

City of New Philadelphia Water Policy

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CHAPTER 1:

GENERAL

- 101.** The Service Director may make such by-laws and regulations as deemed necessary for the safe, economical, and efficient management and protection of the water works; and such by-laws and regulations shall have the same validity as ordinances. The following rules and regulations are applicable to all licensed plumbers and contractors.
- 102.** All residential water/sewer accounts shall be in property owners name only.
- 103.** Main line and service line valves shall be opened or closed by Water Department employees ONLY. Any person who tampers with city property is in violation of ORC – 4933.22; and subject to citation.
- 104.** Water taps shall be made on main lines only by the Water Department employees. All hose bibb connections shall be installed with vacuum breaker.
- 105.** All service line locations shall be designated by the Water Department prior to tap being installed.
- 106.** The last working, whether it be the Water Department, or contractor, or plumber shall properly backfill the curb box area and replace concrete, soil or other material to match the existing condition.
- 107.** All new lines being installed shall be treated with H.T.H. (dry calcium hypochlorite) seventy percent (70%) available chlorine.
- 108.** All new lines shall have the following list completed and approved prior to consumer use:
1. Disinfection of water line.
 2. Flushed.
 3. Approved bacteria test.
 4. Hydrostatic test.
- 109.** Each lot must have its own service, and no water line shall extend from one lot to another lot, or any other piece of ground.
- 110.** Each unit of an apartment shall have its own curb valve and individual water meter. (This applies to any apartments built or developed after July 11, 1994). Any apartment built or developed prior to this date will be billed a minimum per apartment, or by consumption on meters, whichever is greater.
- 111.** All water leaks on the side of the property owner shall be repaired within a 72 hour period.
- 112.** No meter shall be pulled for “No Bill” unless water can be shut off at curb or unless Service Director and Water Superintendent sign off because of freezing or other protection reasons.
- 113.** Shared services shall be separated when plumbing is renewed or upgraded or because of low pressure or volume of water-plugging meter for shut-off.
- 114.** All requests for water turn off/on must be scheduled with water office 48 hours in advance.

- 115. Failure to comply with any part of the Water Policy will result in a service shut off.
- 116. Business hours are Monday-Friday: 8:00am – 4:00pm, (excluding major holiday), for all service/maintenance.
- 117. Scheduled non-emergency turn on/off after hours must be paid for in advance.
- 118. Someone shall be present at property before Water Department can turn water back on.
- 119. Requests for water turn on/off **after business hours** are subject to a service fee.
- 120. Connection fees must be paid when establishing new service, for new construction.
- 121. Service Fees / Connection Fees / Tap Fees, can be obtained from the Water Office.

CHAPTER 2:

SERVICES

- 201.** Any water lines being installed to connect to city-owned lines shall be started only after the Water Department has been notified a minimum of forty-eight (48) hours, (required).
- 202.** The owner must sign up and pay for a new water service in the Service Director office upon acceptance of a building permit. Charges should be paid for the service, meter, AMR, and horn; and the owner will be given the horn at that time. The meter will be installed by the city meter installer when the necessary plumbing has been completed by making an appointment through the Water Office.
- 203.** All new service shall be marked clearly at the curb line or edge of pavement; the owner shall be responsible for location of same until tap is completed. Address and lot number shall be posted on a 2' x 2' sign with the stake on lot as soon as building permit is issued.
- 204.** No new service shall be run in sewer trenches. In cases where sewer already exists, the separation must be 10' when parallel, 18" when crossing or sewer must be sleeved as per Water Superintendent. (Ten States Standard)
- 205.** No new service shall be installed in driveways or cement walkways.
- 206.** New allotments shall have all the streets and contingent curb strips rough graded prior to installation of water main and the portion of the service lines within the street right-of-way.
- 207.** Pavement of walk replacement shall meet city standard.
- 208.** All street cuts shall be made and neatly trimmed with an air hammer.
- 209.** Service curb boxes damaged by grading operations, truck, or other means, shall be charged to the appropriate contractor, plumber, or owner.
- 210.** Frozen lines shall be thawed by the Water Department on the condition that the property owner bear one-half (1/2) the cost to the city, not including labor of city employees. Frozen pipes inside a building are the property owner's total responsibility. The city will not thaw inside pipes.
- 211.** The minimum cover on water mains and services to the right-of-way line shall be four feet (4'0"). The maximum cover should be no more than five feet (5'0").
- 212.** One service line for apartments may be installed by the city to the property and then split with separate curb valves at a charge as listed at the Water Office.
- 213.** All existing outside services shall be permitted. The City reserves the right to deny any request for new water, sewer, or other utility extensions outside the corporation limits.

214. Temporary water Service for all Construction sites.

1. A fee of \$75.00 for residential, or \$100.00 fee for commercial, will be charged for a temporary water service for all construction sites. Address must be posted on lot before water is turned on.
2. A temporary water service will be provided for up to **120 days**, beginning the day of permit/tap fee payment. No water is permitted without valid building permit and paid tap fees.
3. After the expiration of the 120 days the water shall be shut off or a meter set. If more time is needed to complete the plumbing, a request by the contractor may be approved by the Water Superintendent and/or Service Director to continue temporary water for up to an additional 60 days.

Further extensions may be permitted in extremely unusual cases, at the discretion of the Water Superintendent.

4. Water Department personnel are the only authorized people to turn water valves on or off. Turning a water valve may result in penalty and or theft of service citation via ORC 4933.22.
5. Appointments to set a meter need to be made **5 days** in advance to assure prompt service. All appointments are made through the Water Office.
6. All turn On's and Off's for construction shall also be scheduled through the **Water Office at 330-364-4491, ext. 1211, Monday thru Friday, 8:00am to 4:30pm.**

Emergencies after work hours call the Police Department at 330-343-4488.

7. The following list is **allowable** uses for water under the construction and temporary water service policy:
 - Mixing of mortar, drywall compound, etc.
 - Construction site cleanup, washing hands, tools, etc.
 - Testing water and sewer lines.
 - Other necessary related construction uses discussed and approved by the Water Superintendent.
8. The following are **prohibited** uses for water under the construction and temporary water service policy:
 - Watering lawns on the property, watering any other plantings on the property, nor any adjacent property. These, or any other abuses of the temporary construction water service, shall result in immediate termination of said water service. This shall be at the discretion of the City of New Philadelphia Water Department. There shall be no refunds or credits if any part of this policy is violated. Repeated abuse of this policy may result in denying of water in the future or further actions if necessary.
9. Only city licensed contractors shall perform service connection in utility right of way.

215. Temporary Water Service for all Construction sites **Outside City.**

1. A fee of \$150.00 for residential, or \$200.00 fee for commercial, will be charged for a temporary water service for all construction sites. Address must be posted on lot before water is turned on.
2. A temporary water service will be provided for up to **120 days**, beginning the day of permit/tap fee payment. No water is permitted without valid building permit and paid tap fees.
3. After the expiration of the 120 days the water shall be shut off or a meter set. If more time is needed to complete the plumbing, a request by the contractor may be approved by the Water Superintendent and/or Service Director to continue temporary water for up to an additional 60 days.

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CHAPTER 3:
CHARGES & BILLING

- 301.** Each business unit shall be billed as referenced in Policy #110., unless established by the Water Superintendent that the unit has no water connection within the unit.
- 302.** All water charged for “water usage only” shall be metered through a separate meter. This applies to outside sprinklers and swimming pools. No deduct meters are permitted.
- 303.** Transfer of ownership.
1. When property is sold, a final reading must be scheduled for billing purposes.
 2. Until a final reading is taken, the account and billing will remain the seller’s responsibility.
 3. City preference is to have seller schedule final reading, so that a forwarding address is obtained. However, either party, (buyer or seller), may schedule the reading.
 4. Buyer must fill out an application for property within 48 hours of possession, or they risk service being shut off.
 5. The City does not receive notification of property transfers; it is the responsibility of the property owners, (buyer and seller), to transfer utility billing.
 6. In the event where a property is purchased with an outstanding balance (i.e., foreclosure, tax lien); a copy of the receipt for full payment, made at the Tuscarawas County Courthouse, must be given to the Water Office. Water service will not be restored, and utility billing cannot be transferred until full payment is received.
- 304.** A late charge of 10% of outstanding account balance will be added after due date. Payments must be **received** by the Water Office on the stated due date, by end of business hours, to avoid late charge.
- 305.** Failure to receive bill does not relinquish responsibility for payment when due.
- 306.** A \$35.00 fee will be applied to account balance for all NSF checks, automatic payments, bank drafts and credit/debit card payments.
- 307.** Water Office CANNOT ACCEPT post-dated, unsigned, or incomplete checks as valid payment.
- 308.** Any person/account having two (2) NSF checks within a twelve (12) month period, must make payment with cash or money order at the Water Office only.
- 309.** If payment to avoid shut off is returned for any reason, service will be immediately turned off at the curb. A \$50 service fee plus a \$35 returned check fee will be applied to the outstanding balance. Balance must be paid, in full, with cash for service to be restored.
- 310.** No allowance shall be made to any consumer of water on account of leakage in any water pipe, tank, or other apparatus within its control.
- 311.** If a bill is found to have been improperly calculated, a credit or charge shall be made by the next billing.

312. A \$50 charge will be applied to balances on all Final Notice Bills/Shutoff's if payment is not received at the WATER OFFICE before stated shut off day, by end of business hours.

313. If necessary, payment arrangements are at the discretion of the Water Office Manager, with Water Superintendent's approval.

CHAPTER 4:

METERS

- 401.** All services shall be flushed out before installation of meters. On all renewal services meters should be removed prior to flushing of new line.
- 402.** No outside meter pits shall be allowed.
- 403.** Meter must be located immediately from where water service enters the structure. Meter location must be readily accessible, not located behind any object such as water heater, furnace, washer, dryer, etc.
- 404.** The City shall have access to the premises to inspect, repair, install or replace meter within 48 hours.
- 405.** No meters shall be installed upstream adjacent to the meter.
- 406.** An inside shut-off valve shall be installed upstream adjacent to the meter.
- 407.** New constructions shall have shut-off valve installed immediately before and after water meter is installed; at point where water line enters structure.
- 408.** Renewal of old plumbing requires shut-off valves before and after meter or where there is no drain in the vicinity of the meter, or it is not feasible to drain the meter, valves shall be placed on either side of the meter. This applies when remodeling is being done which necessitates changing the location of the meter.
- 409.** No by-pass lines shall be allowed around residential meters.
- 410.** Each Customer is responsible for maintaining the plumbing at the service address in a condition sufficient to allow the Water Department to access, remove or exchange the water meter. If it is necessary for the Water Department to access, remove or exchange the meter and the plumbing is in the opinion of the Superintendent of the Water Department or designee not in good working condition, the Customer shall repair the plumbing within thirty (30) days of written request by the Water Department and agrees to hold the Water Department harmless for any damage to plumbing which might result from the access, removal, or exchange.
- 411.** Meters shall be installed upstream of pressure-reducing valves.
- 412.** All lines shall have appropriate copper ground wires bypassing the meter.
- 413.** Provisions shall be made for installation of wiring for the remote reader as approved by the Water Department employees.
- 414.** All new water meters shall be remote-reading wherever possible.
- 415.** All water meters shall be provided by the Water Department at the consumer's expense. No other meters shall be acceptable.

416. Residential installations of spec, SR2 Water Meters, For Cold Water Meters, Encoder (ECR and ECR/WP) Type Remote, Displacement Type with Direct Read Registers, 5/8" x 3/4" – 2" SR sizes, are required to be installed for new installations and anytime significant plumbing upgrades are being performed to existing installations, as determined by the Water Superintendent or designee.

CHAPTER 5:
HYDRANTS & FIRE SYSTEMS

- 501.** Hydrants shall be opened only by Water Department employees, as per City Codified Ordinance Chapter 946.
- 502.** The Water Department Superintendent must be notified at least seven (7) days in advance of any tests, new installations, repairs, or service calls on a fire system within the city, per City Codified Ordinance 946.
- 503.** No flow tests of any kind can begin before 11:00 PM or end after 5:00 AM.
- 504.** Emergency calls or repairs must be reported to the Superintendent immediately.

CHAPTER 6:
BACKFLOW & CROSS CONNECTIONS

- 601.** Wells and potable city water must have separate lines with approved backflow prevention.
- 602.** All sprinkler systems, boiler systems, water air conditioners, or other non-potable systems shall have appropriate backflow preventers as approved by the Ohio E.P.A. and Water Superintendent, or designee.
- 603.** All houses above 1010ft. elevation shall have backflow preventers installed by a plumber before the meters are installed.
- 604.** All backflow devices must be inspected annually by an approved licensed plumber.
- 605.** An approved plumber list can be obtained at the Water Office.

CHAPTER 7:
NOTIFICATIONS

701. Notification of property or water service address for meter change or inspections:

- a. Phone call/leave message
- b. Green Tag
- c. Letter – Certified mail.
- d. If appointment is not made within 7 days water utilities will be SHUT OFF.

702. Bad pipes

- a. 30 day letter
- b. 5 day letter – Certified mail.
- c. If appointment not made then SHUT OFF.

703. Non-payment:

- a. 1st bill
- b. 2nd bill
- c. Lien placed on shared services.
- d. SHUT OFF – Water bill must be paid in full before water can be turned back on.

704. NSF Checks:

- a. Red tag or phone call or BOTH
- b. SHUT OFF – Must be paid in full and by cash or certified check before water can be turned back on.
(Paid in full = Total account balance + \$35/NSF fee + \$50 service fee.)
- c. *After 2 NSF checks in a 12 month period, customer must make future payments in cash or money order.*

705. Application needed:

- a. Red Tag
- b. If application is not received within 2 days of Red Tag, service will be SHUT OFF.