

# Water Regulations

**1001**

## General Information

**REVISION DATE: May 10, 2018**

The Merchantville-Pennsauken Water Commission is a governmental regional water authority which 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 controls and regulates the Commission and establishes 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 of supplying potable water, to cover the use of its water distribution systems, wells, reservoirs, pipes, elevated tanks and all items related to the public water works. The Commission establishes a schedule of fees and rates, and outlines allowable procedures and policies as they deem proper within the sphere of the Commission's activity.

The Commission uses reasonable care and diligence to furnish and maintain 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 otherwise, the Commission is not 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](http://www.mpwc.com)

The office of the Commission will be open for 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 or unless otherwise provided. Outside these regular hours of business an operator will be available for any emergency calls 24 hours a day at 856-663-0044.

# Water Regulations

**1002**

## Definitions

**REVISED DATE: May 24, 2018**

1. **APARTMENT**- a residential unit in any structure shared with other units either accessible by a passage through a common hallway or sharing a common property 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 an individual meter per dwelling.
3. **COMMERCIAL** – all services other than residential and includes irrigation, fire services or apartment rates.
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 (governing body).
6. **CONDOMINIUM**- 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 or placed upon or surrounded by land of common ownership and share some common grounds and not serviced by individual meters and turn-offs per dwelling
7. **CONDOMINIUM RATE**- see apartment rate.
8. **CUSTOMER**- the account-holder recipient of any water service at a household or business, whether owner or tenant.
9. **EASEMENT**- an acquired legal right for the specific use of land owned by others.
10. **FIRE SERVICE**- a water service line strictly dedicated for fire suppression and includes private hydrants and fire sprinkler systems.
11. **METER**- a device used to measure the flow of water to a customer.
12. **METER PIT**- a device or an area for placement of a water meter which is a self-contained isolated unit with applicable fittings to accept such meter.
13. **MOBILE HOME PARK**- an area equipped to house multiple mobile homes. Each mobile home may have separate or individual utility systems not serviced by individual meters per dwelling.
14. **MUNICIPALITY**- the portion of the following municipalities in which water 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.
15. **OWNER**- the title owner of lands and premises supplied with water as appearing on the legal records of the Municipality or County.
16. **PRIVATE FIRE SERVICE**- a separate service line and/or private fire hydrant utilized exclusively to support fire protection on private property or dedicated private use.

## **MERCHANTVILLE-PENNSAUKEN WATER COMMISSION**

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17. **REMOTE READ ATTACHMENT**- a device connected to the master meter for the purpose of extending the meter reading for only exterior access.
18. **RESIDENTIAL RATE**- rate approved at an open public meeting rate hearing that is charged to individually metered single family residences.
19. **SERVICE – OR – SERVICE LINE**- a pipe for conveying potable water including equipment necessary to supply water to a property
20. **SERVICE RENEWAL** – replacement of an existing active service from the main to the curbstop.
21. **SUPERINTENDENT**– the superintendent or general manager of water facilities; and/or water treatment works and /or his authorized assistant.
22. **TOWNHOUSE**- 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 some property 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 and are not serviced by individual meters and turn-offs per dwelling.
23. **TOWNHOUSE RATE**- see apartment rate.
24. **WATER MAIN**- the owned or leased piping or property, in or along public highways and streets, or along privately-owned right-of-way, used for the transmission or distribution of water.

# Water Regulations

**1003**

## Commission's Property

**REVISION DATE: JUNE 20, 2018**

The water meter and entire service from the main to and including the 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 without the written permission of the Commission shall be fined and/or 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 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 Commission penalty and fine as well as 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 **1)** it is not in accordance with the Municipality's ordinances or **2)** local plumbing codes by which the premises is governed or **3)** statutory requirements of the State of New Jersey or **4)** when not protected from freezing or **5)** if the owner is not in compliance with MPWC regulations or **6)** has not made required payments to the Commission.<sup>1</sup>

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

The Commission shall have the right of access to premises furnished with water, at reasonable times, for the purpose of making any and all surveys and examinations deemed necessary, inspecting property prior to service, placing or replacing water meter remote attachments. or installation or removal of Commission property.<sup>2</sup>

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.

**<sup>1</sup>NJS 40:62-138. Control, regulation and protection of water supply system**

The Commission may make, enforce, amend and repeal all such resolutions and regulations as it may deem necessary and proper for the distribution, supply, use and protection of the water supplies, and the protection of the buildings, machinery, canals, aqueducts, reservoirs and other works and appurtenances thereto; for the installation and protection of meters, and for fixing and collecting water rents or prices for water, and for imposing penalties in addition to cutting off the water for non-payment thereof.

**<sup>2</sup>NJS 40:62-140. Right of entry for inspection: penalty for obstructing inspectors**

# Water Regulations

## 1004

### Conservation and Water Restrictions

**REVISION DATE: JUNE 20, 2018**

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 may institute water restrictions as required by NJDEP during times of drought. During such periods of declaration, homes or buildings with an odd numbered address may only water lawns only on odd calendar days. On your assigned day you may only water before 9:00 am and after 7:00 pm. Homes or buildings with an even numbered address may only water lawns on even calendar days. On your assigned day you may only water before 9:00 am and after 7:00 pm. All residents may water on the 31<sup>st</sup> 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: JUNE 21, 2018**

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: NOVEMBER 14, 2019**

- A. The property owner or their agent shall submit all applications for the installation of service connections to the Commission's principal office at MPWC Headquarter, 6751 Westfield Avenue, Pennsauken, NJ 08110 on the approved MPWC application for service.
- B. To be complete the application should include:
  - 1. Properly completed application form
  - 2. Application fee
  - 3. Two (2) complete sets of plans/drawings indicating location of new service and the details of the proposed piping, structures and all connections.
  - 4. Commercial applicants shall include projected water use for the project.
- C. Approval of service shall be determined by the MPWC Board of Commissioners at their regularly scheduled public meetings (usually the 2<sup>nd</sup> Thursday of each month.) For consideration, the application must be received no later than the first of any month.
- D. No new service will be extended by the Commission until the applicant has paid all charges due by the applicant.
- 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 all permits and costs incurred in the street opening, excavation and repair for installations of services. The Commission will make the tap and provide corporation stop and shall also provide the customer with a curb stop, a valve box and a meter. New customers will be charged a fee for said meter. The Commission shall do service renewals. (For detail see 1007 – Service Renewals). For meters over 2" in diameter, the customer shall supply a meter which meets MPWC specifications. The customer shall maintain ownership of meters larger than 2" in diameter.
  - 3. Location – The location of the water service shall be subject to the approval of the Commission. Service will be only furnished to those



## MERCHANTVILLE-PENNSAUKEN WATER COMMISSION

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premises that are adjacent to a public street or highway. No service connection shall be used to serve more than one owner.

4. 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 that from main to curb stop. Any commercial service 2” or larger requires a double check valve inside. 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.
5. 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 ordinances and Commission approval.
6. 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 current MPWC Rate and Fee schedule at the time of approval.
  - a) Connection Fee
  - b) Tapping Fee
  - c) Meter Fee
  - d) Inspection fee (if necessary)
7. 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.
8. All charges for water, services, equipment or other charges are by statute a lien against the property and therefore the responsibility of the property owner.
9. 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. The customer shall at all times comply with applicable MPWC regulations.

# Water Regulations

**1007**

## Service Renewal

**REVISION DATE: August 14, 2018**

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. The MPWC shall not be responsible for the connection between the curb stop and the property. This responsibility remains solely with the applicant/owner. 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: August 14, 2018**

**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 will be made during the initial request for a new service.
2. The Commission will secure the appropriate permits for any street opening and will 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 at their cost. Fees for the extension must be paid prior to the beginning of any work.
3. The main extension means an extension of facilities located in the street or highways dedicated to public use for the common distribution of water and does not include any part of the service connection. The cost of the extension does not include the fire hydrants or 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 the delay in performance extends for a period of more than one (1) year, the applicant will 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" will be used for any main extension. If the Commission installs 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 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 will be charged the cost for the larger pipe.

# Water Regulations

1008

## Main Extensions

### 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:

- Two (2) sets of plans must be submitted for approval by MPWC.
- All materials used will 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, a minimum of 10' feet 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 to the Commission.
- A duly authorized representative of the MPWC will 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 advance 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 will be borne by the contractor.
- An inspection fee is to be paid at the time of application per the MPWC rate schedule. This may be later adjusted where the MPWC deems necessary.
- 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 will 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 two (2) years.
- 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 shall be done in the presence of a duly authorized MPWC representative.

# **Water Regulations**

**1008**

## **Main Extensions**

- 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

**EFFECTIVE DATE:**           **JANUARY 9, 2007**

**REVISION DATE:**           **October 22, 2018**

### 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 engineering drawings prepared by a licensed engineer 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 two (2) 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 engineering 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

**EFFECTIVE DATE:           JANUARY 1, 2007**

**REVISION DATE:           OCTOBER 22, 2018**

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 and repair 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 “Public Hydrants”, thus placing the hydrant rental/fee responsibility on the municipality or its Fire District. 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 representatives.

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

**EFFECTIVE DATE:           JANUARY 1, 2007**

**REVISION DATE:           OCTOBER 22, 2018**

E) Regardless of whether the hydrant is designated as being “public” or “private” for the purposes of billing, any service which goes to a hydrant sitting on private property is the responsibility of the private owner/landlord from the point at which the service 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 or 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 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<sup>1</sup>. 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 a 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.

<sup>1</sup>NJS 40:62-140. Right of entry for inspection; penalty for obstructing inspectors



# Water Regulations

1009

## Fire Protection

**EFFECTIVE DATE:           JANUARY 1, 2007**

**REVISION DATE:           OCTOBER 22, 2018**

### 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 any purpose except a fire, unless upon 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 and shall be confirmed in writing.

3) Fire Departments are authorized to utilize individual public fire hydrants for training purposes as needed.

### 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 **is** 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 in 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 line at a location determined by the MPWC, and such detector check valves shall be both AWWA approved and approved by the MPWC.

3. Ownership & Location – If the MPWC determines that a meter is required, 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

**EFFECTIVE DATE:           JANUARY 1, 2007**

**REVISION DATE:           OCTOBER 22, 2018**

#### 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. Any 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. If the owner or tenant has a source of water supply on the premises it must be approved by the New Jersey State Department of Health for potable uses and cannot be cross-connected with the MPWC system. Any private storage tanks or standpipes connected to the water supply for fire use must be 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 owner shall furnish and install a meter that is AWWA, NFPA and MPWC approved. A violation may be issued by MPWC for theft of water.

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 in accordance with NJSA 40:62-142.

# Water Regulations

1009

## Fire Protection

**EFFECTIVE DATE:           JANUARY 1, 2007**

**REVISION DATE:           OCTOBER 22, 2018**

8. Upon completion of all construction on a property, building or development, receipt of all approvals, release of all performance and maintenance bonds, completion of all tests and activation of all private fire protections systems, as well as the relinquishment of all easements, access rights, and production to the MPWC of all final certificates of occupancy, etc., the Commission will include as part of the charge covered by a private fire service fee the following number of privately maintained hydrants in the following quantities:

- 6" fire service line = 6 standard 6" barrel hydrants
- 8" fire service line = 8 standard 6" barrel hydrants
- 10" fire service line = 10 standard 6" barrel hydrants
- 12" fire service line = 12 standard 6" barrel hydrants

Services above or below these sizes are addressed at Commission discretion. At the discretion of the Commission, in order for a hydrant to be included with a fire service it must be situated so as to serve the building that the fire service protects. Unless metered, hydrants in excess of the numbers listed above will be billed at the current MPWC hydrant rate. Additionally, hydrants not otherwise covered herein will be billed at the current individual MPWC hydrant rates.

### D. Fire Service and Statutory Exemptions

1. Any applicant for service or fire service exemption must apply and qualify by production of appropriate documentation or evidence to the Commission for exemption from any fee or charge.
2. Any such application for service based solely upon the water used shall be dependent upon the applicant providing the installation and maintenance of the appropriate meter in conformance with the MPWC Rules and Regulations and N.J.S. 40A:31-10(e).

### E. 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: October 22, 2018**

- 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

**EFFECTIVE DATE: AUGUST 9, 2013**

**REVISION DATE: FEBRUARY 9, 2018**

- A. All services except fire services shall be metered.
- B. The Commission shall furnish and install the meter on all services of 2" or less 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. All meters above 2" in diameter shall be supplied and installed by the Customer. All meters shall comply with standards set forth by the engineering office of the MPWC and shall comply with any applicable MPWC Rules & Regulations.
- 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: FEBRUARY 2019**

Meters shall be conveniently located at a point approved by Commission to control the entire supply of water to the premises. The owner shall provide protection for the MPWC meter which is supplied for the use of the customer.

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.

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 customer. 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 three 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 generally be located inside of customer’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**

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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: FEBRUARY 2019**

**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 based on the account history and where the Commission deems appropriate.

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 (3) 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: FEBRUARY 2019**

Bills shall be rendered quarterly and shall show the date read and the readings of the meter at the beginning and end of period. 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 obtained, a card may 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 may 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. However, nothing herein shall imply a property may not be subject to charges pursuant to NJSA 40:62-151.<sup>1</sup>

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 1½ % per month simple interest. Additionally, the MPWC may at their discretion, issue notices of termination of service.

When property is being sold the customer or owner leaving or selling the property shall be obligated to clear all water charges outstanding on the property. If the charges are not paid at settlement, those charges shall remain as a lien against the property and the MPWC may decline to provide service or open a new account until the old one is cleared. If the Title Company should choose to request written certification of outstanding charges (Search fees will be charged per our fee schedule).

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<sup>1</sup>**40:62-151. Annual stand-by or ready-to-serve charge upon unoccupied lots**

**The governing body of any municipality or any water commission representing two or more municipalities may fix an annual stand-by or ready-to serve charge upon any unoccupied lot abutting upon a street wherein a water main has been laid and to which the lot may connect; provided, however no such service charge shall be made for any lot fronting on a water main which water main has heretofore been assessed as a local improvement or for which water main the owners of said lot paid under a contract with the municipality. The said service charge shall be rendered and collected in the same manner as other bills for water service are rendered and collected.**  
**P.L. 1949, C 1941. Eff. July 4,1949**

## **MERCHANTVILLE-PENNSAUKEN WATER COMMISSION**

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Any returned check will have an additional fee applied to the account pursuant to the MPWC fee schedule.

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

# Water Regulations

# 1016 Billing Codes

**REVISION DATE: FEBRUARY 2019**

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 2019**

A) Any and/or all service(s) to any customer may be discontinued for any of the following reasons with regard to any 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 to provide access at reasonable times for the purpose of making any and all surveys and examinations necessary of Commission property or infrastructure pursuant to NJSA 40:62-140.
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 of the 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 safety issue or 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**

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- B) When service is discontinued for any reason for non-payment of bills or violation of the Commission regulations or by request of the owner, a charge will be made for the service of Commission personnel in 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. 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 2019**

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

# Water Regulations

**1019**

## Reservation, Right to Modify

**REVISION DATE: FEBRUARY 2019**

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: FEBRUARY 2019**

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: FEBRUARY 2019**

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 (2<sup>nd</sup>) 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: FEBRUARY 2019**

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.

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 to the Commission 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 (2<sup>nd</sup>) 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.

# Water Regulations

**1022**

## Connection Fee

**REVISION DATE: February 14, 2019**

For new construction where a customer was not previously connected to the water system, each new connection to the Merchantville Pennsauken Water Commission (MPWC) shall incur a connection fee. That fee shall be based on annual water usage for the proposed construction and calculated using the current MPWC rate schedule determined at the annual rate hearing.

A property connected to the water system for less than 20 years may be charged a connection fee if:

1. An additional connection or tapping fee for an addition, alteration, or change in use that materially increases the level of use and imposes a greater demand on the water system but does not involve a new physical connection of the property to the water or sewerage system.
2. The connection or tapping fee authorized shall be equal to the amount by which the increased use and demand on the water exceeds the use and demand that existed prior to such addition, alteration, or change in use.
3. Any new or additional connection of a property to the water system, or for any increase in the size of an existing connection or for any new construction of additional service units connected to the water system that materially increases the level of use or demand on the water system.

“Materially increases” means any increase in the number of service units; or any other change which increases the level of use or demand on the water system by 15 percent or more over the highest actual annual use and demand that existed during the prior 10-year period immediately preceding the addition, alteration, or change in use; provided, however, that, if the property has been connected to the water system for less than 10 years, the average level of use and demand shall be calculated based on the actual period of connection.

The MPWC shall provide a credit applicable toward a connection or tapping fee to be charged for a reconnection of a disconnected property that previously connected to the water system, provided that:

1. The property has been connected to the water system for at least 20 years; and
2. service charges have been paid for the property in at least one of the last five years.

The credit required for the above section shall be calculated as follows:

- If the reconnection does not require any new physical connection or does not increase the nature or size of the service or the number of services units or does not expand the use of the water system, the credit shall be equal in amount to the new connection or tapping fee.
- If the reconnection requires a new physical connection, increases the nature or size of the service or the number of service units, or expands the use of the water or sewerage system, the credit shall be equal in amount to any connection or tapping fee previously paid for the property, and the Commission shall charge the difference between the credit and the connection or tapping fee for the new use or class.
- If no connection or tapping fee was ever paid for the property, but all service charges due and owing on the property have been paid for at least 20 years, the credit shall be equal in amount to the new connection or tapping fee; provided, however, that any charges due and owing pursuant to paragraph (2) of this subsection shall be paid.

**Affordable Housing Applications**

**Certain applicants who qualify as an “affordable housing project” are required to disclose such at the time of application and they must include formal documentation designating the project as such to receive consideration when calculating connection fees.**

# Water Regulations

**1023**

## Customer Water Leak Adjustments

**EFFECTIVE DATE: September 10, 2020**

The purpose of this policy is to provide a basis for the MPWC to adjust high bills caused by leaks in water lines or equipment on Customers' property that the user could not reasonably have known about with normal diligence. The reason for providing a policy for reducing these bills is to relieve possible financial hardship on residents and business caused by no fault of their own.

### **Leak Threshold Considerations**

Leak adjustments to water bills will be considered only if the following conditions have been met:

- The leak adjustment threshold is 150% above the account's average water usage based on the previous four (4) quarters of usage history.
- The Customer must complete the MPWC's "Leak Adjustment Request Form" and attach written report or detailed/itemized statement from a licensed plumber that;
  - Describes presence, size and location of the leak
  - Provide documentation that the leak was repaired within 15 days of discovery (by either the MPWC or by the Customer), or receipt of bill, whichever is earlier.
  - If Customer fixes leak, the MPWC must verify that the leak is no longer indicated and any additional costs incurred by MPWC as a result of such verification will be billed to the Customer.
- The MPWC will not consider lack of proper maintenance or negligence by account holder (or third party, such as a renter, contractor, etc.) which culminates in water loss as being eligible in approving any Leak Adjustment to the bill;
- The Customer must request the Leak Adjustment before the due date of the bill;



## **MERCHANTVILLE-PENNSAUKEN WATER COMMISSION**

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- The Customer account for which the Leak Adjustment is requested must be up to date and the Customer must pay at least the average bill based on usage history from previous four (4) quarters, while the Leak Adjustment Report is in review;
- The Customer has not applied for and received a Leak Adjustment within the last three (3) years;
- Adjustment requests will not be granted for changes in water usage patterns such as watering a garden or lawn, filling a swimming pool or hot tub, having guests, etc.;
- Adjustment requests will be allowed for only one (1) billing cycle. A special exception may be considered if the leak occurs over two (2) consecutive billing cycles as long as the leak did not cover the full cycle of either bill.

The MPWC assumes no responsibility for damage, repairs or inspections necessitated and/or caused by leaks. If the above conditions are met, leak adjustments will be issued as follows:

### **Water Account Adjustments**

1. Water charge will be adjusted by applying a credit of 50% of the excess water usage charge above 150% of the average usage history based on the previous four (4) quarters of usage history.

Upon receipt a Leak Adjustment Request Form and all other required documentation, the account shall be reviewed by the Customer Service Director and then submitted to the Chief Operating Officer for review prior to any consideration. Any recommendation for an adjustment over \$1,500.00 shall be brought to the Commission for consideration and approval. Should the recommendation require Commission approval, customers shall have the right to attend an open public meeting where their account and any proposed recommendations will be discussed. Any decision made by the Commission shall be final.