

**MERCHANTVILLE-PENNSAUKEN WATER COMMISSION
WATER REGULATIONS MANUAL
INDEX**

Regulation #	Page #	Subject		
	Page 1	Water Regulations Manual Index		
1001	Page 2	General Information		
1002	Page 3-4	Definitions		
1003	Page 5	Commission's Property		
1004	Page 6	Conservation And Water Restriction		
1005	Page 7	Customer Inquiries		
1006	Page 8-9	Application For Water Service		
1007	Page 10	Service Renewal		
1008	Page 11-13	Main Extensions		
1009	Page 14-18	Fire Protection		
1010	Page 19	Plumbing Regulations		
1011	Page 20	Cross Connection And Interconnection		
1012	Page 21	Meters		
1013	Page 22-23	Meter Location		
1014	Page 24	Meter Test		
1015	Page 25	Water Bills		
1016	Page 26	Billing Codes		
1017	Page 27-28	Discontinuance Of Service		
1018	Page 29	Rate Schedule		
1019	Page 30	Reservation, Right To Modify		
1020	Page 31-32	Administrative Review and Appeals Procedures		
1021	Page 33	Enforcement of Rules		
Schedule "A"	Page 34	Current MPWC Rate Schedule		
Schedule "B"	Page 35	Current MPWC Fee Schedule		

Revisions approved by Water Commission at Regular Monthly Meeting

Water Regulations

1002

Definitions

REVISION DATE: NOVEMBER 9, 2015

1. **APARTMENT-** Shall mean a residential unit accessible by a passage through a common hallway shared with other units. It shall have at least one or more rooms consisting of a kitchen, bathroom and a place to sleep.
2. **APARTMENT RATE-** Rate approved at an open public meeting rate hearing that is charged to apartments, condominiums, townhomes, hotels, mobile home parks and any other residential complex not serviced by individual meters per dwelling.
3. **COMMERCIAL** – All services that are not residential, irrigation, fire services or apartments.
4. **COMMERCIAL RATE-** Rate approved at an open public meeting rate hearing that is charged to any non-residential dwelling or fire service.
5. **COMMISSION-** The Merchantville-Pennsauken Water Commission.
6. **CONDOMINIUM-** shall mean one of a series of attached one (1) family dwelling units each having a common or party wall or walls between it and neighboring dwelling. It is a form of real estate in which residents own and pay real estate taxes. They also pay maintenance fees for common grounds for upkeep. Each condo may have separate or individual utility systems.
7. **CUSTOMER-** shall mean the recipient of water service at one household or business, whether owner or tenant.
8. **EASEMENT-** shall mean as acquired legal right for the specific use of land owned by others.
9. **FIRE SERVICE-** a customer service line strictly dedicated for private hydrants and fire sprinkler systems.
10. **METER-** shall mean a device used to measure the flow of water which passes through it.
11. **METER PIT-** shall mean a device which provides an area for placement of a water meter and which is a self-contained isolated unit with applicable fittings to accept such meter.
12. **MOBILE HOME PARK-** shall mean an area equipped to house multiple mobile homes. They also pay maintenance fees for common grounds for upkeep. Each mobile home may have separate or individual utility systems.
13. **MUNICIPALITY-** Municipality is that portion of the following Municipalities in which service is rendered by the Merchantville-Pennsauken Water Commission consisting of the Township of Pennsauken, Borough of Merchantville, the Township of Cherry Hill, and the City of Camden, all in Camden County, New Jersey.
14. **OWNER-** Owner as used herein shall be the owner of lands and premises using the water as appearing on the tax records of the Municipality of which the land is located.
15. **PRIVATE FIRE SERVICE-** shall mean a separate service line and/or private fire hydrant utilized exclusively to support fire protection.

MERCHANTVILLE-PENNSAUKEN WATER COMMISSION

16. **REMOTE READ ATTACHMENT**- shall mean a device connected to the master meter for the purpose of extending the meter reading for exterior access.
17. **RESIDENTIAL RATE**- Rate approved at an open public meeting rate hearing that is charged to individually metered single family residences.
18. **SERVICE – OR – SERVICE LINE**- A service or service line is a pipe for conveying potable water with all appurtenances which is used to supply water to a property.**SERVICE RENEWAL** – Replacement of an existing active service from the main to the curbstop.
19. **SUPERINTENDENT**– shall mean the superintendent or general manager of water facilities; and/or water treatment works and /or his authorized assistant.
20. **TOWNHOUSE**- shall mean one of a series of attached single family dwelling units each having common party wall or walls between it and neighboring dwelling units and having an individual rear yard contiguous to the dwelling unit designed as an integral part of each one family dwelling unit and from which the occupants of the dwelling unit shall have the right to exclude the public. Each townhouse may have separate and individual utility systems.
21. **WATER MAIN**- shall mean the owned or leased piping and appurtenances, in or along public highways and streets, or along privately owned right-of-way, used for the transmission or distribution of water.

Water Regulations

1001

General Information

REVISION DATE: October 28, 2011

The Merchantville-Pennsauken Water Commission is jointly owned by the Borough of Merchantville and the Township of Pennsauken. The Commission Board consists of 5 members, three of which are appointed by Pennsauken Township and two of which are appointed by Merchantville Borough. The Board of Commissioners is the governing body which regulates the Rules and Regulations of the water distribution in the MPWC franchise area.

These rates, rules and regulations are established for the conduct of the Commission's business, to cover the use of its water distribution systems, wells, reservoirs, pipes, elevated tanks and all items related to the public water works, to provide a schedule of fees and rates, and to outline allowable procedures and whatever else is deemed proper within the sphere of the Commission's activity.

The Commission uses reasonable care and diligence to furnish a supply of water through its pipes but does not undertake to render or maintain any fixed or definite quantity or pressure.

In the event of any break, failure, accident, injury or damage, by an Act of Nature or the Public Enemy, the Commission shall not be liable for any damage resulting there from.

The Commission reserves the right to decrease or limit the quantity of water use whenever it is necessary or expedient to do so. The Commission shall have the right to restrict the use of water in case of scarcity or whenever public welfare may require it.

Office of Commission and Hours of Business

The principle office of the Commission, place of business and mailing address is 6751 Westfield Ave., Pennsauken, NJ 08110.
Phone Number # (856) 663-0043, Web Site www.mpwc.com

The office of the Commission will be open for the purpose of the transaction of regular business between the hours of 8:00 am and 4:00 pm, prevailing times, each weekday, Monday through Friday, except on holidays. Outside these regular hours of business an operator will be available for any emergency calls 24 hours a day.

Water Regulations

1003

Commission's Property

REVISION DATE: FEBRUARY 9, 2007

The water meter and entire service from main to and including curb stop is the property of the Commission. Any person or persons who shall, without the permission of the Commission, alter, cut, tap, or change any part of the service or meter for purposes of obtaining water with intent to defraud the Commission shall be prosecuted. When any valve or stop on a service is in the "off " position, it shall not be placed in the "on" position except by the Commission.

No person(s) shall maliciously, willfully or negligently break, damage, destroy, uncover, deface or tamper with any structure, appurtenance or equipment which is part of the MPWC water facilities. Any person(s) violating this provision shall be subject to immediate arrest and charged appropriately for such offense.

Owner's Premises

The Commission may refuse to connect with an owner's piping system or furnish water through a system already connected, if it is not in accordance with the Municipality's ordinances, local plumbing codes by which the premises is governed, statutory requirements of the State of New Jersey or when not protected from freezing.

The Commission shall not be held responsible for any inadequacy of the service.

In accordance with State statute, the Commission shall have the right of access to premises furnished with water, at reasonable times, for the purpose of reading meters, inspecting or replacing water meter or remote attachments, or removal of its property at the time service is to be terminated, studies, investigations or inspections for compliance with standards. The owner shall not permit access to the meter or other appliances of the Commission except to authorized employees of the Commission or properly qualified State or local inspectors.

In case of defective service, the owner should not interfere with the meter of the Commission or any other property of the Commission, (except if necessary to protect life and property,) but shall immediately notify the Commission.

Water Regulations

1004

Conservation and Water Restrictions

REVISION DATE: FEBRUARY 9, 2007

The New Jersey Department of Environmental Protection encourages water conservation throughout the state as evidenced by their water allocation permitting process. The Merchantville-Pennsauken Water Commission recognizes this and continues to pursue alternative measures for preserving the resource and encouraging conservation at all levels.

Water Conservation devices, which include Water Saving Shower Heads, Faucet Aerators, Drought Resistant Trees and Plants are recommended.

The Merchantville-Pennsauken Water Commission during certain periods may institute water restrictions. Homes or buildings with an odd numbered address may water lawns only on odd calendar days. On your assigned day you may water before 9:00am and after 7:00 pm.

Homes or buildings with an even numbered address may water lawns only on even calendar days. On your assigned day you may water before 9:00 am and after 7:00 pm. All residents may water on the 31st day of the month but you must still comply with the limited hours.

Odd / Even watering of lawns and gardens is regulated according to the last number of your address. Examples:

- (1.) Your address ends with 1; you can water on odd number calendar days. The same would apply to addresses ending in an even number on their applicable day.
- (2.) Commercial sprinkler systems that irrigate a mixture of odd/ even addresses or common lawns may water Monday, Wednesday, and Friday.
- (3.) New sod may be watered on the first day installed. Watering will be according to the odd / even system thereafter.
- (4.) Users who are wasting water will be asked to cease watering regardless of the day. If these measures fail to produce the desired results, more stringent regulations will be established including the possibility of a complete ban on the watering of lawns, shrubs, washing of cars, etc. Violators will be fined.

Any exceptions to the restrictions must be submitted and approved in writing.

Water Regulations

1005

Customer Inquiries

REVISION DATE: FEBRUARY 9, 2007

Questions regarding service, water quality or billing should be directed to MPWC during normal business hours. Any customer not satisfied with the outcome of the inquiry may submit their concerns in writing to the Director of Customer Service.

Water Regulations

1006

Application for Water Service

REVISION DATE: OCTOBER 28, 2011

- A. The owner shall submit all applications for the installation of service connections to the Commission's principal office at 20 W. Maple Ave., Merchantville, NJ on the approved MPWC forms.
- B. To be complete the application should include:
 - 1. Properly completed application form
 - 2. Review fee
 - 3. Three (3) sets of plans/drawings as appropriate indicating location of new service.
 - 4. Commercial applicants shall include projected water use for the project.
- C. Approval for service shall be granted by the MPWC Board of Commissioners at their regularly scheduled meeting (usually the 2nd Thursday of each month.) For consideration the application must be received no later than the first Thursday of any month.
- D. No new service will be extended by the Commission until the applicant has paid all charges due by the applicant at any premises now or heretofore occupied by him.
- E. Service Details
 - 1. Length – A service consists of corporation stop or valve on the main, the service pipe and a curb stop with box near the curb line. The owner shall have the service installed from the curb stop to the premises served by a licensed plumber.
 - 2. Applicant shall be responsible for street opening, excavation and repair for installations of services 2" and smaller. The Commission will make the tap and provide corporation stop and shall also provide the customer with a curb stop, valve box and a meter. If a curb meter is deemed necessary a fee will be charged for said meter. The Commission shall do service renewals. (For detail see 1007 – Service Renewals)
 - 3. For taps that are 4" and larger the MPWC will open the street, complete the tap, run the service to the curblines, set the curb stop and valve box and repair the street. The cost for any additional contractors required, including but not limited to police, traffic marking, safety equipment, etc. required for the installation will be the responsibility of the owner once the service is complete.
 - 4. Location – The location of the water service shall be approved by the Commission. Service will be only furnished to those premises that are

MERCHANTVILLE-PENNSAUKEN WATER COMMISSION

adjacent to a public street or highway. No service connection shall be used to serve more than one owner.5.Size – The minimum size service from the main to the curb stop shall be one inch inside diameter K Copper. The size of service from curb stop to premises serviced shall not be less than from main to curb stop.

Any commercial service 2” or larger requires a double check valve inside.

5. Where size is different, owner shall make connection at curb. Depth of service shall be 36” to 48” cover. The service line shall be at right angles or radial to the water main and in a straight line from the wall of the building to the water main. All service lines shall be laid in an open trench except where otherwise permitted by the Commission.
6. Inspection prior to covering or backfilling any service pipe from corporation cock to curb stop shall be inspected by MPWC personnel and from curb stop to premises shall be in compliance with local governing ordinance.
7. Application Fees – upon approval of connection to MPWC system the owner shall be responsible to pay any and all fees associated with the connection as specified in the MPWC current Rate and Fee schedule
 - a) Connection Fee
 - b) Tapping Fee
 - c) Curb Meter Fee
8. Connection Fee
A connection fee is the cost to connect to the Merchantville-Pennsauken water system authorized by the Commissioners as per the current Connection Fee Schedule.
9. All charges for water are a lien against the property and therefore the responsibility of the property owner.
10. The Commission shall in no event be responsible for maintaining any portion of the service line owned by the customer, or for damage done by water escaping there from; or from lines or fixtures on the customer’s property; and the customer shall at all times comply with applicable regulations with respect thereto, and make changes therein, required by reason of change or grade, relocation of mains or otherwise.

Water Regulations

1007

Service Renewal

REVISION DATE: FEBRUARY 9, 2007

All provisions herein applying to new services shall apply to a service renewal. In the event the service line from the main to the curb stop or any parts thereof becomes defective the MPWC shall repair, at no expense to the owner, except owner shall pay for street opening permit fees where applicable. Any galvanized pipe from the water main to the curb which has been installed and is currently not active at the time of application shall not thereafter be used but shall be replaced with an approved service. MPWC may at their discretion classify this as a new service.

Water Regulations

1008

Main Extensions

REVISION DATE: JULY 13, 2016**A. Purpose of Application**

The application and supporting data specifying the engineering details of the proposed project shall be analyzed for compliance with MPWC engineering standards including provisions for orderly growth. The final condition of approval will be a mutual agreement between the applicant and the MPWC regarding the terms and conditions for providing water service.

B. Extension

1. An application for a water main extension shall be made during the initial request for a new service.
2. The Commission shall secure the appropriate permits for any street opening and shall furnish and install all pipe, fittings and valves for the amount as set forth in the current MPWC fee schedule. Any other permit fees or fees required by the State of NJ and County or Municipal regulations, traffic control costs, paving costs or any other fees shall be the responsibility of the applicant and at their cost. Fees for the extension must be paid prior to the beginning of any work.
3. The main extension shall mean an extension of facilities located in the street or highways dedicated to public use for the common distribution of water and shall not include any part of the service connection. The cost of the extension shall not include the fire hydrants. Also, the cost of the extension shall not include the installation of any services. Hydrants and services shall be paid for separately by the applicant.
4. Should the MPWC be delayed or prevented from installing the extension because of the inability to secure the necessary materials or for any other reason outside of their control, such delay in performance shall be excused. However, if such delay in performance shall extend for a period of more than one (1) year, the applicant shall have the right to cancel and terminate his application on thirty (30) days written notice to the MPWC.
5. The estimated cost of the main extension shall be based on 6" iron ductile pipe. No pipe smaller than 6" shall be used for any main extension. Should the Commission install a main larger than 6" I.D. where the needs of the MPWC require a larger pipe, the MPWC shall pay for the increase in diameter of main above the 6" I.D. or shall charge the other beneficiary properties a proportion of the increase in price based on a good faith analysis at the discretion of the MPWC in accordance with authorizing law. However, if the applicant requires a larger diameter pipe, the applicant shall be charged the cost for the larger pipe.

Water Regulations

1008

Main Extensions

REVISION DATE: JULY 13, 2016

C. Main Installation by Contractor

The MPWC may at their discretion authorize an outside contractor to perform a main extension. Where such is authorized the following is required:

- A set of plans must be submitted for approval by MPWC
- All materials used shall be approved by the MPWC prior to installation.
- Mains are to be a minimum of 6" Ductile Iron Pipe, Class 52 Cement lined and laid in a trench with a depth of 4' on top of main and must be in a separate trench, 10' from the sewer line. Mains shall be polyethylene encased.
- No plastic material is to be installed in street right of way.
- Upon completion of work, approved as built drawings signed by a certified engineer shall be provided.
- A duly authorized representative of the MPWC shall inspect any main extensions prior to the contractor back filling the hole.
- Contractor shall notify MPWC when work is completed and an inspection can be scheduled. A minimum of 24 hours notice to the MPWC by the contractor is required. In the event that the MPWC has not been granted the right to an inspection prior to construction site being backfilled, MPWC shall reserve the right to require the contractor to expose the main for this inspection. All expenses for such work shall be borne by the contractor.
- An inspection fee is to be paid at the time of application per the MPWC rate schedule.
- There will be a charge by MPWC to connect the new main to the existing water mains in accordance with the current fee schedule. MPWC will perform this work.
- The fire hydrants that are required according to prints, shall be approved by MPWC and shall have a valve on the hydrant's line to the main and approved location by the municipality's Fire Department.
- MPWC may at their discretion require the contractor to provide a maintenance bond for a period not to exceed one (1) year.
- The contractor shall be responsible for the total completion of the main extension including street restoration.
- Prior to MPWC energizing the main, notification shall be forwarded to MPWC.
- Contractor shall be responsible for the system to be pressure tested for leaks. This testing should meet all AWWA standards. This testing should be done in the presence of a duly authorized MPWC representative.

Water Regulations

1008

Main Extensions

REVISION DATE: JULY 13, 2016

- The main must be sterilized. A water sample will be taken and analyzed by MPWC's state certified contracted laboratory. The results will be provided to the Contractor. Only after satisfactory results can the main be placed in service.
- Upon resolution of all issues, compliance with the above and receipt of approved as-built drawings, MPWC shall accept responsibility and ownership for such extension.

Water Regulations

1009

Fire Protection

REVISION DATE: FEBRUARY 9, 2007

A. FIRE HYDRANTS

1. Hydrant Installation

The Merchantville-Pennsauken Water Commission does not usually specify the number or location of hydrants to be installed within any development, tract or construction project. However, certain minimums are established below and circumstances may warrant the MPWC to require an addition of hydrants to a proposed site, portion or section. Such additions shall remain at the discretion of the Water Commission. No fire hydrants will be added to the MPWC water distribution system without a copy of signed and sealed drawings submitted to the MPWC, carrying local Fire Official review, authorization and approval.

New Hydrant installation/connection costs within a tract will require rental fees to be paid from the time the hydrant is pressurized and while the main remains wet. The costs for such hydrants shall be transitioned throughout the phases of development, as follows;

A) The party seeking development or connection to the MPWC system shall submit the application with 3 sets of plans and shall also submit review and escrow fees as detailed by MPWC procedures.

B) Said submissions shall be reviewed by MPWC staff and engineers for their review, changes and for approvals of local authorities as reflected herein.

C) Subject to MPWC Engineer review of the utility drawings regarding hydrants, a billing account will be created for the hydrants specified in the name of the applicant/developer.

D) MPWC staff & Engineers shall then present the application for the preliminary approval of the Commissioners.

E) An initial payment will be required prior to the pressurization of mains supplying hydrants. MPWC will thereafter initiate billing per the approved and current billing rates for hydrant rental fees. The developer shall be responsible for payment. In the event that rental fees are not paid and become delinquent, the MPWC reserves the right to discontinue water service and issue a stop work order for the *balance of the* project until such times as all outstanding fees are paid.

F) The Commissioners will not grant final approval of the project until after installation, submission of compliant “as-builts” plans, acceptance of any necessary easements and payment of all fees.

Water Regulations

1009

Fire Protection

REVISION DATE: FEBRUARY 9, 2007

G) Prior to the issuance of a Certificate of Occupancy, the developer shall notify the property owner, in writing, that they are responsible for any/all hydrant rentals associated with their respective property, MPWC shall be copied on that notification. Upon receipt of notification; the billing account shall have the name/address amended and the invoicing will continue.

2. Private Domain - Hydrants that serve to benefit a given tract or commercial complex, that do not specifically serve the broader fire protection capabilities of a municipality or distribution system shall be classified as “Private Hydrants”, thus the property owner(s) shall be responsible for hydrant rental fees. This classification shall be at the discretion of the Water commission. Private owners and tenants shall be solely responsible for regular inspection of their fire hydrants.

3. Public Domain – Hydrants that serve the greater fire protection needs of *the water system* or of a municipality shall be classified by the MPWC as “Pubic Hydrants”, thus placing the hydrant rental/fee responsibility on the municipality. If the hydrant(s) is (are) in the public right-of-way of a dedicated street, normally, the local municipality becomes the responsible party and notification of such shall be made by the developer. This classification shall be at the discretion of the Water Commission. Upon receipt of notification; the billing account shall have the name/address amended and the invoicing will continue. Routine inspections of each public hydrant shall be made annually according to the time schedule set by MPWC representative.

4. General Requirements:

A) Hydrants in new projects to be constructed shall be considered to service an area within a 300-foot radius of each other and the distance between hydrants, (as measured by the curb length) shall be no more than 600 feet.

B) Subdivision plans, after review by Commission staff and engineers but prior to preliminary approval by the Commission, shall be submitted to the Fire Official of the community in which they are to be installed for the approval of hydrants and locations. The written approval and a dated signature of the Fire Official or his duly authorized representative from the municipality on each set of plans submitted by the developer, shall constitute authorization from the municipality and acceptance of the associated rental fees.

C) The actual type of hydrant must meet the specifications of the MPWC.

D) Fire hydrants may be required to be connected to a separate service line used exclusively for fire service at the discretion of the MPWC.

Water Regulations

1009

Fire Protection

REVISION DATE: FEBRUARY 9, 2007

E) Regardless of whether the hydrant is designated as being “public” or “private” for the purposes of billing, any lateral which goes to a hydrant sitting on private property is the responsibility of the private owner/landlord from the point at which the lateral leaves the curb box in the public right of way. The MPWC will only be responsible to the curb box or the shut-off valve, whichever comes first, where the MPWC mains in a public right of way connect to the system being installed by the developer.

5. Hydrant Maintenance

A) The Commission will maintain all public fire hydrants designated as such by the Commission.

B) Property Owners shall be responsible to maintain those hydrants installed on private property and defined by MPWC as private hydrants.

1) Failure to maintain, service and especially to immediately repair damaged hydrants may result in the Water Commission turning off all service to a property without any advance notice.

2) Private property owners containing a private hydrant shall, as a condition of service shall be required to provide and keep current with the MPWC the following:

(a) An address within the franchise area or a phone number where a person responsible can be reached 24 hours a day 7 days a week; and

(b) The name, address, phone number, and policy number of the insurance carrier providing fire coverage for the property in question.

6. Consent to an Implied Easement- Any service provided by the MPWC constitutes permission by the property owner for ingress, egress and emergency repairs at the discretion of the Water Commission. Any costs or expenses incurred by the MPWC will be an obligation of the property owner. Nothing herein shall prevent the MPWC from maintaining either on an emergency, temporary or any longer basis a hydrant and/or from charging any expenses or costs to the property owner or tenant.

7. Change of Location

Whenever the municipality governing body desires a change in the location of any fire hydrant, the Commission, upon written request to do so, will make such a change and the MPWC may hold the municipality responsible for such expense.

Water Regulations

1009

Fire Protection

REVISION DATE: FEBRUARY 9, 2007

B. ALLOWABLE USES FOR HYDRANT WATER

- 1) Only persons authorized by the Commission shall take water from any fire hydrant, except in case of fire. No fire hydrant shall be used for sprinkling streets, flushing sewers or gutters or for any use other than fire, except with the written approval or consent of the MPWC. Applications for authorized use are available at the MPWC main office. Any such water usage must be metered. A deposit is required when securing a meter from the MPWC. The deposit will be returned minus any usage fees due. (See MPWC fee schedule).
- 2) Public Agencies-Agencies requesting use of a fire hydrant for non-emergency uses shall notify the MPWC and receive approval of MPWC staff prior to such use.

C. PRIVATE FIRE SERVICE

1. Internal Fire Protection - For automatic sprinkler or other automatic fire service devices located inside a building or buildings, a separate service line may be required to be used exclusively for fire service. Fire hydrants located outside of the building may be required to be connected to the fire service line at the discretion of the MPWC. Each such separate service line shall be subject to the charges shown in the rate schedule. The Commission reserves the right to refuse approval of an application for automatic fire service where, in the judgment of the Commission, such service is not practical or the form desired by the MPWC.
2. Detector Check Valves - Where fire service is provided and the owner has separate independent piping system for sprinkler, hydrants and other devices for fighting fire, the owner shall furnish and install a detector check valve in the service within the meter pit, and such detector check valves shall be both AWWA approved and approved by the MPWC.
3. Ownership & Location - All meters for private fire service shall first be approved by the MPWC, but shall be furnished and installed by the customer. Meters will be set in an approved type of brick or concrete masonry meter vault, adequately drained and located on the premises of the customer. The owner/customer is responsible for the care and maintenance of said vault and meters and each shall be accessible to the MPWC, its officers and employees. The MPWC must approve in advance any proposed alterations of any kind to the meter or pit.

Water Regulations

1009

Fire Protection

REVISION DATE: FEBRUARY 9, 2007

4. Private and Unmetered Fire Service

When in the discretion of the Commissioners, it is desirable and practical the MPWC may permit private unmetered fire service lines to be installed at the expense of the owner. Any such approved lines shall be subject to the charges shown in the rate schedule. The annual required flow testing is the responsibility of the customer/owner.

5. Additional Sources of Water for Fire Services

A) No owner or tenant may have any other water source besides the MPWC connected in any way, directly or indirectly, to its potable water system. The owner or tenant may only have a source of water supply on the premises not approved by the New Jersey State Department of Health for potable uses or have any private storage tanks or standpipes, if connected to the water supply for fire use only and if approved in advance by the MPWC.

B) Approval of such an interconnection with such non-potable systems or tank systems shall only be permitted if equipped with a method of back-flow prevention which is approved by the MPWC, approved by the NJ State Department of Health, and in conformance with the applicable State Statutes and regulations.

C) Should the detector valves, after installation, indicate consumer is using water for purposes other than fire as indicated by periodic checking of the detector meter, then upon 30 days notice by the MPWC the detector check valve by-pass meter shall be completely removed and in its place the owner shall furnish and install a meter that is AWWA, NFPA, and MPWC approved.

6. Private Responsibility The MPWC shall not be held responsible for the testing, proper functioning or operability of any component of any private fire service. The responsibility shall rest solely with the owner/tenant.

7. Bills Rendered and Due Bills will be rendered quarterly. All bills are due and payable upon mailing by the MPWC to the last address provided by the Customer. It is the responsibility of the customer to keep current the MPWC of any address changes or phone number changes. Absent an MPWC approved successor to accept and acknowledge the obligation for future bills, ownership changes shall not relieve the prior owner from the obligation to pay the bill.

D. COMMISSION DISCRETION

Whenever the Commission deems it appropriate or for the good of the system, Commission or its host communities, the MPWC may waive or modify the approval process or any other provision of this section.

Water Regulations

1010

Plumbing Regulations

REVISION DATE: FEBRUARY 9, 2007

- A. All work within the premises must conform to all regulations of the State of New Jersey, County of Camden and Municipality in which the service is located.
- B. MPWC requires that the customer install a gate valve before and after the meter.
- C. Vacuum valves and pressure relief valves should be provided on all motor installations.

Water Regulations

1011

Cross Connection and Interconnection

REVISION DATE: JULY 21, 2008

A cross connection is a point in the potable water distribution system where the potable water may come in contact with chemical or biological contaminants that may be hazardous.

No cross connection or interconnection connecting the pipe lines or facilities of the Commission with other pipe lines or facilities supplied with water from other sources shall be permitted unless such cross connection or interconnection is installed, maintained and complies with the applicable State Statutes governing same.

No water service connection will be installed or maintained by MPWC unless the potable water supply is protected from backflow as required by applicable engineering standards. Approved backflow prevention devices shall be installed on each service line and must be tested quarterly in accordance with State regulations.

The premises serviced will be subject to inspection by MPWC at all reasonable times to determine whether cross-connections or other structural or sanitary hazards exist.

Water service to any premise may be discontinued if a required backflow prevention device is not installed, tested and maintained, or if a backflow prevention device has been removed or bypassed. Service will not be restored until such conditions or defects are corrected.

Water Regulations

1012 Meters

REVISION DATE: August 9, 2013

- A. All services except fire services shall be metered.
- B. The Commission shall furnish and install the meter and keep it in a state of repair. In case of misuses, damage by frost, hot water, external causes or any other damage to the meter, the property owner/tenant shall be held responsible for the cost of repair or replacement (per our fee schedule). Only the Commission will furnish, set, and replace any meter impaired by such causes.
- C. A remote reading device may be installed by MPWC personnel to alleviate the necessity of accessing the property. The MPWC shall attempt to verify the reading from the master meter and the remote annually. The remote is not an actual meter. If a discrepancy exists between the remote and the master meter, the master meter reading shall always be used for billing.
- D. Where the meter has been inspected and found to have been removed, damaged or tampered with MPWC shall reserve the right to discontinue service. Restoration of service will require a restoration fee and a service charge to repair the meter and appurtenances.
- E. The customer shall be responsible for:
 - 1.) Periodically verifying that remote and internal readings are the same.
 - 2.) Any damage to or nonworking meter.
 - 3.) All costs of water that flows through any meter.

Water Regulations

1013

Meter Location

REVISION DATE: May 12, 2016

Meters shall be conveniently located at a point approved by Commission so as to control the entire supply of water to the premises. The owner shall provide protection for the meter.

A stop cock or gate valve shall be placed on service line on the street side adjacent the meter and a stop and waste cock or valve on the homeowner side of the meter.

When connecting to the water system with new construction, customers shall pay the appropriate fee for which the MPWC shall supply the initial meter. Thereafter, the Water Commission shall furnish, own, maintain and install the meter(s) – up to 2” meter maximum and not to exceed a total of three meters per pit without prior approval. All meters above 2” in diameter shall be supplied by the owner. All meters shall comply with standards set forth by the engineering office of the MPWC.

All customers that have existing meters above 2” in diameter shall be required to test their water meter every five years at their cost. Tests shall be conducted by an independent, certified water meter tester and shall be submitted to the MPWC upon request. Any meter that fails to register at least 97 percent accuracy must be immediately repaired to meet the minimum MPWC standards or replaced with a new meter that meets current MPWC meter requirements.

Meters shall be generally located inside of owner’s premises. When an accessible location cannot be provided by owner for meter inside premises, the Commission’s meter shall be located outside the premises near the curb line. The associated cost to construct an acceptable meter pit to MPWC standards shall be the responsibility of the applicant.

When a service is installed for commercial, industrial, or multiple apartment units, the Commission may require the installation of a meter pit at the owners’ expense. The owner shall furnish and install the meter pit complete with all piping, fittings, and valves. It shall be constructed of reinforced concrete, shall be totally waterproof and comply with all MPWC specifications. Meters shall be located in an accessible area to the Water Commission and shall not be located in any driveway or parking area unless special provisions are made by the owner and approved by the Water Commission.

Meter pits, in addition to being watertight, must be dry. The complete installation must conform to the standard details of the Commission including all pipes, fittings and valves.

MERCHANTVILLE-PENNSAUKEN WATER COMMISSION

The Commission will furnish to the owner a drawing indicating the general layout of the lines in the meter pit. Upon application for service, the owner shall furnish the Water Commission a detailed drawing of the meter pit prepared by a New Jersey licensed engineer or architect, together with all piping for Commission approval.

No meter is to be installed in a crawl space.

Water Regulations

1014

Meter Test and Adjustments

REVISION DATE: SEPTEMBER 8, 2016

A. Owner's Test

The property owner may test the accuracy of the meter at anytime by drawing water until meter registers one or more cubic feet. Each cubic foot of water equals 7.48 gallons and weighs 62.4 pounds.

B. Request Test

The Commission reserves the right to remove and test any meter at anytime and to substitute another meter in its place at its discretion. At the written request of the property owner, the Commission will test the accuracy of a meter that is supplying water to the premises in the owner's presence. The meter is bench tested at the Park Avenue treatment plant. The current fee as listed on the MPWC fee schedule shall be charged for the meter test.

C. Allowable Error

No water meter shall be kept in service if the test by the Commission, it registers more than 103% of water passed or less than 97% accuracy.

D. Adjustments

In case of a disputed account involving the question as to the accuracy of the meter where the meter as tested by the Commission indicates an error in excess of 3%, then the bill shall be adjusted by the Commission. The adjustment shall be made relative to the history on the account.

The water meter is used to calculate all billing. No other equipment including remote reading devices are acceptable to determine actual water consumption.

E. Meters above 2"

All active meters in the MPWC system that are over 2" in diameter shall be tested every three years by the property owner or upon request from the MPWC. Testing results shall be submitted to the MPWC. Failure to submit results upon request from the MPWC may result in increased billing or the meter being taken out of service. No meter may be kept in service if it is less than 97% accurate.

Water Regulations

1015 Water Bills

REVISION DATE: March 14, 2013

Bills shall be rendered quarterly and shall show readings of the meter at the beginning and end of period and give dates of reading. When a bill is not paid within the 30 days due date a reminder notice is issued. The notice shall only state the amount past due.

When access to a meter cannot be had, a card will be left by the meter reader. The property owner/tenant shall return said card with the meter reading to the Commission. When the card is not returned the Commission may bill an amount which they deem to be a reasonable estimate. On the fourth quarter of estimated billings the MPWC has the right to continually increase the estimated usage.

Owners will be held responsible for all charges for water service until written notice has been given to the MPWC by the owner to discontinue service and the meter read or removed by MPWC.

Bills for service are due when rendered by MPWC. If funds in payment of the bill are not in the office of the Commission on or before the "Due Date" there will be an added interest charge of 1 ½ % per month. Additionally, the MPWC may at their discretion, issue notices of termination of service.

When property is being sold the Title Company shall be obligated to clear all water charges outstanding on the property. In the event that charges are not paid at settlement, those charges shall remain on the account as a lien against the property. If the Title Company should choose to request written confirmation of outstanding charges (Search fees will be charged per our fee schedule).

Any returned check will have an additional fee applied to the account (per our fee schedule).

Unpaid Bills- Any unpaid balance of service charges and interest shall be a lien against the property and action shall be initiated.

Water Regulations

1016 Billing Codes

REVISION DATE: FEBRUARY 9, 2007

The water used by the Customer is indicated on the bills with the following codes.

- 20 General Rate
- 40 Apartment, Hotel Rate
- 60 Commercial Rate
- 80 Private Fire Sprinkler and/or Hydrant Rate
- 01 Service Installation Charge
- 02 Frozen Meter Charge
- 03 Turn Off and/or Turn On Charge
- 04 Missing Meter Charge
- 05 Amounts Previously Billed
- 06 Miscellaneous Charge
- 07 Credit Amount
- 08 Public Fire Hydrant Rate

1. Use of Water is shown in Hundreds of Cubic Feet. 100 Cubic Feet equals 748 Gallons. The word Block (or Blocks) shall be understood to mean 100 Cubic Feet of water.
2. Bills are rendered quarterly.
3. Water supplied under all metered schedules is billed in blocks.

Water Regulations 1017

Discontinuance of Service

REVISION DATE: FEBRUARY 9, 2007

A) Any *and/or all* service(s) to any customer may be discontinued for any of the following reasons with regard to anyone of their accounts or properties serviced by the Commission;

1. In case of vacancy of the premises.
2. Non-payment of bills due *for products or services* furnished or invoiced and past due.
3. Tampering with any service pipe, meter, curb stop, corporation stop, seal or any other property of the Commission.
4. *Failure to properly protect or provide for the proper protection or maintenance of Commission property or infrastructure.*
5. For refusal of reasonable access to the property for the purpose of inspecting or reading meters or caring for or removal of meters or other Commission property or infrastructure.
6. For failing to maintain in good order the plumbing system, meter connection or any part of the water supply fixtures or any part of the water that may result in a waste of water or be conducive to a cross connection.
7. Fraudulent representation to the Commission in relation to use of this service.
8. Providing water or water service to others.
9. Connecting and operating in such a manner as to produce disturbing effects on the service of the Commission to other owners or the facilities of the Commission.
10. Where the condition of customers installation presents a hazard to life or property.
11. Refusal after notice to comply with Commission Rules or Regulations as to that property or any other owned and serviced by the Commission.

MERCHANTVILLE-PENNSAUKEN WATER COMMISSION

- B) When service is discontinued for any reason for non-payment of bills or violation of the Commission regulations or by request of owner, a charge will be made for turning off or for discontinuing service in accordance with schedule of fees for such service.
- C) Service to the owner will only be renewed when the conditions are corrected or all bills are paid.
- D) As necessity may arise, in case of breakdown, emergency, or for any other unavoidable cause, the Commission may temporarily discontinue the water supply to make necessary repairs, connections, etc. using all reasonable and practical measures to notify the customers of such discontinuance of services. In such cases the Commission will not be liable for any damage or inconvenience suffered.
- E) The Commission reserves the right to discontinue service to any owner without notice and the Commission will not be liable for any damages which may result from the shut-off of the water whether with or without notice.
- F) A service that has been terminated for whatever reason may be turned back on by advance request and notice to MPWC. Water service shall be turned back on during normal business hours by MPWC personnel and is subject to any administrative fees for such service. If service is to be turned back on outside of normal business hours such requests shall be made in advance and there will be an off peak charge for such service (See fee schedule)

Water Regulations

1018 Rate Schedule

REVISION DATE: FEBRUARY 9, 2007

The Merchantville-Pennsauken Water Commission currently approved Rate Schedule is available upon request at the Merchantville-Pennsauken Water Commission main office.

Water Regulations

1019

Reservation, Right to Modify

REVISION DATE: FEBRUARY 9, 2007

The Commissioners reserve the right to modify or change any of the foregoing rules or make such addition to these rules and regulations as may be found essential for the more perfect protection of the public interests and the management of the Commission, and to impose such additional restrictions as may be deemed proper.

Water Regulations 1020

Administrative Review and Appeals Procedures

EFFECTIVE DATE: **October 13, 2011**

The Merchantville-Pennsauken Water Commission may take action, cease service, impose fines, charges for water service, delinquency and late charges, and charges for labor and materials of other costs incurred in accordance with its enabling statute.

Where it shall determine to deny service, to require advance payments or deposit, to terminate or disconnect service, or to impose fines or penalties, the Merchantville-Pennsauken Water Commission shall give notice of such determination. The cessation of service or the rendering of a bill shall be deemed notice of such actions.

Any person wishing to challenge any action, inaction, charge or determination by the Merchantville-Pennsauken Water Commission will be granted an Administrative Appeal provided that they file a detailed written request with the Commission stating their position and circumstances within 90 days of becoming aware of their bill, conflict, issue or dispute. ANY matter of dispute or claim against the Merchantville-Pennsauken Water Commission not listed above commences at Step 2, below.

1. The customer shall first discuss the Merchantville-Pennsauken Water Commission's determination with a Customer Support representative. If the matter is not resolved to the customer's satisfaction, the customer shall seek a decision from the Director of Customer Service. The Director will, when necessary, investigate for additional information before making their further determination as to the customer's appeal.

2. If not resolved to the Claimant's satisfaction, the facts concerning the dispute shall be submitted in writing to the Chief Operating Officer. Upon receipt of this request for further appeal, the Chief Operating Officer, or his/her designee, will contact all parties to seek consensus on the facts at issue and to limit and clarify the points in dispute. Thereafter, the Chief Operating Officer may address this matter himself/herself and seek a resolution or make a determination on behalf of the Commission.

Water Regulations

1020

Administrative Review and Appeals Procedures

EFFECTIVE DATE: October 13, 2011

3. The Commission may proceed on the papers as submitted and in a summary fashion. Once before the full Commission, the Commissioners may also either entertain an evidentiary hearing and issue a written decision within 35 days, or designate a Hearing Officer.
 - a. If they designate a Hearing Officer, then he/she shall conduct, as soon as practicable, an informal hearing to resolve the dispute or to hear witnesses and evidence and make detailed recommended findings. Whether before the Commissioners, or a Hearing Officer, the presentations shall be as follows: The person appealing shall proceed first to present all witnesses and evidence to the Commissioners. Other parties shall proceed next to do the same, and the Commission Staff shall proceed last.
 - b. If referred to a Hearing Officer, the hearing shall take place at the Commission or other place at a time set by the Hearing Officer. Once completed, the evidence taken, determinations made, and recommendations reached shall be delivered to the Commissioners in the Hearing Officer's Report no later than 40 days after the close of the hearing.
4. The Commissioners shall make their decision to adopt, reject or modify the findings and recommendations of the Hearing Officer by their second (2nd) meeting after receiving the Hearing Officer's Report. The Commission's decision shall be a final administrative determination. Any party subject to the final determination shall have the right to seek judicial review in accordance with New Jersey law.

Water Regulations 1021

Enforcement of Rules

EFFECTIVE DATE: February 9, 2007

REVISION DATE: September 28, 2011

The remedies provided to the Merchantville-Pennsauken Water Commission in these General Rules and Regulations shall not be exclusive and shall be in addition to any other remedies, which the Utility has at law or in equity.

The power to enforce the provisions of these General Rules and Regulations is by statute vested in the Commission and by the Merchantville-Pennsauken Water Commission in its Chief Operating Officer and its Superintendent or either of their designees.

ADMINISTRATIVE REVIEW AND APPEALS PROCEDURES:

A. The MPWC may take action, cease service, impose fines, charges for water service, delinquency and late charges, and charges for labor and materials of other costs incurred in accordance with its enabling statute.

B. Where it shall determine to deny service, to require advance payments or deposit, to terminate or disconnect service, or to impose fines or penalties, the MPWC shall give notice of such determination. The cessation of service or the rendering of a bill shall be deemed notice of such actions.

C. Any person wishing to challenge any action, inaction, charge or determination by the MPWC will be granted an Administrative Appeal provided that they file a written detailed request with the Commission stating their position and circumstances **within 90 days of becoming aware of their bill, conflict, issue or dispute.** ANY matter of dispute or claim against the MPWC not listed in A or B above commences at Step 2, below.

1. The customer shall first discuss the MPWC's determination with a Customer Relations Representative.

If the matter is not resolved to the customer's satisfaction, the customer shall seek a decision from the Director of Customer Service. The Director will, where necessary, investigate for additional information before making their further determination as to the customer's appeal.

Water Regulations 1021

Enforcement of Rules

2. If not resolved to the Claimant's satisfaction, the dispute shall be submitted in writing to the Chief Operating Officer. The appeal must be addressed to the Chief Operating Officer and must set forth the facts as well as the specific relief that the appeal is requesting. Upon receipt of this request for further appeal, the Chief Operating Officer, or his/her designee, will contact all parties to seek consensus on the facts at issue and to limit and clarify the points in dispute. **Thereafter, the Chief Operating Officer may address this matter himself and seek a resolution or make a determination on behalf of the Commission.**
3. If the Chief Operating Officer should choose not to or if the Claimant seeks in writing within 10 calendar days to appeal his decision then the Chief Operating Officer will schedule the matter to come before the Commission. Anyone seeking an appeal must comply/submit to the order/action in question or specifically request at each step that the MPWC withhold its order/action during further appeal. Failure to do so is cause for dismissal of the appeal.
4. The Commission may proceed on the papers as submitted and in a summary fashion. Once before the full Commission, the Commissioners may also either entertain an evidentiary hearing and issue a written decision within 35 days, or designate a Hearing Officer. If they designate a Hearing Officer, then he/she shall conduct, as soon as practicable, an informal hearing to resolve the dispute or to hear witnesses and evidence and make detailed recommended findings. Whether before the Commissioners, or a Hearing Officer, the presentations shall be as follows: The person appealing shall proceed first to present all witnesses and evidence to the Commissioners. Other parties shall proceed next to do the same, and the Commission Staff shall proceed last.
5. If referred to a Hearing Officer, the hearing shall take place at the Commission or other place at a time set by the Hearing Officer. Once completed, the evidence taken, determinations made, and recommendations reached shall be delivered to the Commissioners in the Hearing Officer's Report no later than 40 days after the close of the hearing.
6. The Commissioners **shall make their decisions to adopt, reject or modify the findings and recommendations** of the hearing Officer by their second (2nd) meeting after receiving the Hearing Officers Report. The Commission's decision shall be a final administrative determination. Any party subject to the final determination shall have the right **to seek judicial review in accordance with New Jersey law.**

Water Regulations

1021

Enforcement of Rules

ENFORCEMENT OF RULES

A. The remedies provided to the MPWC in these General Rules and Regulations shall not be exclusive and shall be in addition to any other remedies, which the Utility has at law or in equity.

B. The power to enforce the provisions of these General Rules and Regulations is by statute vested in the Commission and by the MPWC in its Chief Operating Officer and its Superintendent or either of their designees.