

**WATER**

**WADENA MUNICIPAL WATER  
SERVICE RULES AND REGULATIONS**

**WADENA ELECTRIC AND WATER**

**CITY OF WADENA**

**WADENA, MN 56482**

# **SERVICE RULES AND REGULATIONS**

## **WADENA MUNICIPAL WATER**

**REVISED DECEMBER 10, 2013**

**EFFECTIVE JANUARY 1, 2014**

### **INTRODUCTION**

It is the intent of the Wadena Municipal Water Utility (hereafter referred to as the Utility) to provide a safe potable water supply for human consumption and at the same time maintain adequate fire protection for the community. These rules and regulations have been established in order to provide the citizens of Wadena a reliable, efficient water system for these purposes.

These rules and regulations are intended to supplement the requirements of the Minnesota Department of Health, the Minnesota Plumbing Code, and all other applicable federal, state and municipal codes, regulations, laws and ordinances pertaining to public water systems.

The Wadena City Council reserves the right to amend or make changes to these rules and regulations as might be necessary to provide a more efficient, equitable or safe water system, or due to regulations which may come into conflict with federal or state requirements.

The Utility invites all customers, their agents or others desiring information concerning these rules and regulations or any other water service matters to contact the Utility at either of the following Utility offices.

Information concerning applications, permits, deposits and billings:

City Administration Office  
222 2nd St SE  
Phone 631-7707

Information concerning construction, repairs, metering or other system operation:

Electric and Water Plant  
104 N. Jefferson  
Phone 631-7712

## CONTENTS

	Page No.
Section 1 -- Application for service	1
Section 2 -- Service Deposits	1
When required	
Waiver of requirements	
Section 3 -- Service Connection, Disconnection & Reconnection Procedures and Charges	1
Disconnection for non-compliance	
Disconnection at customers request	
Responsibility of owners to rental property	
Section 4 -- Meter Reading and Billing Procedures	2
Estimated readings	
Penalty on delinquent accounts	
Section 5 -- Right of Access	3
Section 6 -- Service Disconnections for Non-Compliance	4
Section 7 -- Required Service Installations	5
Section 8 -- Service Installation Procedures and Requirements	5
Service valves required	
Size of service line	
Type and kind of pipe permitted	
Construction standards	
Section 9 -- Code Requirements	6
Section 10-- Water Main Connections	6
Section 11-- Cross-Connections	6
Section 12-- Water Meters	6
Ownership of meters	
Metering Locations	
Meter Testing	
Section 13—Un-metered Service	7

## CONTENTS

Page No.

Section 14-- Service Connection Fees	7
New service connections	
Additional meters requested by customer	
Upgrading size of meter	
Section 15-- Abandon Service Lines	8
Section 16-- Private Fire Systems	8
Section 17-- Interruption of Water Supply	8
Section 18-- Extensions to Water Mains	9
Extensions constructed by utility	
Extensions constructed by customer	

**SECTION 1  
APPLICATION FOR SERVICE**

Application for new, additional or upgraded water service must be made by the customer or their designated representative upon forms supplied by the Utility.

**SECTION 2  
SERVICE DEPOSITS**

For all deposits, refer to: Section 2, Service Deposits, of the **Wadena Municipal Electric Service Rules and Regulations** for procedures for determining the appropriate deposit for new customers.

**SECTION 3  
SERVICE CONNECTION, DISCONNECTION & RECONNECTION  
PROCEDURES AND CHARGES**

There will be no charge for service changes from one customer to another made during the normal working hours of the utility. If service changes must be made during other than normal working hours at the request of the customer, a special charge will be assessed based on actual labor costs to the Utility.

Water services disconnected by the Utility by request of the property owner or due to non-payment of bills or for failure to comply with required codes, policies, or regulations shall be charged a disconnect fee in accordance with the City of Wadena's fee schedule.

Owners of all rental property shall be responsible for the water service and consumption billings on their property at all times, unless occupied by a tenant who has made the required meter deposit and customer application for service in their name at said property. All existing services shall continue until such time as the owner of said property or premise shall provide a signed statement, including the property address, to the Utility requesting disconnection. No future billings for service will be made by the Utility for any disconnected service from date of disconnection to date of reconnection.

**SECTION 4**  
**METER READING AND BILLING PROCEDURES**

Meters shall be read monthly or at other periodic times, but always as near as possible to the same cycle date. All normal meter reading and billing periods shall be assumed to be on a monthly basis. If for any other reason a meter reading cannot be obtained the Utility may estimate the reading and render a bill based on this estimate. Any adjustments required due to an estimated bill will be made during the following billing period.

Charges for water service and usage are billed to the customer under an established rate schedule or schedules.

Utility bills will be calculated and the monthly statement mailed to each customer on a monthly basis. A bill shall become delinquent if unpaid at the close of business on the 15th day of the month following such billing, provided, that if the 15th day shall fall on a non-business day of the Utility, the time shall be extended to the close of business on the next succeeding day on which business is normally transacted. A penalty of 5% thereof or \$1.00, whichever is greater, shall be added to all delinquent utility bills. Failure to receive a bill will not release a customer from obligation of payment.

Seven (7) days after a bill becomes delinquent, a notice shall be mailed to all delinquent customers. If payment is not received by date on mailed notice (usually 7 days), a second notice shall be mailed notifying delinquent customers of disconnect date.

Any error in reading or computation of a Utility account may be corrected for a period not to exceed one year prior to discovery of error.

**SECTION 5  
RIGHT OF ACCESS**

The customer shall grant all necessary permission to allow the Utility access to, and the right to operate any and all service line valves, including but not limited to the curb stop valve. The Utility's employees or agents shall have the right to enter upon the customer's premises at all reasonable times for the purpose of operating service valves or for the reading, inspection, repairing or removal of the Utility's water meter.

**Charges When Access Denied**

There is imposed a charge as set forth in this section, that shall be due and payable when billed, to cover the additional costs and expenses incurred by the city whenever clear access to the meter location is denied. Clear access shall be deemed to be denied whenever, because of locked gates, animals confined to the same space as the meter location or for any other reason, and after making a reasonable attempt to locate a person upon the premise to gain access, an authorized representative of the City is unable to read the meter, change the meter or perform such other function as such representative is lawfully authorized to perform. The amount of such charge shall be as follows:

- A. When clear access is denied for two successive meter readings, a charge is imposed in accordance with the City of Wadena's fee schedule for inaccessible meters.
- B. When clear access is denied and a special trip is made to change or service a meter on the departments regular maintenance program, a charge is imposed in accordance with the City of Wadena's fee schedule.

**SECTION 6**  
**SERVICE DISCONNECTIONS FOR NON-COMPLIANCE**

A permit may be cancelled and/or water service disconnected by the Utility for any violation of a national, state, or municipal code or Utility regulation or policy and especially for any of the following:

- A. Misrepresentation in an application for service as to the property or fixtures to be supplied or use to be made of water.
- B. Waste or misuse of water due to improper or imperfect service pipes or fixtures, or failure to keep same in suitable state of repair.
- C. Tampering with a water meter or service line in such a way as to divert the flow of water without total usage being measured or permitting such tampering by others.
- D. Failure to report to the Utility additional fixtures or usages which could affect the Utility's quality or quantity of water supply.
- E. Connection, cross connection, or permitting the same, of any other water supply to fixtures, tanks, pipes, or service lines which are connected to the Utility's water system.
- F. Non-payment of connection fees, service charges or bill rendered for usage of water.

A disconnection in no way releases the customer from any obligation to pay for water or services which have been received. The Utility will reconnect a service which has been disconnected only when determined that the situation requiring such action has been corrected. A disconnection charge shall be imposed by the Utility for all such disconnections in accordance with the City of Wadena's fee schedule.

**SECTION 7  
REQUIRED SERVICE INSTALLATIONS**

All residence and business establishments within the City intended for human habitation, occupancy or use shall be required to connect to the Utility's water system if the property of said residence or business is within 100 feet of a Utility water main per City code, section 10.04.

- A. Residence or businesses that receive water via a sand point well or deep well during a construction phase will be required to connect to City water within one year of project completion .

**SECTION 8  
SERVICE INSTALLATION PROCEDURES AND REQUIREMENTS**

Approval of the size and kind of service shall be granted by the Utility prior to all installations and the Utility reserves the right to make these determinations. All taps from the water main to the curb stop on 2 inch or smaller services shall be made of K type copper. Service lines less than 8 feet deep shall be insulated from frost.

The customer shall be responsible to install, own and maintain the water service line from the Utility's water main to the premise or building where water service is to be used. The customers' service line shall include a corporation stop valve at the main, curb stop valve and curb box adjacent to the street, alley or right-of-way nearest the water main tap, and a gate valve or other full-way valve on both the inlet and outlet side of the water meter.

No service shall be less than 3/4 inch in diameter and no service line in excess of 200' shall be less than 1 inch in diameter. Service pipes shall have a minimum working pressure rating of 200 psi and shall meet all standards required by the Minnesota Plumbing Code. Service lines shall have approved compression fittings or flared fittings and shall be no more than one joint for each 70 feet of length.

Service lines from the curb stop to premise or building of 2 inches or smaller shall be made of either K type copper or 200 lb. poly. A coated #12 copper tracer wire shall be attached if poly pipe is used. Approved compression fittings are mandatory. No glued or fused joints allowed. All service line fittings shall be left uncovered until line is pressurized and checked for leaks.

Separation of water service pipes and sewer service pipes shall be no less than 10 feet apart horizontally or can be placed in a common trench if the bottom of the water service pipe is kept at a minimum of 12 inches above the top of the sewer pipe at all points and the water pipe is placed on a solid shelf at one side of the common trench. A common trench may also be used without separation requirements if the sewer pipe is of cast iron and the water pipe is of copper or cast iron. All water service pipes shall be installed not less than 8 feet below the surface as to prevent rupture and stoppage due to freezing. Frozen service pipes shall be the responsibility of the customer. In the event that it is necessary to run water after a frozen water or sewer service line has been thawed to prevent said service from re-freezing the property owner will be responsible for all associated water and sewer usage.

**SECTION 9  
CODE REQUIREMENTS**

All service lines, connections, piping and appurtenances shall be installed and performed strictly in accordance with the Minnesota Plumbing Code. Failure to install or maintain the same in accordance therewith, or failure to have a permit required inspections shall be additional grounds for termination of water service to any customer.

All automatically operated landscape irrigation systems shall have installed rainfall/moisture sensors that inhibit or interrupt system operation per Minnesota Statute 103G.298.

Water efficient plumbing fixtures that meet the 1992 Federal Energy Policy Act shall be used in all applicable instances.

**SECTION 10  
WATER MAIN CONNECTIONS**

All taps and connections to the mains of the Utility shall be made by and/or under the supervision of an employee of the Utility.

No more than one house, building or premise shall be supplied from one tap unless by special written permission from the Utility and unless provision is made so that each house, building or premise shall install individual curb stop valves and curb boxes to enable each to be shut off independently of the other.

**SECTION 11  
CROSS-CONNECTIONS**

No water supply pipe or water service line which is connected to the Utility's water system shall in any way be connected to a pump, well, tank or other device that is connected to any other source of water supply or questionable substance.

If such cross-connection is found to exist the Utility will notify the customer to make an immediate correction of the problem and may require the Utility's water supply to be shut off until such time as no cross-connection shall exist.

**SECTION 12  
WATER METERS**

Water furnished to customers shall be measured through meters which are furnished, owned and maintained by the Utility. The Utility reserves the right to determine the size and type of meter used for each installation.

The property owner shall be responsible for the installation of the water meter in a location which is easily accessible to meter readers and repairmen and protected from freezing and other damage. In the event of any loss or damage to the meter which is due to customer negligence, the Utility shall collect from the customer the cost of repairs or replacement.

Meters shall be tested for accuracy by the Utility upon request of any customer who believes their meter to be inaccurate. If, upon test, it appears that such meter overruns to the extent of 3% or more, the Utility shall pay the cost of such tests and shall make a refund of overcharges collected since the last known date of accuracy but for no longer than 6 months, on the basis of the extent of inaccuracy found to exist at the time of the test. If, upon test, it appears that such meter is slow to the extent of 3% or more, the customer shall pay for undercharges since last known date of accuracy but for no longer than 6 months on the basis of the extent for inaccuracy found to exist at the time of test. If when the meter is tested upon demand of a customer, it is found to be accurate or slow or less than 3% fast, the customer may be billed the reasonable cost of such testing.

### **SECTION 13 UN-METERED SERVICE**

Un-metered service may be provided for special events, construction, flooding of skating rinks and for other short term purposes which may be agreed to by the Utility.

Un-metered service shall be billed at a predetermined rate or shall be based on existing rates with agreement by the consumer to accept the Utility's estimation of water usage. In so estimating the Utility shall consider the use to which the water is put and the length of time of un-metered service.

### **SECTION 14 SERVICE CONNECTION FEES**

A service connection fee shall be charged to the customer for all new service connections which are made to the Utility's water system.

- A. The fee shall be billed at the time the building permit is issued. The fee will be established by the Light and Water departments schedule of rates and fees. If the overall cost of the meter and connection is less than the amount collected at the time of issue of the permit, a refund will be given. If the total cost is higher, it is the customers responsibility to pay the difference upon receiving the bill stating such differences.

All services which require a meter shall carry a connection fee based on the Utility's actual cost to furnish the required meter and tapping of the main.

If a customer should request additional water meters connected to a single service line and if approved by the Utility, an additional charge shall be made for each meter which shall be based on the actual cost of the meter and meter setting device when required.

When an existing service shall be upgraded by the installation of a larger meter, the customer shall be charged in direct proportion to the cost of the replacement meter.

All water meters shall remain the property of the Utility and the Utility is responsible for their repair and maintenance.

**SECTION 15  
ABANDONED SERVICE LINES**

All service installations connected to the water system that have been abandoned or, for any reason, have become useless for future service shall be disconnected at the main. The owner of the premise, which was served by this service, shall pay the cost of the excavation. The Utility shall inspect and approve the actual disconnection before such excavation shall be backfilled. It shall be unlawful for any person to cause or allow any service pipe to be hammered or squeezed together in order to stop the flow of water and not properly remove such pipe from the main. Any improper disposition or abandonment of service line shall be corrected by the Utility and the cost incurred shall be billed to the owner of the property causing or allowing such work to be performed.

**SECTION 16  
PRIVATE FIRE SYSTEM**

Owners of structures with self-contained fire protection systems may apply for and obtain permission to connect to the Utility's water mains by direct connection without meters. These systems shall be used only in the case of fire and shall be constructed in accordance with and for that purpose only. All such systems shall be installed at the expense of the customer and the Utility shall periodically bill a service charge to each customer which may be based on required system demand.

Privately owned fire hydrants are the responsibility of the property owner including all maintenance or repairs. If the property owner chooses to have City crews perform repairs to privately owned hydrants they will be billed for all costs incurred including but not limited to contractor costs, parts and labor. Property owners may also request that City crews perform annual maintenance on private hydrants which includes but is not limited to flushing, oiling and winterizing, this service will be billed according to the City of Wadena's fee schedule.

**SECTION 17  
INTERRUPTION OF WATER SUPPLY**

The Utility shall make all reasonable efforts to eliminate interruption of service, and when interruptions occur will endeavor to re-establish service with the shortest possible delay. Whenever the service is interrupted for the purpose of working on the distribution system of the station equipment, the Utility will attempt to make an advanced notification to consumers affected by such interruption whenever it is possible to do so. In no event shall the Utility be held responsible for claim made against it by reason of the breaking of any mains or service pipe, or by reason of any other interruption of the supply of water caused by breaking of machinery or stoppage for necessary repairs; and no person shall be entitled to damages nor have any portion of a payment refunded for any interruption of service which in the opinion of the Utility may be deemed necessary.

Customers having boilers and/or pressure vessels receiving a supply of water from the Utility must have a check valve to prevent collapse in case the water supply from the Utility is disconnected or interrupted for any reason, with or without notice.

**SECTION 18**  
**EXTENSIONS TO WATER MAINS**

If in the opinion of the Utility the capacity of the facilities will permit, extensions to the water system shall be permitted. When water main extensions are deemed beneficial to the entire system or to the operation of the existing system, the Utility may on its own accord carry out said extensions.

If water main extensions are required to benefit a particular area, customer or group of customers, the construction of such extension shall proceed in accordance with the following:

- A. Permit: Before any party shall construct or cause to be constructed an extension to the Utility's water system they shall obtain a permit from the Utility, but each permit shall be null and void unless approved by the Minnesota Department of Health and other governing bodies which may possess such authority.
- B. Construction by Customer: The customer shall be responsible for the construction of all extensions. Before any such construction shall begin the customer shall have cause to be executed unto the Utility and deposited with the City Clerk a corporate surety conditioned that the work will be performed faithfully with due care and skill, and in accordance with the laws, rules and regulations established under authority or any ordinance pertaining to plumbing, waterworks or appurtenances. Such bond shall remain in force and must be executed for a period of a minimum of one year after completion of construction, except that on such expiration it shall remain in force as all penalties, claims and demands that may have accrued thereunder prior to such expiration.
- C. Construction by Utility: When deemed beneficial the Utility will construct extensions to its water system, on behalf of its customers, but the Utility shall not be required to make such extensions unless the customer pays to the Utility the entire cost as stipulated by a contract or other legal binding document.
- D. Rights of Utility: All decisions in connection with the manner of construction and installation of any extension and maintenance thereof shall remain in exclusive control of the Utility and such extension shall become the property of the Utility for future operation and maintenance and no other person shall have any right, title or interest therein.
- E. Inspections - All water main or service construction shall be inspected by water utility personnel to insure proper construction and quality assurance prior to any backfilling to be done. These inspections are required for new construction as well as repair of existing facilities.