems not visually traceable in their entirety
  6. Premises with an auxiliary water supply
  7. Premises where inspection is restricted
  8. Laboratories
  9. Marinas
  10. Food and beverage processing plants
  11. Petroleum processing or storage plants
  12. Radioactive material processing plants
  13. Premises with reclaimed water systems
  14. Facilities using treated water for process purposes
- B. A pressure-type vacuum breaker is recommended for the following uses:
1. Underground lawn sprinkler systems
  2. Irrigation systems

#### 14.6 SECONDARY SUPPLIES

- A. A Customer's potable water plumbing cannot be connected to any well-water or surface water source, or to any water storage tank not approved by the BWL.

**RULE 15. SCHEDULE OF FEES & CHARGES**

<b>Charge Description</b>	<b>When Applied</b>	<b>Charge</b>
Water Main Installation	Based on design including fire protection coverage	Firm price quote, not to exceed quote or at cost
Water Main Front Footage Recovery	½ of the charge for either side of street if not previously collected.	
	On 16"	\$190 / ft
Fire Hydrant Installation	When requested by Customer	Firm Price Quote
Water Services (Board Installed) (Connection Fee applicable)	Up to and incl. 1" Water Service	
	Main-to-Curb Box Stub on previously installed water mains	\$2,300 per stub plus restoration cost
	Curb Box-to-Building (Trenched)	\$810 minimum, \$18/ft in excess of 45 feet plus restoration cost
	Curb Box-to-Building (Bored)	\$1,550 Minimum, \$25/ft in excess of 45 feet plus restoration cost
	Indoor Meter Set ¾" – Standard	\$270
	Indoor Meter Set ¾"- With Split Irrigation	\$375
	Domestic or Irrigation Outdoor ¾" Meter Set with Meter pit	\$2,850
	Outdoor ¾" Meter Set with Meter pit – Customer Choice Program ( labor only)	\$155
	Retrofit of existing service to allow for split Domestic or Irrigation Service	\$375
	Charge for setting meter on a split service after initial installation	\$160
	Greater than 1" Service	
	Main-to-Curb Box Stub	Firm price quote
	Curb Box-to-Building	Firm price quote
	Meter Set – greater than 1" less than 3"	Firm price quote
Service Meter Pit set – Customer Choice Program (labor only)	\$155	
Split Irrigation Service	Firm price quote	
Service Demolition	When requested by Customer	
	Up to and including 1" Curb Box-to-Meter Pit	\$120
	Up to and including 1" Curb Box-to-Building	\$235
	Greater than 1"	Firm Price Quote



<b>Charge Description</b>	<b>When Applied</b>	<b>Charge</b>
Winter Construction Charge	Water Services, 2" and under	\$10/Trench ft
	Greater than 2" pipe or service	Firm price quote
	December 15 – March 31	In addition to normal charge
Damage Meter Charge	Upon occurrence	
	For Services Up to 1"	\$250
	For 1' Services	\$320
	For 1 ½" Services	Labor and Material*
	For 2" Services	Labor and Material*
		*minimum charge of \$900
Thawing Service Charge	After a running water order has been issued	
	Up to and incl. 2" and up to 2 hours	\$235
	Over 2" or longer than 2 hours	At cost
Hydrant Flow Testing	When requested by Customer	\$265 ea.
Domestic Service Inspection Fee (Customer Choice Program)	Each inspection visit for 2" or less diameter services only – no engineering drawings or service evaluation required.	\$165
Permit Application (Customer Choice Program)	Initial request by contractor seeking qualification	\$400
Annual Contractor's Qualification permit fee (Customer Choice Program)	Annually	\$150
Engineering, Inspection and Administration (Customer Choice Program)	On-site mains and commercial services	
	For a project with a Board estimated construction cost of \$100,000 or less:	5% inspection deposit (\$1,000 minimum)
		3% minimum engineering and administration charge (\$600 minimum).
		The LBWL reserves the right to adjust the percentage charged based on anticipated project costs.
	For project with a Board estimate construction cost >\$100,000:	4% inspection deposit
		2% minimum engineering and administration charge.
	The LBWL reserves the right to adjust the percentage charged based on anticipated project costs.	
		Inspection deposits will be reconciled with actual inspection costs upon completion of the project. The difference will be reimbursed or billed to the customer, except in cases where actual inspection costs are less than the \$1,000 minimum inspection charge.

Charge Description	When Applied	Charge
BULK WATER PERMIT Temporary Hydrant Usage for construction, festivals and governmental special use by special permit.	Initial Application Fee	\$120 ea
	Yearly	\$120 yearly
	Within Board service area for construction use	
	Permit Fee per project	\$150
	1" RPZ backflow device plus Commodity fee	\$850 \$60/month or portion thereof
	2" RPZ backflow device plus Commodity fee	\$1,490 \$160 /month or portion thereof
	Other approved backflow prevention device	Cost based on estimated usage
	Non-compliance fee	\$250 deposit
	Hydrant wrench	\$45
	Water Theft Penalty Fee	\$500 1 <sup>st</sup> occurrence Up to \$1500 2 <sup>nd</sup> occurrence Up to \$5000 3 <sup>rd</sup> occurrence and permit revocation
	Festivals, non-profit or otherwise - includes rental of RPZ	1" 1-3 days = \$100 4-7 days = \$300 8-14 days = \$500 2" 1-3 days = \$250 4-7 days = \$500 8-14 days = \$750
	Metered use for approved governmental special use – includes rental of RPZ	Setup and removal cost plus Residential Water Service Rate 1 commodity charge.

<b>Charge Description</b>	<b>When Applied</b>	<b>Charge</b>
Security Deposits - Residential	For all new customers unless waived by conditions stated in Rule 7.	
	Water & City Sewer	2 times average monthly bill
	Water Only	2 times average monthly bill
Security Deposits – Commercial & Industrial	For all new and existing customers unless waived by conditions stated in Rule 7.	2 times average monthly bill
Connect (Turn-on/turn-off) fee	Standard Service By the end of the next business day of the order being taken. Service orders taken before 3:00 p.m. weekdays are normally completed by the end of the same business day.	No Charge
	Same-Day Service: By the end of the same calendar day of the ordering being taken. Service orders taken after 3:00 p.m. weekdays will be completed by the end of the day.	\$150
Reconnection Fee Non-pay or other	Standard Service: Within 24 Hours of the order being taken. Service orders taken before 3:00 p.m. weekdays are normally completed by the end of the same business day.	\$60
	Same-Day Service: By the end of the same calendar day of the order being taken. Service orders taken after 3:00 p.m. weekdays or during the weekend will be completed by the end of the day.	\$150
Meter Tampering	Each Occurrence	\$265
Interference Fee	Any time	\$265
Failed Payment Fee/Non-Sufficient Funds Fee	For Non-Sufficient Funds on Checks and failed electronic payments	\$30
Missed Appointment, No Show, No access Fee	After second occurrence, per occurrence	\$60
Meter Calibration Charge	Customer request meter calibration check is within plus or minus 1.5% of accuracy	
	Up to 2" meters	\$175
	Greater than 2" meters	Labor and Material
Customer requested service investigation or meter read	Each Occurrence	\$60
	Valid Service or Metering Issue	No Charge
Charges other than those published	Relocations, repeat thawing, damages, etc.	At cost