

Greater St. Joseph Water System

Serving the City of St. Joseph, Lincoln Charter Township, Royalton Township and St. Joseph Charter Township

Operating Rules and Regulations

Adopted by: St. Joseph City Commission – December 5, 2011

Adopted by: Lincoln Charter Township Board – October 11, 2011

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SECTION 1 - INTRODUCTION

This policy manual was developed to be used as a guide by personnel of both the City and Township Water Systems and to provide each customer the greatest practicable latitude in the use of service consistent with reliable, economical and safe service to all customers. The Municipal Water System Policy is on file at the St. Joseph Finance/Clerk's office, 700 Broad Street, St. Joseph, MI 49085. Copies are obtainable by any customer upon request made in person, telephone, or by mail at the St. Joseph City Hall. The result of using this manual should be consistent, logical and fair treatment of Municipal Water System customers in regard to water issues.

SECTION 2 - DEFINITIONS

1. Authority Area
2. Building Official
3. City
4. Customer
5. Meter
6. New Water Service Connection Application
7. Notice
8. Operating Policy
9. Public Water System
10. Service Lead
11. Service Provider
12. Service Agreement
13. WSJOB
14. Water Department
15. Water Service Line

DEFINITIONS

The following terms when used in these Rules and Regulations, in Rate Schedules and in Service Agreements, shall, unless otherwise indicated, have the meanings given below:

1. **Authority Area** - Municipalities within the Southwest Michigan Regional Sanitary Sewer and Water Authority (SMRSSWA).
2. **Building Official** - The Chief Building Official of the local municipality
3. **City** - The City of St. Joseph
4. **Customer** - Any individual, partnership, association, firm, public or private company or governmental agency having the water service provided by the City of St. Joseph at any location.
5. **Meter** - Meter and auxiliary devices, constituting the complete installation needed to measure the water supplied to any Customer at a single point of delivery.
6. **Municipal Water System** - All facilities for connection, pumping, treating, storage, and distribution.
7. **New Water Service Connection Application** - Application to make a connection to the local Municipal Water Main, including watermain tap, inspection and meter.
8. **Notice** - Unless otherwise specified, a written notification delivered personally or mailed by one party to the other at such other party's last known address.
9. **Operating Policy** - The set of rules contained herein governing the sale and distribution of water.
10. **Service Lead** - That portion of the water service line from the curb stop to the watermain.
11. **Service Provider** - The City of St. Joseph and/or the Southwest Michigan Regional Sanitary Sewer and Water Authority.
12. **Service Agreement** - Agreement or contract between the City of St. Joseph and the Customer pursuant to the water service supplied and received.
13. **WSJOB** - The Water Services Joint Operating Board
14. **Water Department** - St. Joseph Water Department
15. **Water Service Line** - The water service extension from the building to the water main.

SECTION 3 – NEW SERVICE LEAD CONNECTION PERMITS-EXISTING WATERMAIN

3.1 Scope

The policies enumerated in this Section are limited to that portion of a water service line that is located on a public right-of-way (service lead). That portion of a service located on private property is addressed by the applicable Municipality's Building Code. This section applies to existing watermain only.

3.2 Application Procedure

- a. A new water service lead connection in the Authority Area must be approved by the local Township prior to completion of the New Water Service Lead Connection Application.
- b. A customer applying for a new water service lead connection must use the application form furnished by the Water Department. This form must be filled out and submitted to the Water Department with the applicable connection fees. Once the application is submitted, the Water Department will review and approve or disapprove the application within 5 business days.
- c. Once approved, a permit will be mailed to the applicant with an approximate connection date. Connection applications that are not approved will be returned to the applicant with an explanation of the disapproval.
- d. The Water Service Lead Connection Permit DOES NOT include a Right-of-Way Permit. If a Right-of-Way permit or any other permit is required, the applicant must also obtain the permit(s) through the applicable municipal jurisdiction.
- e. Only the Water Department shall make a water service connection to an existing watermain. Special exceptions may be granted at the discretion of the Water Department.
- f. In any case, no water service construction or connection to the watermain shall be started without an approved New Water Service Lead Connection Application.

3.3 New Service Application/Permit Fees – Individual Services to Existing Main

New Water Service Connection Application – The New Service Application will include the following fees:

- a. Water System Connection Fee – The benefit fee associated with connecting to the Municipal Water System for the purpose of maintaining the water treatment facility capacity.
- b. Tap/Inspection Fee – The Tap/Inspection Fee reflects the actual average cost of installing a new water tap. In those cases where a private contractor has been authorized to make the water service lead connection, an inspection fee will be charged in lieu of the tap fee. Normally, water taps are installed in the order the applications are received.
- c. Meters Fee– The meter fee covers the perpetual maintenance of the water meter. Meters for a new service connection must be installed at the time the plumbing is installed. Additional meters may be installed for sprinkler/irrigation use. Please refer to the SJC/SMRSSWA Standard Details and Specifications.

Tap and Inspection fees DO NOT INCLUDE the following:

This list is not necessarily all-inclusive

1. Connection of the private service to the curb box
2. Curb and gutter, sidewalk, turf, restoration, etc.
3. Local plumbing permit

3.4 Service Construction or Connection Permit Procedures

- a. Water service lines shall have not less than four (4) feet, but not more than five (5) feet of cover.
- b. New water service lines shall be installed at least five (5) feet from any existing sanitary service lines. Variations from this shall only be by approval of the Water Department.

Upon completion of the work by an outside contractor, the permit must be signed by Water Department personnel and the customer and returned to the Finance Department for accounting purposes.

SECTION 4 – NEW SERVICE LEAD CONSTRUCTION REQUIREMENTS –NEW WATERMAIN

4.1 Scope

The policies enumerated in this Section are limited to that portion of a water service that is located within a public right-of-way (service lead). That portion of a service located on private property is addressed by the applicable Municipality's Building Code. This section applies to new watermain only.

4.2 New Watermain

- a. New watermain will be constructed in accordance with the SJC/SMRSSWA Standard Details and Specifications for new watermain.
- b. For new developments requiring the installation of multiple service lines, the standard practice will be that the developer is responsible for all taps and the installation of all service leads.

4.3 Application Procedure

- a. Each new water service lead will require submittal of a New Water Service Lead Connection Application.
- b. Each new water service lead connection in the Authority area must be approved by the local Township prior completion of the New Water Service Lead Connection Application.
- c. A developer applying for a new water service lead connection must use the application form furnished by the Water Department for each service lead connection.
- d. Once the application is submitted, the Water Department will review and approve or disapprove the application within 5 business days.
- e. Once approved, a permit will be mailed to the developer for the entire development. Connection applications that are not approved will be returned to the applicant with an explanation of the disapproval.

4.4 New Service Application/Permit Fees – Connections to New Watermain

Application to Connect to the Watermain shall in accordance with SJC/SMRSSWA Standard Details and Specifications, shall include one application for each connection and shall include the following fees:

- a. Water System Connection Fees – The benefit fee associated with connecting to the Municipal Water System for the purpose of maintaining water system capacity.
- b. Inspection Fees – Fee associated with the inspection of each water service lead connection.
- c. Meters Fee– The meter fee covers the perpetual maintenance of the water meter. Meters for a new service connection must be installed at the time the plumbing is installed. Additional meters may be installed for sprinkler/irrigation use.

4.5 Service Construction

- a. A copy of the approved permit must be available at the work site whenever work is progressing.
- b. Construction of such services must be done in accordance with the SJC/ SMRSSWA Standard Details and Specifications.
- c. In those instances, a contractor or licensed plumber is required to perform or supervise all work associated with the tap and service lead connection construction.
- d. No work shall be backfilled until inspected and approved by Water Department personnel.
- e. An inspection fee will be charged in lieu of the tap fee.
- f. Water services will remain turned off until such time as a meter has been installed and a service contract has been executed.

4.6 Material Requirements for Water Services

- a. Water service leads 2 inches in diameter or smaller are to be ASTM B88, Type K copper tubing.
- b. Water service leads over 2 inches in diameter are to be Class 52 ductile iron pipe (AWWA C150).
- c. Corporation Stops at the main are to be cast brass as manufactured by Mueller Company number H-15209 or approved equivalent.
- d. Curb stops are to be cast brass as manufactured by Mueller Mark II Oriseal or approved equivalent.
- e. All fittings and connections on copper services are to be compressed.

4.7 General Construction Requirements

- a. Water service leads (except fire suppression lines) are to be constructed, as per the SJC/SMRSSWA Standard Details and Specifications.
- b. The backfilling of water service lead excavations and restoration of disturbed surface improvements are to be as required by the local Municipality Right-of-Way Permit.
- c. All water service leads shall be electrically conductive.

SECTION 5 – SERVICE OPERATING POLICIES

5.1 Separate Services Required

- a. It is the intent of the Water Department to limit the existence of water service lines that serve more than one building located on a single parcel.
- b. In no event shall a water service line serve more than one parcel of property.
- c. If an existing, single parcel of property with multiple buildings served by a single water service line is subsequently subdivided, additional services must be constructed so that each parcel is served by separate water service lines. Please refer to SJC/SMRSSWA Standard Details and Specifications.
- d. Condominiums or buildings with multiple individually owned units shall have a separate water service line for each individual unit. Where multiple lines serving each unit are deemed impractical by the Water Department, a single line may be used only with the written approval of the Water Department.
- e. In such instances, a separate meter closet must be provided and made accessible to the Water Department OR only one water account will be created with the billing going to the Condominium Association.

5.2 Ownership of Water Service Lines

- a. Generally, the local municipality will own the water main, valves, hydrants, service lines and other similar appurtenances that have been constructed by or conveyed to and accepted by the local municipality for public utility purposes. With the exception of water meters and related appurtenances, all water system components after the curb-box shall be owned by the property owners.
- b. Public mains are typically located within the Right-of-Way; however some public mains are located within recorded utility easements. Note that not all water infrastructure within the Right-of-Way is publicly owned and conversely water infrastructure on private property may be publicly owned if located in a recorded utility easement and accepted by the local municipality. (see Standards Details and Specifications SD-3)
- c. Nothing in the Rules and Regulations will restrict individual municipalities from defining ownership in more explicit terms, providing that the definitions do not conflict with the general rules established herein. Should a municipality desire to define ownership in more detailed terms, the respective Water Services Joint Operating Board (WSJOB) representative will bring the items before the WSJOB for approval.

5.3 Maintenance, Repair and Replacement of Service Lines

- a. The Local Municipality will maintain, repair and replace (at its own cost) those portions of water service lines (service lead) that are owned by that municipality.
- b. Property owners will maintain, repair and replace (at their cost) those portions of service lines that they own.

SECTION 6 - WATER SERVICE METERS

6.1 Installation

- a. Water meters will be installed inside the premises in a location readily available.
- b. It is the intention of the Water Department to eliminate meter pits. At such time that it becomes desirable to upgrade or replace a water service with a meter pit, the service will be relocated inside the premises at the owner's expense. Water meters will be installed in meter pits only at the discretion of the Water Department and only in accordance with SJC/SMRSSWA Standard Details and Specifications.
- c. The Water Department will furnish all meters; a 5/8 inch meter will normally be furnished as part of the new service application process.
- d. Any and all cost above the cost of a 5/8 inch meter associated with the furnishing of a larger meter will be added to meter fee and will be the responsibility of the applicant.
- e. Meters and remote meter devices are to be installed, repaired and/or removed by St. Joseph Water Department personnel ONLY.
- f. Meters will be installed horizontally (parallel with the floor).
- g. The remote reading device will be installed on the outside of the dwelling and must be kept free from obstruction and accessible to Water Department personnel; this device shall not be removed or relocated by unauthorized personnel.
- h. No tees or faucets shall be installed before the meter; please refer to the SJC/SMRSSWA Standard Details and Specifications.
- i. The meter installation shall be complete before the water is turned on.

6.2 Ownership of and Access to Water Meters and Other Devices

- a. The Water Department will retain ownership of all water meters.
- b. The meter and remote reading device must be readily accessible to the Water Department for reading as well as for repair or replacement.
- c. A representative of the Water Department shall have the right, upon reasonable notice and at any reasonable time, to enter any building or premises/property served by a connection to the Municipal Water System for the purpose of inspecting or repairing any devices or things connected to the system.
- d. In those instances where the shut-off valve is located on private property, the Water Department shall have the right, upon prior notification and at any reasonable time, to enter any building or property served by a connection to the Municipal Water System for the purpose of shutting off the water.
- e. If a customer denies access to any Water Department personnel at any reasonable time, the Water Department may shut-off the water supply; the water supply will remain shut-off until access is provided and the water reconnection fee has been paid.

6.3 Meter Repair

- a. It is the responsibility of the customer to ensure that meters are protected from freezing and vandalism; the Water Department may require the relocation or protection of the water meter in a manner that will prevent future damage.
- b. The Water Department will regularly remove and replace meters for seasonal water users or unoccupied properties where it is likely the meter may freeze, if not removed. Such removal and re-installation shall be at the property owner's expense.
- c. Only Water Department personnel will repair, maintain, replace or remove water meters; normal maintenance or repair costs will be paid by the Water Department.
- d. Costs incurred by the Water Department for maintenance or repair due to negligence, such as freezing, will be billed to the customer. In such cases, the customer will be charged the full cost of repair, maintenance or replacement as determined by the Water Department.

6.4 Meter Testing

- a. Any customer may request that a water meter be tested by the Water Department.
- b. If meter testing shows that the meter is accurate to within +/- 5%, the customer shall pay all testing costs including removal and reinstallation.
- c. If a meter is more than +5% inaccurate, the customer will not be charged for the meter accuracy test and may receive an appropriate adjustment to the latest water bill.

6.5 Meter Replacement

- a. If a customer requests a different size meter, the Water Department will supply the new meter; the customer will be charged the current cost difference for the new meter.
- b. The customer will not be refunded when requesting a smaller size meter.
- c. If a meter is replaced with a same sized meter by the Water Department due to obsolescence, the customer will not be charged for the new meter.
- d. The Water Department will, at its' sole discretion, determine if and when a meter is obsolete.

6.6 Sprinkler/Irrigation Meters

- a. A sprinkler/irrigation meter may be installed on an irrigation system; sprinkler meters shall not be less than ¾ inches.
- b. No sewer charges will be associated with a sprinkler/irrigation meter.
- c. All necessary plumbing for the meter installation including an appropriate cross-connection control device must be completed and approved prior to installation.
- d. Sprinkler/irrigation meters will be installed or removed by St. Joseph Water Department Personnel only.
- e. No sprinkler meter shall be removed unless a licensed plumber shall redirect the irrigation plumbing through the domestic meter and the re-plumbing is inspected by the local inspector.

SECTION 7 - SERVICE CONNECTIONS/GENERAL ISSUES

7.1 Water Rates

- a. Water consumption will be based on the volume of water used.
- b. Rates will be set annually as determined by the Water Services Joint Operating Board.
- c. Water customers connected to the Municipal Water System, whether the water is turned on or off, shall be responsible for the Ready-to-Serve water fee.
- d. The Ready-to-Serve rate is applicable for all meters whether or not the service is being used.

7.2 Fire Service Line

- a. If a building is served by a "fire line", a separate service line (located in the public right-of-way) and meter for domestic water use will be required.
- b. Connections or taps on a fire line must be for fire suppression purposes only.
- c. No domestic or process water uses can be served through a fire line.
- d. Special exceptions may be granted at the discretion of the Water Department.

The purposes of this requirement are: 1) to ensure that all domestic and process uses are metered; and 2) to ensure that domestic and process use can be shut-off [for example, for non-payment] without affecting fire safety.

7.3 Seasonal Water Use

- a. Seasonal water users can request that water service be shut-off for any length of time; water meters are not typically removed during seasonal shut-offs.
- b. When the user requests discontinuance of water service, normal shut-off and restoration fees will be added to the next water billing.

7.4 Temporary Shut-off

- a. Water users may request that water service be temporarily shut-off for reasons other than seasonal use. (For example, household plumbing repairs may require a temporary shutoff.)
- b. There will be no charge by the Water Department for this service if the shut-off and restoration can be scheduled into the normal work plan.
- c. If for any reason, the customer requires an immediate (unscheduled) shut-off or restoration an "After Hours or Holiday Fee" will be billed to the customer.

7.5 Cross Connections

- a. Cross connections are strictly prohibited; cross connection programs are enforced by the local municipality.
- b. It is the responsibility of each water user to control and prevent cross connections on his/her property or premises.
- c. The Water Department reserves the right to inspect any premise where a cross connection is suspected to exist.

- d. If a cross connection is found, the Water Department will shut-off water service immediately and service will not be restored until the Water Department or their designee certifies that the cross connection has been eliminated.
- e. A restoration fee will be billed to the customer.

7.6 Backflow Prevention

- a. Backflow prevention devices are required by the Michigan Department of Natural Resources and Environment and local ordinances.
- b. Whenever, an approved backflow device is deemed necessary for the safety of the public water system, the local municipality will give notice to the customer to install such an approved device.
- c. The device will be installed at the expense of the customer in a manner approved by the local municipality.
- d. A thorough inspection and operational test is required of all backflow prevention devices annually at the expense of the customer.
- e. Test results of the backflow prevention device shall be sent to the local municipality and a current copy of the certification shall be kept on file.
- f. Water Service may be discontinued to those customers who fail to comply.

SECTION 8 - BILLING

8.1 Application for Water Service:

- a. All customers applying for water service must complete and sign the Application for Water Service.
- b. The information gathered by the Application for Water Service is necessary for billing records and for emergency services notifications.
- c. The signed Application must be on file in the offices of the Water Department.

8.2 Red Flag Rules

- a. In accordance with the Federal Trade Commission's Red Flag Rules, beginning December 31, 2010, the Water Department is required to verify the true identity of a person establishing a new account or making changes to an existing utility account.
- b. To set up a new account or transfer the name on a current account, customers must present valid photo identification.
- c. Applications must be filed in person.

8.3 Lien of the Property

- a. A lien on the property shall become effective immediately upon the distribution of water to the property supplied.

8.4 Meter Reading and Billing:

- a. Meter readers read customer's water meters quarterly and statements are mailed out to Customers, according to established billing cycles.
- b. Meter reads are based on the actual meter and not the remote meter device.
- c. A return courtesy envelope is included with the statement for customer convenience.
- d. Non-receipt of bills does not release or diminish the obligation of the customer with respect to timely payment.
- e. Customers who have questions about their bill may call the City Finance Office.

8.5 Payment of Utility Bills:

- a. Bill payments may be mailed to the St. Joseph Water Department using the self-addressed courtesy envelope included with the bill statement, or in person at the City Finance Office located in the St. Joseph City Hall.
- b. A payment drop box is located at the Broad Street entrance of St. Joseph City Hall.
- c. Customers may also choose to have their bills automatically paid from their checking or savings accounts through the Direct Payment Plan; authorization forms for this service are available through the City Finance Office.
- d. The Water Department will not accept payment by mail without an account number.

- e. Whenever a wrong account number has been identified on a payment, a copy of the cancelled check identifying the payment will be required before a refund will be issued.

8.6 Delinquent Bills/Late Payment Charges:

- a. Utility bills not paid in full by the due date stated on the bill statement will become delinquent and the total amount of the balance due on the statement shall be subject to a late payment charge of 10% of the current Water and Sewer Charge.
- b. The Water Department will notify customers by a Delinquent Notice billing of the delinquency and the amount of the late charge.
- c. Water bills and other charges that have not been paid within fifteen (15) days of the due date, are considered to be delinquent, and will result in a scheduled shut-off.
- d. Charges for water usage shall constitute a lien effective immediately upon the distribution of the water to the property.
- e. Water bills and other charges that have been unpaid for six months may be transferred to the property tax bill for collections, as provided by local ordinance.

8.7 Disconnection and Reconnection of Services

- a. If a customer's service is shut-off for nonpayment, the amount stated on the Shut-Off Notice must be paid in full, along with a reconnection charge, before service will be reconnected.
- b. Shut-off and Reconnection charges are established by the Water Department.

8.8 Disputed Utility Billings

- a. Should a utility customer dispute, as being unjustified, their utility billing or subsequent notice of delinquency, the customer must notify the Water Department of the dispute within ten (10) days from the date of the billing.

8.9 Adjustment for Inaccurate Meter Registration

- a. In the event that any routine or special test of a meter discloses its average accuracy of registration to be in error by more than +/- 5%, the Water Department will refund the overcharge for a fast meter.
- b. The refund for a fast meter will be based on corrected meter readings for a period equal to one billing quarter.
- c. Whenever any bill or bills have been adjusted or corrected as provided above, the Water Department will refund to existing Customer any amount due when the amount due exceeds one (\$1) dollar or to previous Customer any amount due when the amount due exceeds two (\$2) dollars.
- d. Whenever a discrepancy exists between the water meter and the remote reading device, the Water Department reserves the right to collect for previously unbilled water usage as reflected on the actual water meter.

8.10 Adjustment for Water Leaks

- a. In the event that a customer receives a water bill for any given billing period that is at least 200% more than the average bill for the same period and the high billing is the result of a leak which was discovered and repaired, the customer may request an adjustment of the bill.
 - i. The customer must file an Application for Adjustment of Water/Sewer Bill on the form furnished by the Water Department within ten (10) days of the billing date.
 - ii. The application must include a copy of a licensed plumber's itemized paid receipt fully documenting the repair of the leak.
 - iii. The application form shall contain a statement setting forth an understanding that the application is a government record subject to criminal prosecution for false statements.
- b. Each metered service shall only be allowed one adjustment during the life of the metered service.
- c. Upon approval by the Water Department, the customer will receive a credit to their utility account in the amount of 50% of the usage which is above the normal average usage for the same period during the prior five years.

8.11 Unlawful Use of Service

- a. In any case whereby any person removes a water meter or remote reading device or tampers with meter installation or in any way interferes with the proper functioning of, or any other unlawful use or diversion of service by any person, or evidence of any such removal, tampering, interfering, unlawful use or service diversion, the Customer will be subject to immediate discontinuance of service, without notice, and to prosecution under applicable civil laws.
- b. The Water Department shall recover all costs involved in the repair and/or replacement of the meter, estimated cost for illegal water use and all other costs involved in the civil action.

SECTION 9 - WATER DISTRIBUTION/GENERAL ISSUES

9.1 Unauthorized Use of Water System and/or Auxiliary Devices

No person other than Water Department employees shall operate any valve or hydrant without the written approval of the local municipality. The State of Michigan will be notified if the actions of a licensed plumber result in the unauthorized use of water from the Municipal Water System.

9.2 Warranty

The Water Department makes no warranty to its customers regarding continuous service, water quality, constant water pressure or any other condition except as otherwise required by Federal or State law.

9.3 Construction Use

Upon written request from a contractor and at its sole discretion, the City and/or local municipality may supply water for construction purposes. Construction water will normally be supplied from a hydrant and will be metered. The charge for this service will be a hydrant meter installation charge plus the normal volume charges for the water used. Before any water will be provided from a fire hydrant a Temporary Water Service Application must be submitted to the Water Department. Other options for supplying "construction water" will be evaluated on a case-by-case basis. Evaluation of such options will include consideration of service charges.

9.4 Hydrant Use

Other infrequent uses of large amounts of water (such as filling a swimming pool) will be treated in the same manner as construction water. That is, the charge for water provided will be a hydrant meter installation charge plus the normal volume charges for the water used. The City and SW discourages the use of fire hydrants for any use other than fire-fighting.

9.5 Watermain Damage

Any damage done to watermain, valves, valve boxes, hydrants or any other component of the water distribution system will be repaired by the Water Department (with its own or hired forces). The cost of such repair will be billed to the party or parties responsible for the damage.

9.6 Repair of Leaks

It is the responsibility of the customer or owner to maintain the service line from the curb stop to the building. In case of failure upon the part of any customer or owner to repair any leak occurring in his service pipe within twenty-four (24) hours after oral or written notice has been given the owner or occupant of the premises, the water may be shut-off and will not be turned on until the appropriate charge has been paid and the water service repaired. At its' discretion the Water Department may shut-off water service if it is determined that damage is likely to result from the leak or if there is a threat to public safety.

9.7 Emergency

The Water Department may prohibit water use by declaring water emergency measures.

SECTION 10 - WATER DISTRIBUTION UNDERGROUND UTILITY LOCATIONS – MISS DIG

10.1 General

- a. All requests for locations of underground facilities shall be channeled through the MISS DIG Program in accordance with Public Act 53 1974.
- b. A 72-hour notice is required.
- c. The Water Department will not accept walk-in or telephone calls for locates, with the exception of emergency locates.
- d. Emergency location is defined as a situation involving danger to life, health or property, or which requires immediate correction in order to continue the operation of a major industrial plant or to assure the continuity of public utility service.
- e. The Water Department will locate its water service lead as a service to the person or company requesting the location.

10.2 Water Utility Locations

- a. The Water Department will locate and paint with blue, water mains and water service lines.
- b. Since the Water Department's locating equipment can be used only for locating metallic piping, only metallic mains and services or those that are electrically conductive will be located.
- c. Water main valves and curb boxes will be marked with blue paint and they may be marked with a blue flag in dirt or gravel areas.
- d. Should the utility line not be found after a reasonable amount of digging by the person or contractor, the Water Department will return to the site as soon as possible to relocate the utility.
- e. Repairs for damages to any Water Department owned facility for which no request to be located by the Water Department will be repaired by the Water Department. Persons or companies that cause damage to municipally owned infrastructure as a result of not requesting the Water Department to locate those services will be held responsible for the cost of the repairs for those damaged services. The Water Department will arrange for the repairs and the total amount due to the local municipality will include all labor, material, equipment and overhead plus any contract time and equipment (including overhead) required in repairing the damages.



CITY OF
St. Joseph

New Service Application Number _____

SAMPLE ONLY

St. Joseph Water System
New Water Service Connection Application—Tap & Meter

Application Date: _____ All Necessary Authorizations Provided Yes

Connection to St. Joseph water main will be in accordance with local ordinances and with the existing Water System Rules and Regulations, as adopted by the Water Services Joint Operating Board.

A. Location

Service Address _____ Classification _____ R _____ C _____ I _____

Township or City _____ Property Tax Code _____

B. Applicant

Name _____

Home Phone _____ Cell Phone _____

Mailing Address _____ City _____ State _____ Zip _____

What is the reason for the new service? _____

Will this service supply a: House ____ Business ____ Irrigation ____ Fire Service ____ Duplex ____ Condo ____

Will an irrigation system be installed? _____ Will it have a separate water meter? _____

When water mains are constructed in newly developed areas, the construction of water service leads from the mains to the property lines is required as part of the main construction project. Construction must be done in accordance with Section 3 of the St. Joseph Water System Rules and Regulations.

Is this a new development in which a private contractor will install the service leads? _____

NOTE: Water Service will remain turned off until such time as a meter has been installed and a service agreement has been executed.

I hereby make application for a water service connection to the St. Joseph Water System at the above address. I agree to abide by the rules and regulations of the water department and furthermore agree to pay all fees associated with this connection. I understand that a water meter must be installed and a Water Service Agreement must be executed before the water will be turned on at the curb box.

Signature of Applicant

Date

Account Information		
Account Number: _____		
Location ID: _____		
Cycle: _____ Section Number: _____		
Read Sequence Number: _____		
Meter Information		
	METER 1	METER 2
Size		
Serial Number		
Auto Meter ID		
Date Installed		

Payment Information

Local Connection Fee: _____

System Connection Fee: _____

Tap/Inspection Fee: _____

Meter 1 _____

Meter 2 _____

Transceiver Fee: _____

Total Due: _____

**St. Joseph
Water
System**



PERMIT TO CONNECT

Name: _____

Property Address: _____

The above property owner shall be permitted to connect to the St. Joseph Water System and to the local municipal watermain as set forth in the St. Joseph Water System Rules and Regulations.

Water Department Agent _____ Date _____

Permit should be displayed prominently in window facing street.



Account Number _____

**St. Joseph Water System
Water Service Agreement**

THIS IS A CONTRACT, PLEASE READ CAREFULLY

Any property owner of record desiring a supply of water from the City water system to their property shall apply to the City of St. Joseph and file an Agreement with the City.

Account Name: _____

Service Address: _____

The undersigned property owner hereby applies for water service from the City of St. Joseph, Michigan for the address listed above and hereby agrees to the following terms and conditions:

1. To pay all charges for such water services as are fixed from time to time by the Water Services Joint Operating Board.
2. To be bound by the rules, regulations, resolutions and/or ordinances enacted or adopted by the City and the Townships applicable to the water system.
3. If the applicant fails to pay the water charges within forty-five (45) days of the billing date, or if the applicant fails to conform to the ordinances and regulations established by City and the Townships regulating the use of the water system, the City shall have the right to discontinue the water service after written Notice to Discontinue Service.
 - ⇒ To avoid discontinuance of service, payment in full of all delinquent charges and reconnection fees or elimination of the failure to conform with the ordinances and regulations established by the City regulating the use of the water system, must be made within five (5) business days from the date of the Notice to Discontinue Service.
 - ⇒ Such notice shall be mailed to the address on the Application for Water Service and notice shall be deemed effective upon the date affixed to the Notice.
4. In the event water service is discontinued, the City shall have the right to charge a water reconnection fee in the amount specified in the City of St. Joseph Fee Schedule. In the case of water remaining off for a period of more than 48 hours due to non-payment, the building shall be considered uninhabitable and will be subject to having the Certificate of Occupancy revoked.
5. The owner of any property or premises connected to the City water system, whether the water is turned on or off, shall be responsible for the base water fee in addition to all other services including sewer and capital improvement charges. These fees are applicable whether or not the services are being used (i.e. seasonal residents or sprinkler services).
6. In the event two of the applicant's checks are returned to the City for non-sufficient funds (NSF) within a twelve (12) month period, then the applicant shall be required to pay for services in cash for the next (12) months.

Applicant Information

Printed Name: _____ Telephone Number: _____

Mailing Address (if different than service address): _____

Applicant's Signature _____
Date

<i>Office Use Only</i>		
<input type="checkbox"/> <i>Photo Identification</i>	<input type="checkbox"/> <i>Account Activated</i>	<input type="checkbox"/> <i>Copy of Rules and Regulations</i>
<input type="checkbox"/> <i>Copy of Agreement</i>	<input type="checkbox"/> <i>Deposit Received</i>	<input type="checkbox"/> <i>This is a Rental Property</i>



CITY OF ST. JOSEPH

Application for Adjustment to Water and/or Sewer Bills

I, _____, hereby apply to the Finance Director for an adjustment in my metered water [] and/or sewer [] bill in accordance with the City of St. Joseph Water Department Rules and Regulations for the following described property:

Service Address: _____

Account Number: _____

Date leak started (if known): _____ Date repaired: _____

Per Section 8.10(b) of the Rules and Regulations "each metered service shall only be allowed one adjustment during the life of that metered service." Has a leak adjustment been made by the Finance Department for this account/property on any previous occasion? Yes No

Description of leak and the repair -

In accordance with Section 8.10(a)(i) of the Water Department Rules and Regulations, "the application must include a copy of a licensed plumber's itemized paid receipt which fully documents the leak repair.

Print Name: _____

Address: _____

Home Phone: _____ Other Phone: _____

Signature: _____ Date: _____

To be considered, the request must be filed within two (2) weeks of the receipt of the bill. Should an adjustment be granted, a credit will be posted to your utility within one (1) week of the filing date.

For Office Use Only

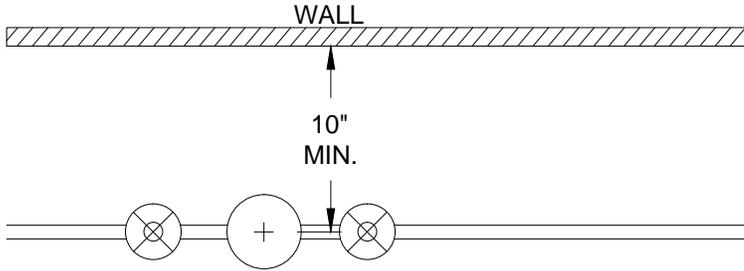
Average Usage: _____ Current Usage: _____ Usage Adjusted: _____

Water Adj: \$ _____ Sewer Adj: \$ _____ Other Adj: \$ _____

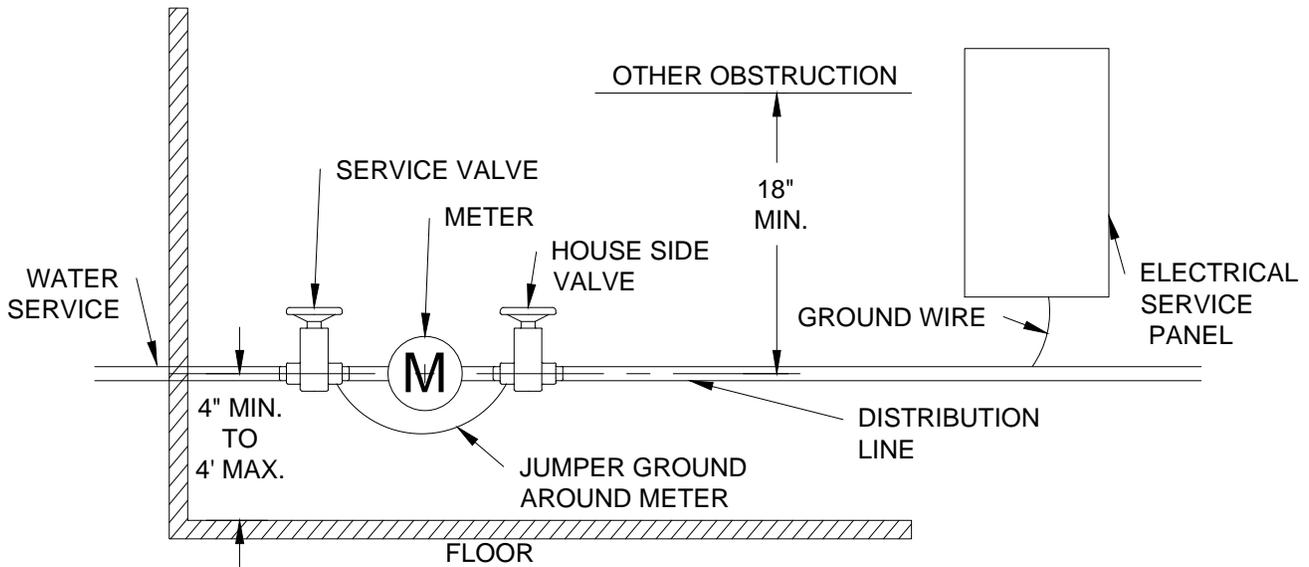
City of St. Joseph
Temporary Water Service Application/Permit

<i>Hydrant Location:</i> _____	
<i>Owning Municipality:</i> _____	
<i>Project Name & Description:</i> _____	
Application Information	Date: _____
Applicant: _____	
Billing Address: _____	
City: _____	State: _____ Zip: _____
Business Phone: _____	Fax: _____ Cell: _____
\$50 Meter Installation Fee Required at time of Application:	Paid - \$ _____
Application & Payment Received By: _____	
Faxed to owning Municipality: Date/Time: _____	
Service Installation	
Beginning Service Date: _____	Meter Size: _____
Meter Installed On: _____	Installed By: _____
Meter S/N: _____	Meter Read: _____
Service Termination	
Request for Service Termination Received By: _____ Date: _____	
Date Service Terminated: _____	Terminated By: _____
Meter S/N: _____	Meter Read: _____
Billing	
Stand By Charge: _____ * \$ _____ * 4/365 = \$ _____	
<i># of Service Days</i>	<i>Quarterly SB Rate</i>
Consumption Charge: _____ * \$ _____ = \$ _____	
<i>Usage</i>	<i>Rate</i>
Billing Date: _____	Sent By: _____ Total Due: \$ _____

PLAN VIEW



PROFILE VIEW



STANDARD DETAIL: TYPICAL WATER CONNECTION

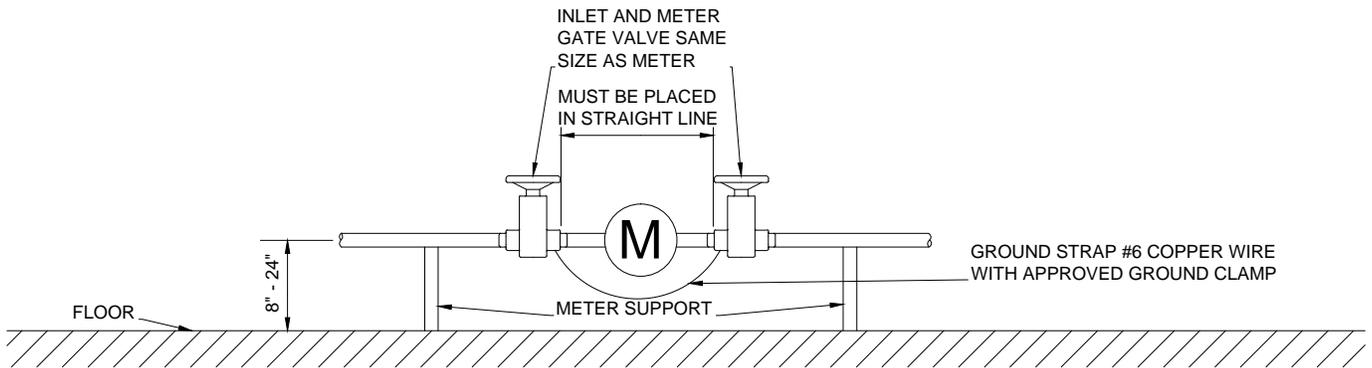
SCALE: NOT TO SCALE

CITY OF ST. JOSEPH/SWMRSSWA
 700 BROAD STREET
 ST. JOSEPH, MI 49085
 T: 269-983-6324 - F: 269-985-0347

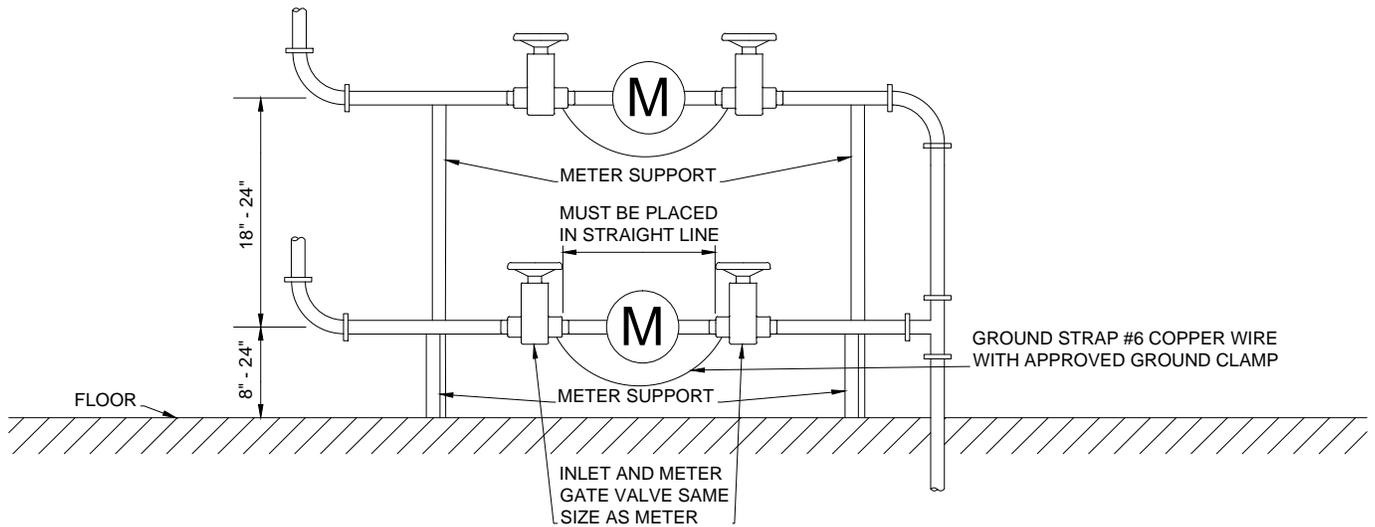
DATE: AUGUST 2011

SD-1





SINGLE METER INSTALLATION
PROFILE VIEW



DUAL METER INSTALLATION
PROFILE VIEW



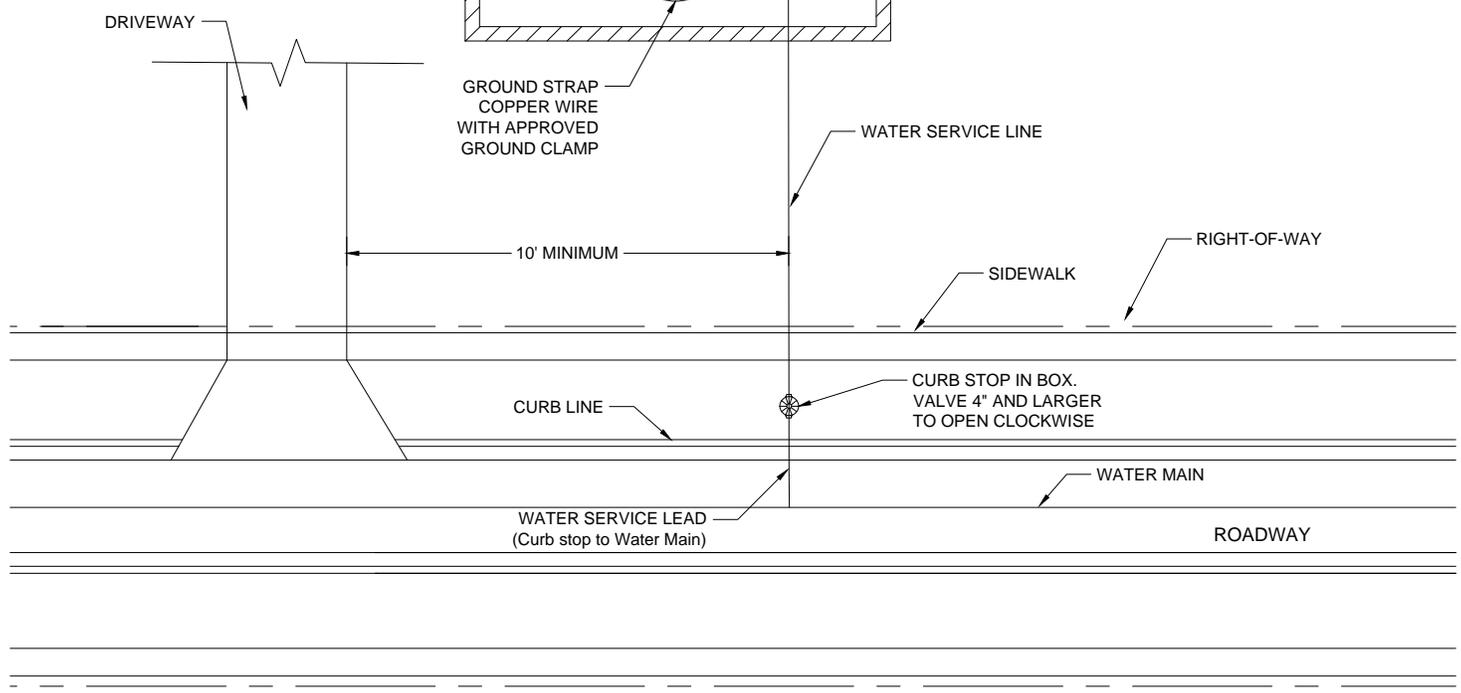
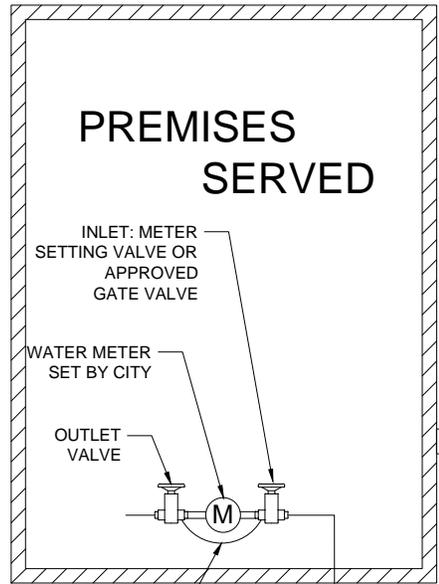
STANDARD DETAIL:
METER SETTING DETAIL

SCALE:
NOT TO SCALE

CITY OF ST. JOSEPH/SWMRSSWA
700 BROAD STREET
ST. JOSEPH, MI 49085
T: 269-983-6324 - F: 269-985-0347

DATE:
AUGUST 2011

SD-2



GROUND STRAP
COPPER WIRE
WITH APPROVED
GROUND CLAMP

WATER SERVICE LINE

RIGHT-OF-WAY

SIDEWALK

10' MINIMUM

CURB LINE

CURB STOP IN BOX.
VALVE 4" AND LARGER
TO OPEN CLOCKWISE

WATER MAIN

WATER SERVICE LEAD
(Curb stop to Water Main)

ROADWAY



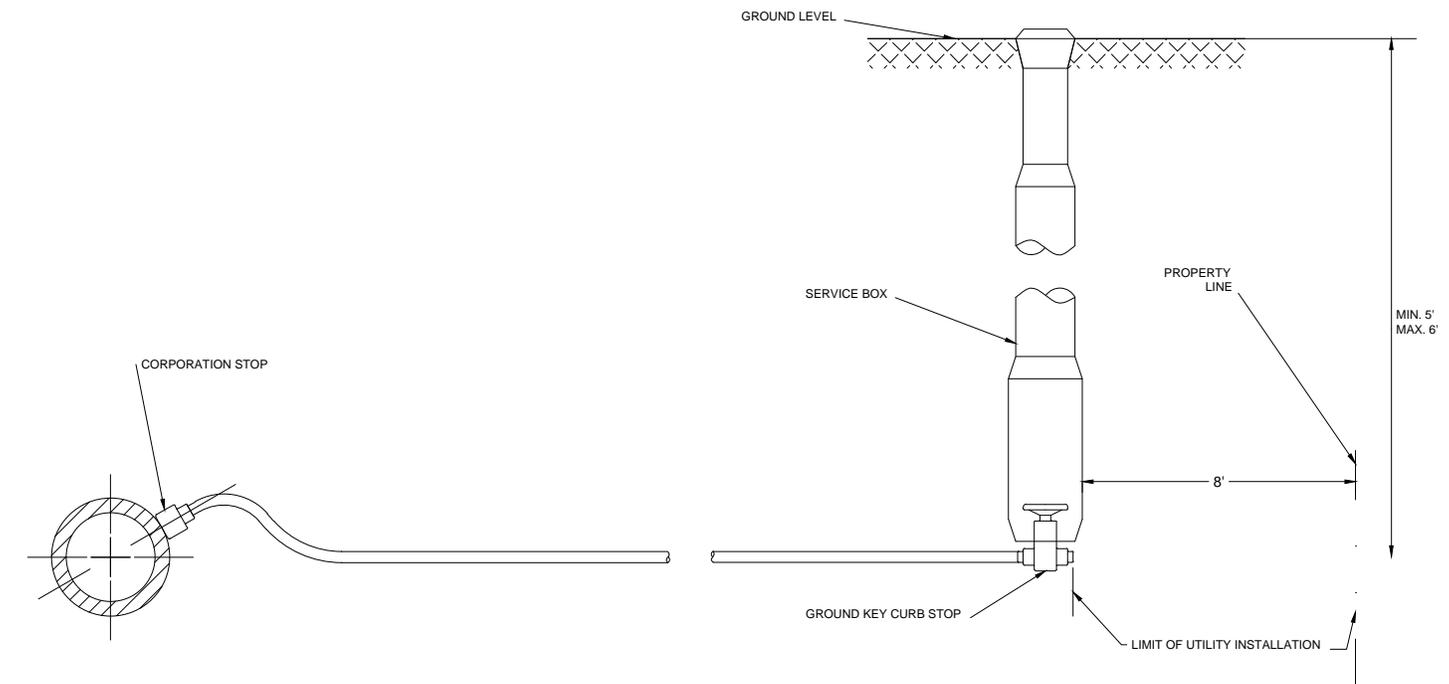
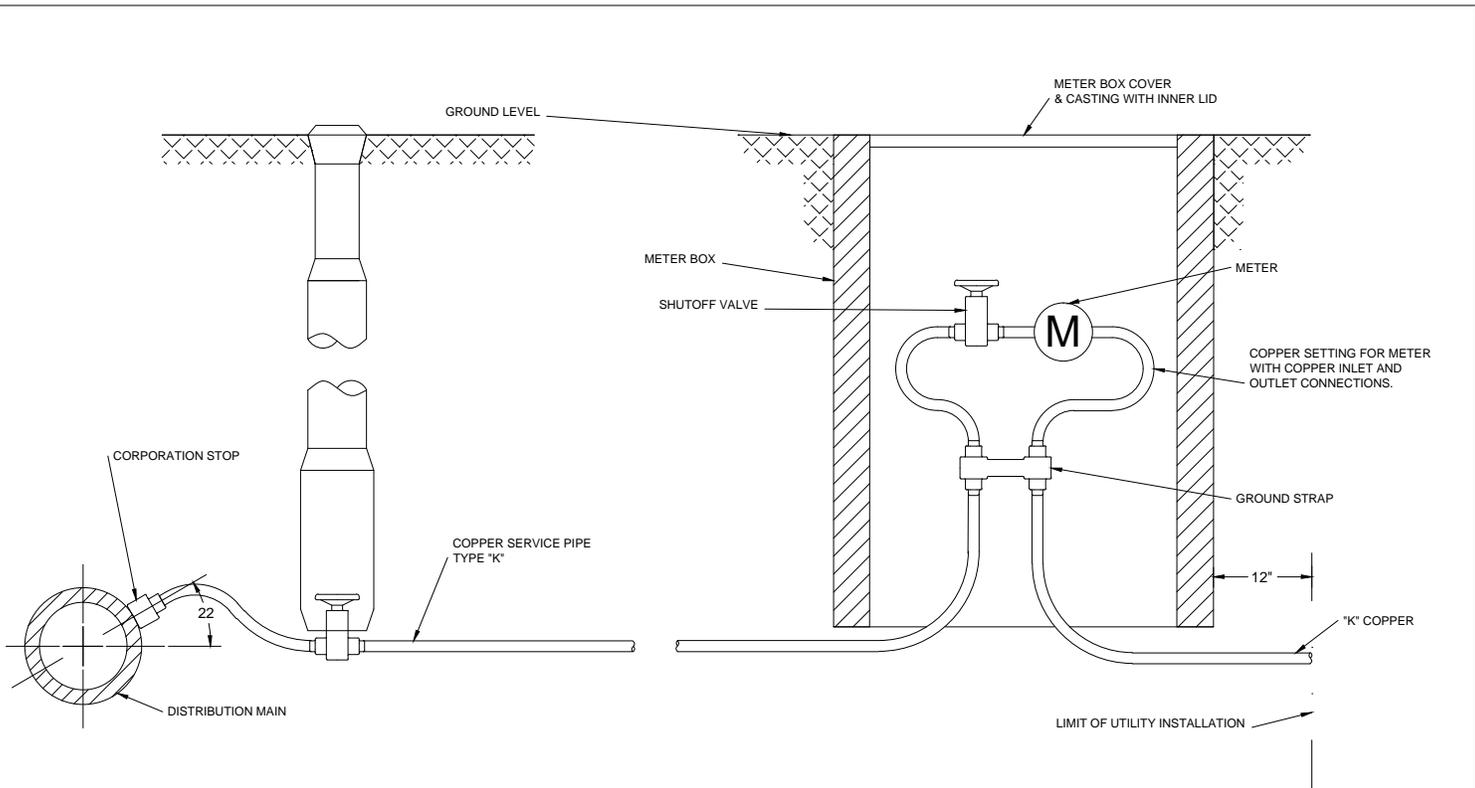
STANDARD DETAIL: TYPICAL WATER SERVICE LINE & TERMINOLOGY

SCALE: NOT TO SCALE

CITY OF ST. JOSEPH/SWMRSSWA
700 BROAD STREET
ST. JOSEPH, MI 49085
T: 269-983-6324 - F: 269-985-0347

DATE: AUGUST 2011

SD-3



STANDARD DETAIL: TYPICAL SERVICE LINE AND METER BOX INSTALLATIONS

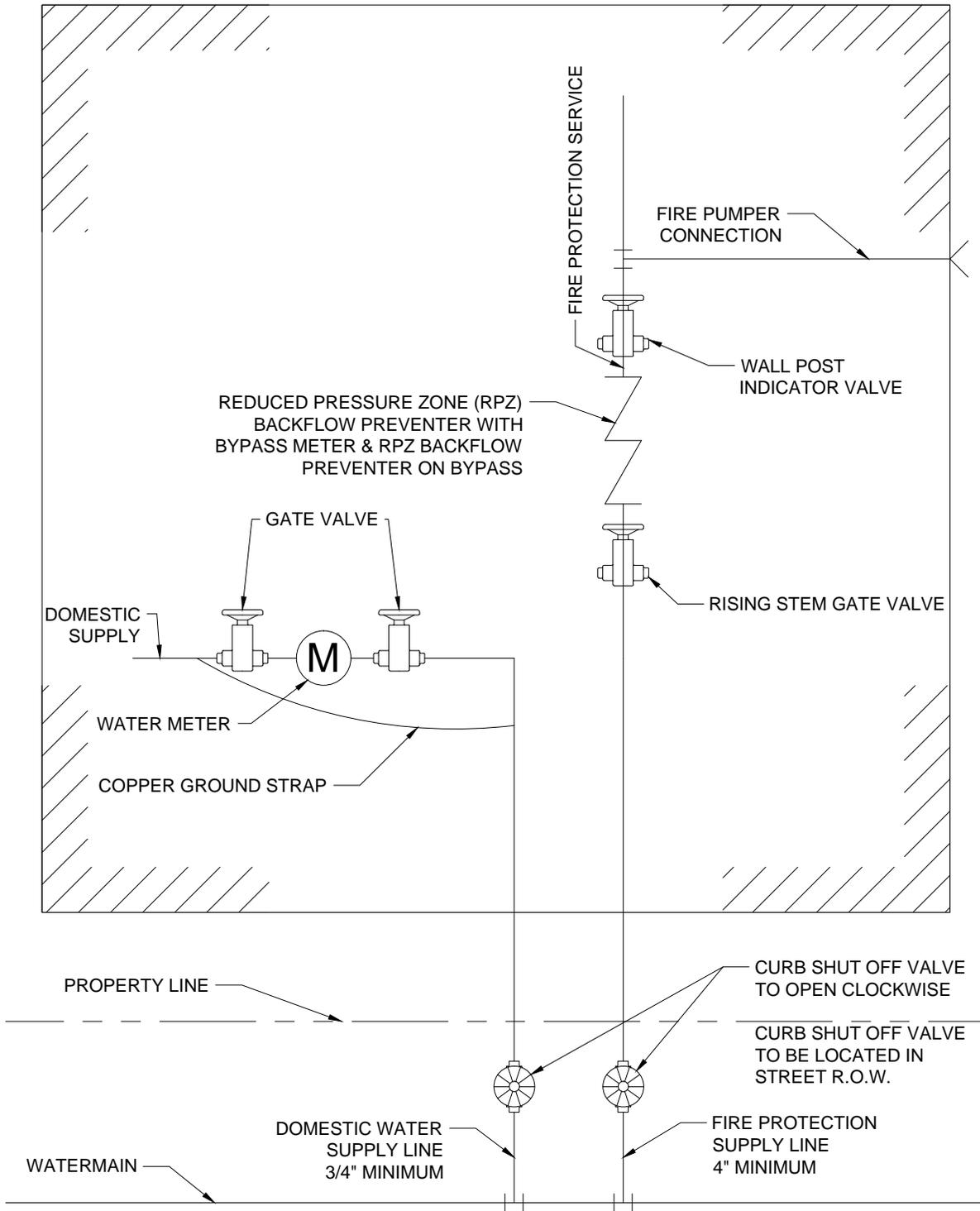
SCALE: NOT TO SCALE

CITY OF ST. JOSEPH/SWMRSSWA
700 BROAD STREET
ST. JOSEPH, MI 49085

DATE: AUGUST 2011

T: 269-983-6324 - F: 269-985-0347

SD-4



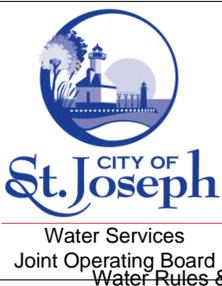
STANDARD DETAIL:
FIRE PROTECTION SYSTEMS

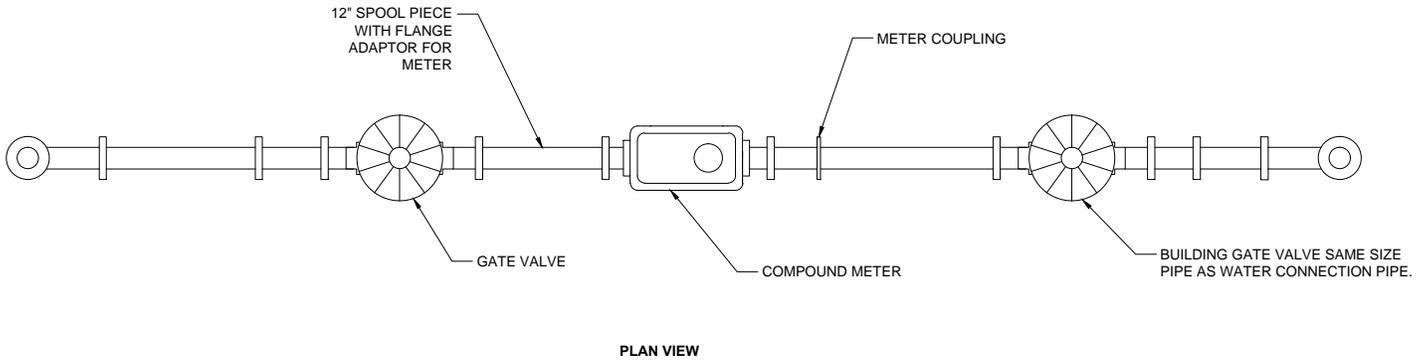
SCALE:
NOT TO SCALE

CITY OF ST. JOSEPH/SWMRSSWA
700 BROAD STREET
ST. JOSEPH, MI 49085
T: 269-983-6324 - F: 269-985-0347

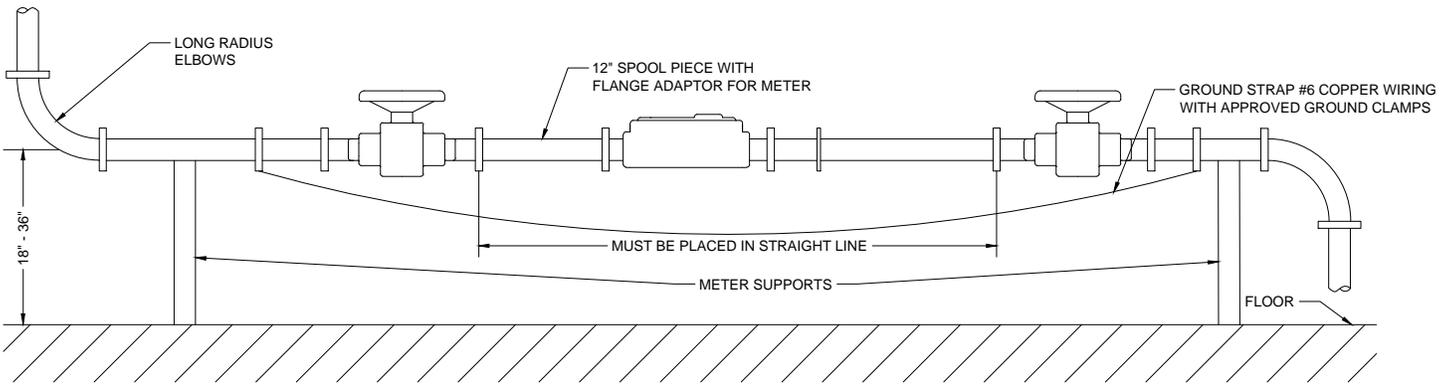
DATE:
AUGUST 2011

SD-5



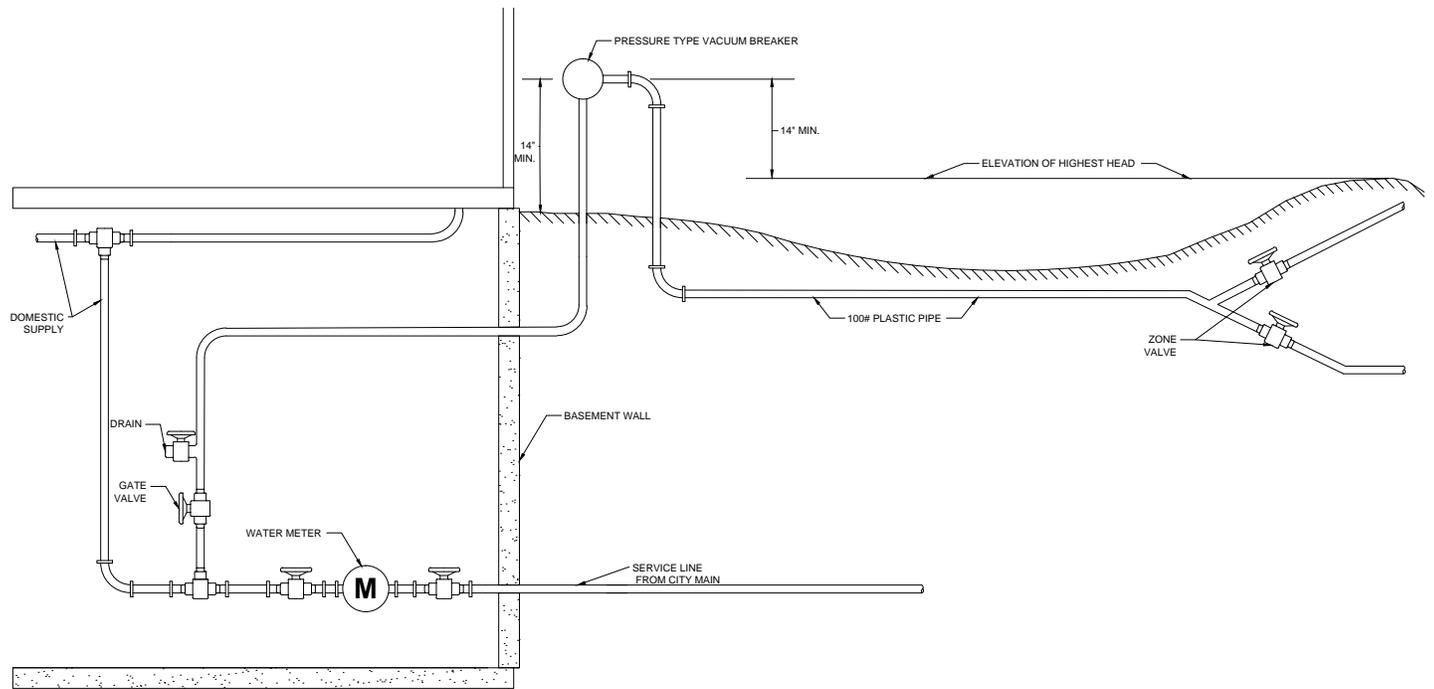
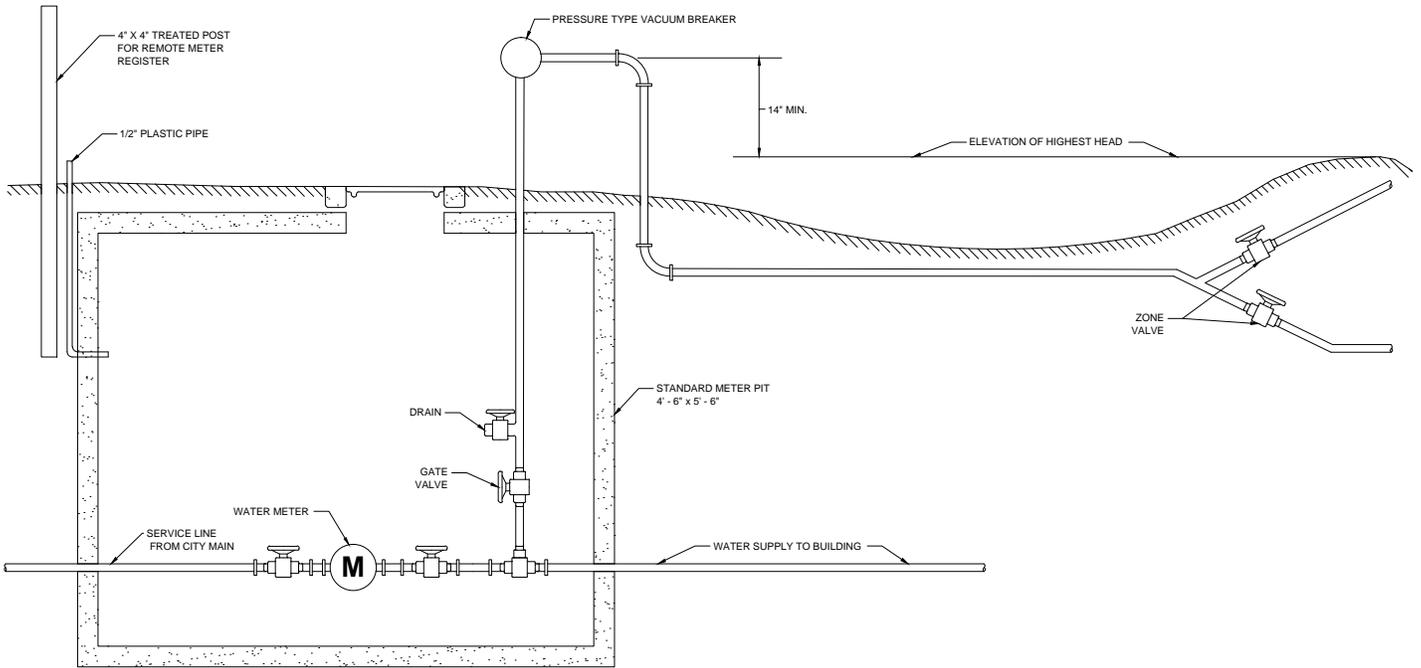


PLAN VIEW

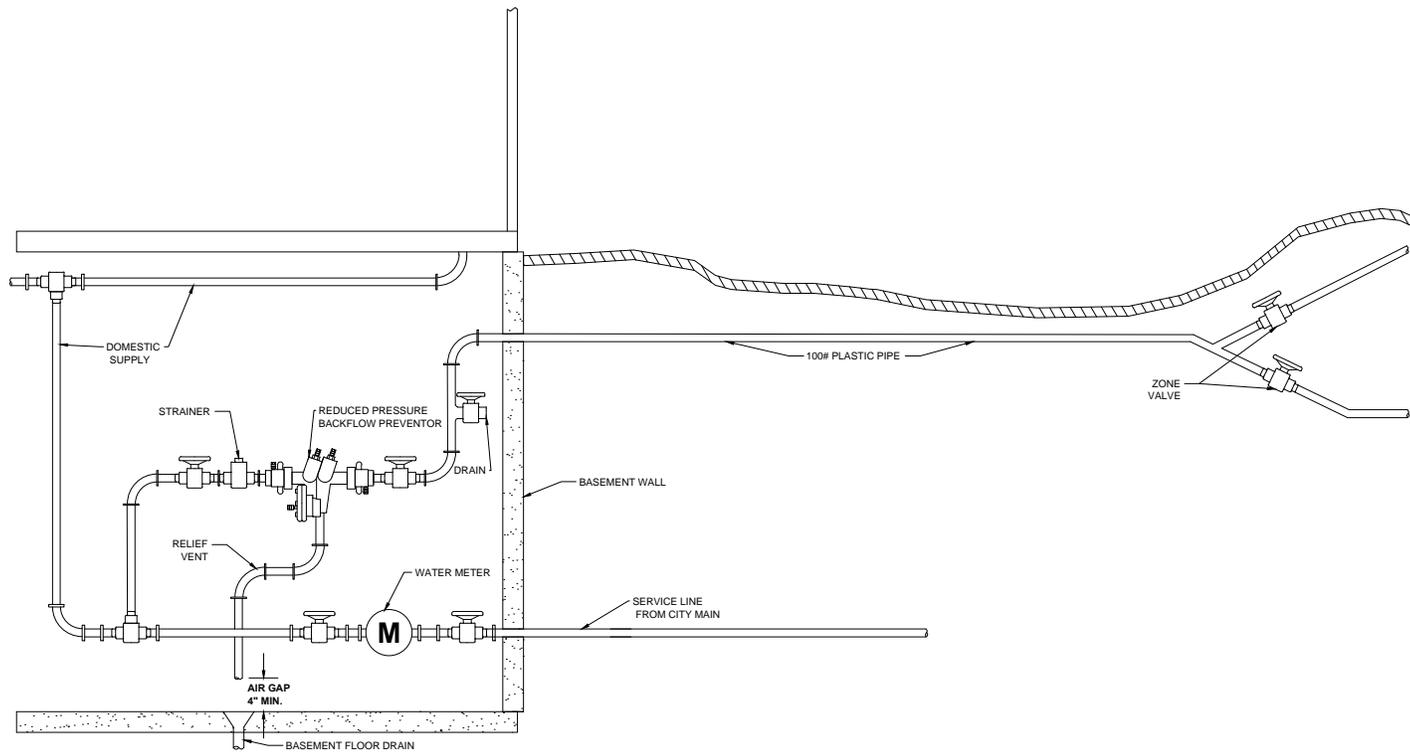
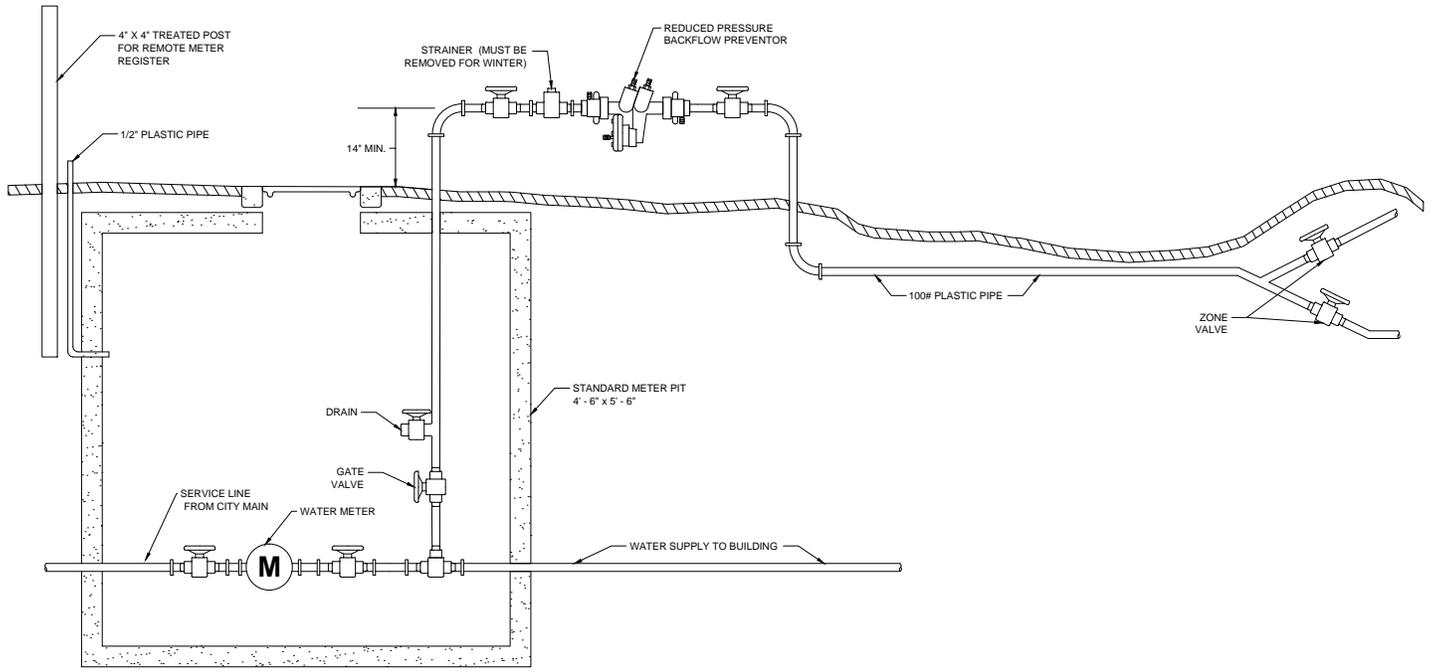


ELEVATION

 <p>Water Services Joint Operating Board Water Rules & Regulations - revised 11-2011</p>	<p>STANDARD DETAIL: METER SETTING DETAIL FOR 4 INCH OR 6 INCH METERS</p>	<p>SCALE: NOT TO SCALE</p>
	<p>CITY OF ST. JOSEPH/SWMRSSWA 700 BROAD STREET ST. JOSEPH, MI 49085 T: 269-983-6324 - F: 269-985-0347</p>	<p>DATE: AUGUST 2011</p>
		<p>SD-6</p>



 Water Services Joint Operating Board Water Rules & Regulations - revised 11-2011	STANDARD DETAIL: IRRIGATION SYSTEM PRESSURE TYPE VACUUM BREAKER	SCALE: NOT TO SCALE
	CITY OF ST. JOSEPH/SWMRSSWA 700 BROAD STREET ST. JOSEPH, MI 49085 T: 269-983-6324 - F: 269-985-0347	DATE: AUGUST 2011
		SD-7



STANDARD DETAIL: IRRIGATION SYSTEM REDUCED PRESSURE BACKFLOW PREVENTOR

SCALE:
NOT TO SCALE

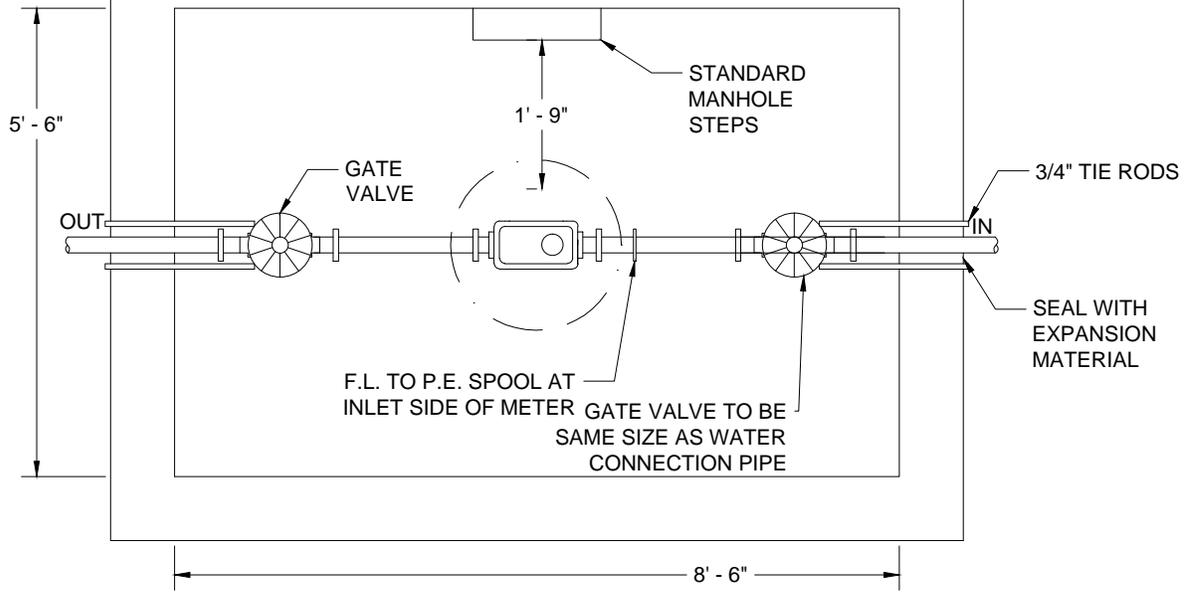
CITY OF ST. JOSEPH/SWMRSSWA
700 BROAD STREET
ST. JOSEPH, MI 49085
T: 269-983-6324 - F: 269-985-0347

DATE:
AUGUST 2011

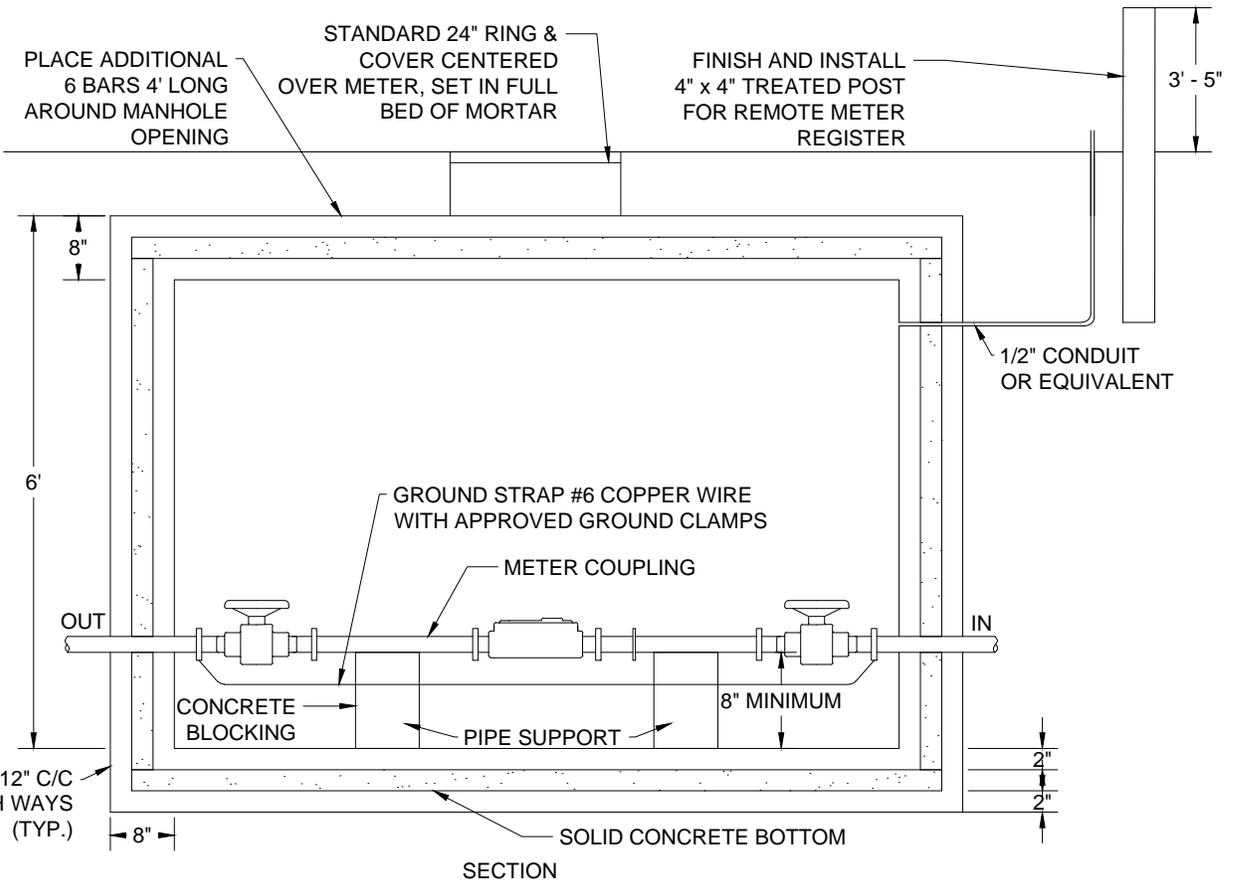
SD-8



Water Services
Joint Operating Board
Water Rules & Regulations - revised 11-2011

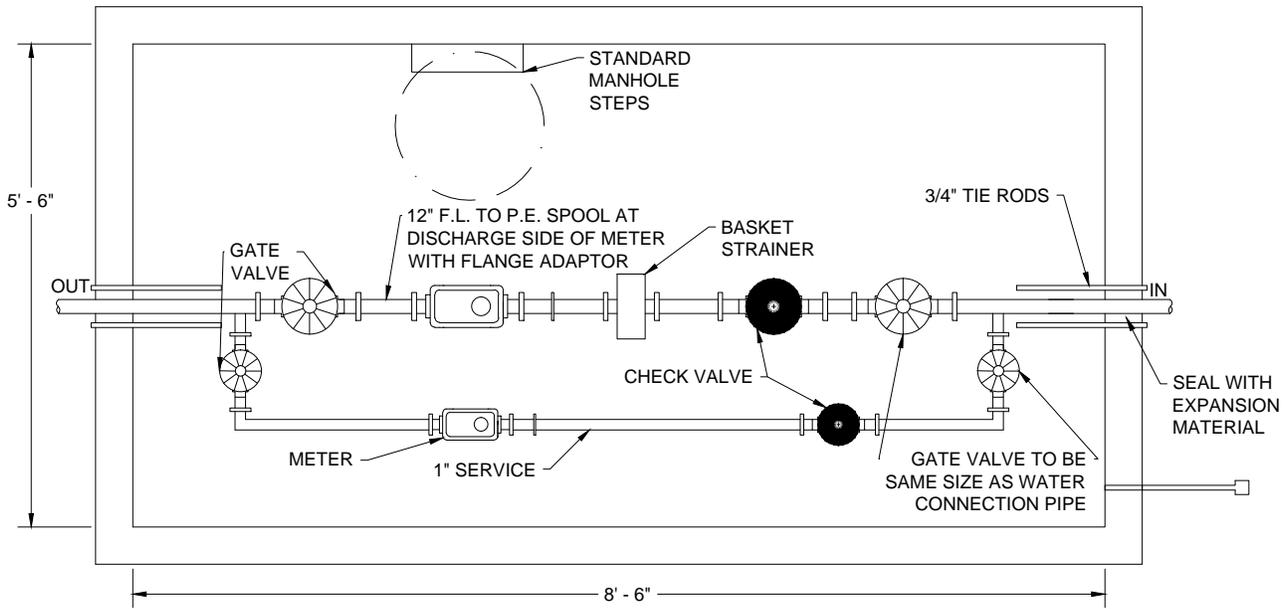


PLAN

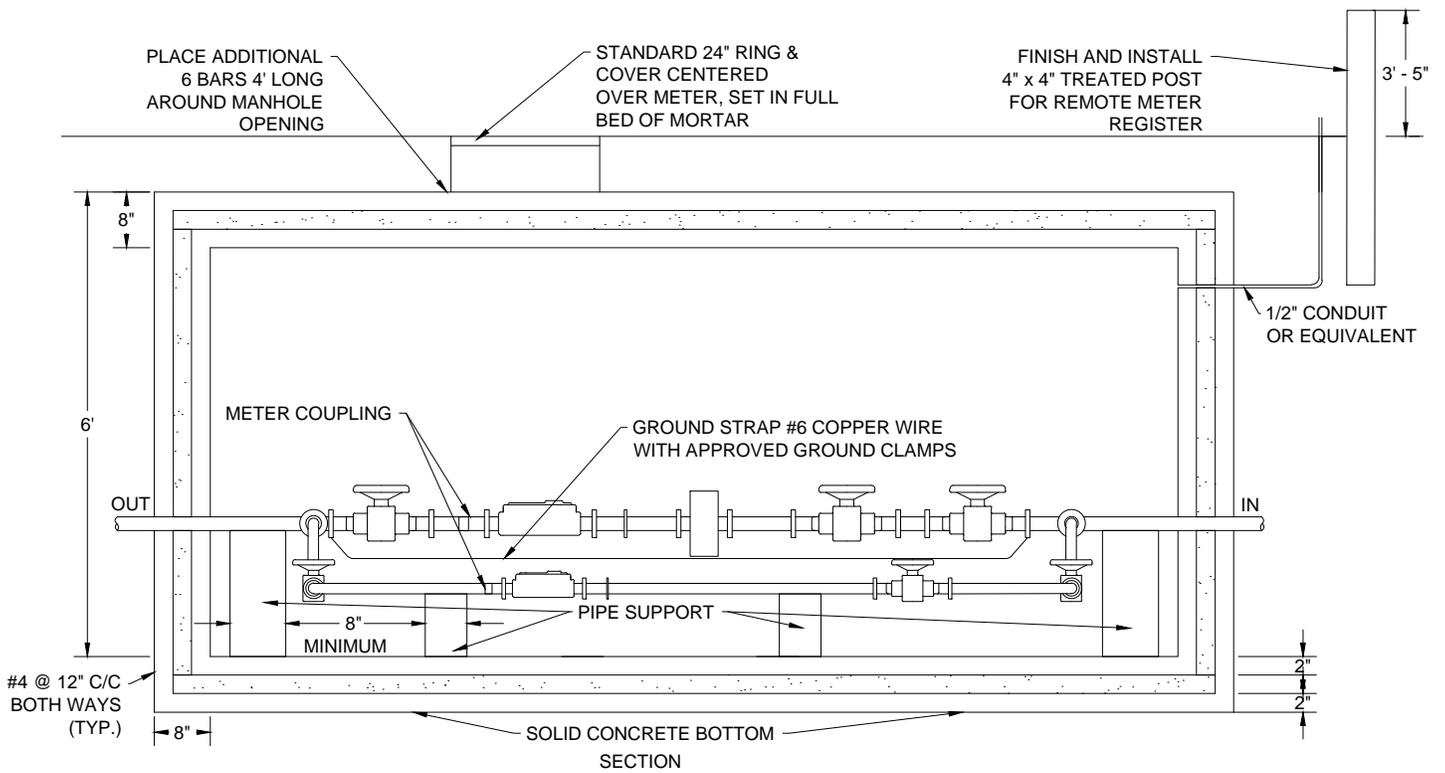


SECTION

 <p>Water Services Joint Operating Board Water Rules & Regulations - revised 11-2011</p>	<p>STANDARD DETAIL: PRECAST METER PIT & METER SETTING ARRANGEMENT FOR 4" OR 6" METER</p>	<p>SCALE: NOT TO SCALE</p>
	<p>CITY OF ST. JOSEPH/SWMRSSWA 700 BROAD STREET ST. JOSEPH, MI 49085 T: 269-983-6324 - F: 269-985-0347</p>	<p>DATE: AUGUST 2011</p>
		<p>SD-9</p>



PLAN



STANDARD DETAIL:

METER SETTING ARRANGMENT FOR 4" OR 6" TURBINE METER W/1" BYPASS METER

SCALE:

NOT TO SCALE

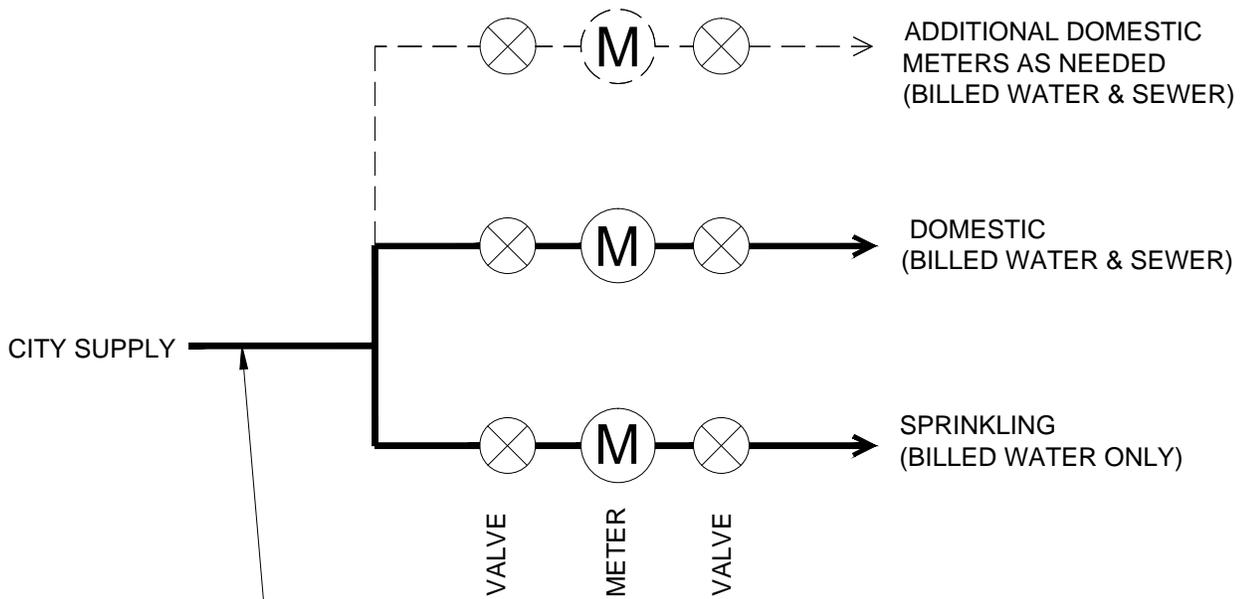
CITY OF ST. JOSEPH/SWMRSSWA
 700 BROAD STREET
 ST. JOSEPH, MI 49085
 T: 269-983-6324 - F: 269-985-0347

DATE:

AUGUST 2011

SD-10





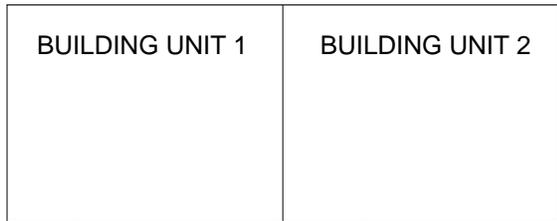
AN INTERNAL VALVE IS NOT ALLOWED ON THE WATER SERVICE UPSTREAM OF THE METER ISOLATION VALVES.

NOTES:

New multi-meter installations must be split. No sub-metering will be allowed except in cases where an old system is being added to and the cost would be extreme.

At no time is this detail to supercede but rather to work in conjunction with other standards and specifications.

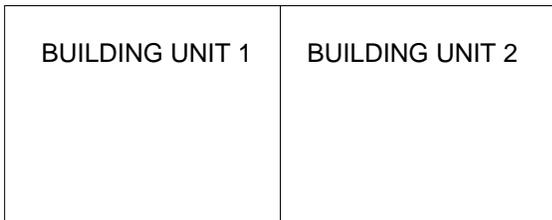
 <p>Water Services Joint Operating Board Water Rules & Regulations - revised 11-2011</p>	<p>STANDARD DETAIL: MULTI METERING INSTALLATION SCHEMATIC</p>	<p>SCALE: NOT TO SCALE</p>
	<p>CITY OF ST. JOSEPH/SWMRSSWA 700 BROAD STREET ST. JOSEPH, MI 49085 T: 269-983-6324 - F: 269-985-0347</p>	<p>DATE: AUGUST 2011</p>
		<p>SD-11</p>



NOTE: PROVIDE A METER FOR EACH SEPARATELY BILLED CUSTOMER AND VALVING THAT ENABLES THE WSJOB TO OPERATE AND MAINTAIN EACH WATER CUSTOMER'S SERVICE INDEPENDENTLY, WITHOUT DISRUPTING WATER SERVICE TO OTHER CUSTOMERS.

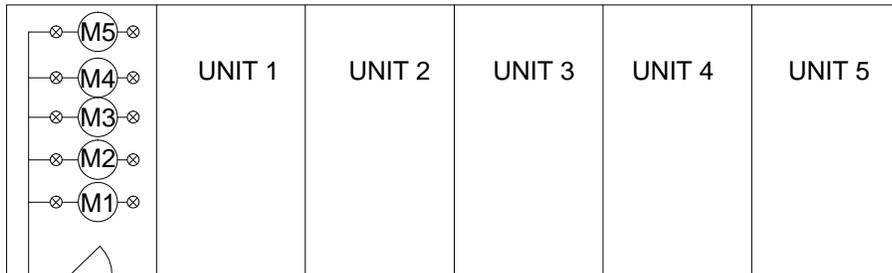
ANY CURB STOP OUTSIDE OF RIGHT-OF-WAY SHALL REQUIRE AN EASEMENT.

CASE I: EXISTING BUILDING CONVERTED INTO A DUPLEX



NOTE: PROVIDE A METER FOR EACH SEPARATELY BILLED CUSTOMER AND VALVING THAT ENABLES THE WSJOB TO OPERATE AND MAINTAIN EACH WATER CUSTOMER'S SERVICE INDEPENDENTLY, WITHOUT DISRUPTING WATER SERVICE TO OTHER CUSTOMERS.

CASE II: PROPOSED NEW DUPLEX BUILDING



NOTE: PROVIDE A METER FOR EACH SEPARATELY BILLED CUSTOMER AND VALVING THAT ENABLES THE WSJOB TO OPERATE AND MAINTAIN EACH WATER CUSTOMER'S SERVICE INDEPENDENTLY, WITHOUT DISRUPTING WATER SERVICE TO OTHER CUSTOMERS. THE WSJOB REQUIRES 24-HOUR/DAY "UNLIMITED FREE ACCESS" TO METER UTILITY ROOMS.

CASE III: PROPOSED NEW MULTI-UNIT BUILDING



STANDARD DETAIL:	MULTIPLE UNIT BUILDING METERING DETAIL	SCALE:	NOT TO SCALE
	CITY OF ST. JOSEPH/SWMRSSWA 700 BROAD STREET ST. JOSEPH, MI 49085 T: 269-983-6324 - F: 269-985-0347	DATE:	AUGUST 2011
			SD-12