Milwaukee
**Water Works**

*Safe, Abundant Drinking Water.*

City of Milwaukee
Department of Public Works

## Milwaukee Water Works

# Rules and Regulations Governing Water Service

REVISED 2002

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# MILWAUKEE WATER WORKS

# RULES AND REGULATIONS

## GOVERNING

## WATER SERVICE

The Rules and Regulations set forth herein are prescribed and established pursuant to the authority and power granted by the -

Wisconsin Statutes and enactments of the State Legislature

Milwaukee City Charter

Milwaukee Code of Ordinances

Resolutions of the Milwaukee Common Council

Public Service Commission of Wisconsin

and supersede all previously established Rules and Regulations of the Milwaukee Water Works governing water service.

Adopted by the Common Council of the City of Milwaukee on August 1st, 2002, Resolution File No. 020514.

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The City of Milwaukee has a policy of nondiscrimination on the basis of disability.

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# Chapter 1
# General Requirements

## Terms and Definitions

### Section 1.1.0

Unless the context of these Rules and Regulations shall clearly indicate otherwise, the following terms as used in these Rules and Regulations shall have the following respective meanings, such definitions to be equally applicable to both singular and plural forms of the terms:

**(1) Battery Meter Setting**

A battery meter setting is a meter setting having two or more meters in parallel.

**(2) Building**

A building is a structure having walls and a roof erected or set upon an individual foundation or slab constructed base designed or used for housing, shelter, enclosure or support of persons, animals or property of any kind. Abutting structures that do not provide access from one to the other through the foundation wall shall be considered as separate buildings. A structure that serves its intended purpose with no dependence on adjoining structures shall be considered a separate building.

**(3) Building Piping** (State of Wisconsin Plumbing Code refers to building piping as "water distribution system". See definition in Wisconsin Administrative Code, Dept. of Commerce, Comm 81.01(28))

Building piping is the piping from the outlet of the valve on the discharge side of the water meter to its terminus at the point of consumption or outlet. The State of Wisconsin Administrative Code is to be referred to for building piping specifications. Applicable codes of the National Board of Fire Underwriters are to be referred to for building piping to be used for fire protection purposes.

**(4) City**

The City of Milwaukee, Wisconsin, a municipal corporation of the State of Wisconsin, located in the County of Milwaukee.

**(5) Commissioner**

The Commissioner of Public Works of the City of Milwaukee, or a duly authorized representative.

**(6) Common Council**

The Common Council of the City of Milwaukee.

**(7) Customer**

The term *Customer* as used herein is generic and includes the property owner, the property owner's agent, the plumber, the installer of air conditioning, the installer of refrigeration equipment, the installer of private fire protection systems when doing work encompassed by these Rules and Regulations, the occupant of the building or property, the lessee, the tenant, the user of the premises, the suburban community and public authorities.

The customer receives water service directly from the Milwaukee Water Works.

**(8) Feeder Main**

A feeder (transmission) main is a water main from a pumping station, reservoir, or tank, which supplies water to an area served.

**(9) Foreign Supply**

A foreign supply is water service furnished from a source other than from the Milwaukee Water Works.

**(10) General Office**

The Office of the Superintendent and main office of the Milwaukee Water Works.

**(11) Inspection - Water Service Piping And Meter Pits**

Water service piping shall be approved by the Utility. In the City of Milwaukee and in suburban retail areas, inspection service is performed by the Department of Neighborhood Services Plumbing and Sprinkler Inspection Section.

**(12) Milwaukee Water Works (MWW)**

The Milwaukee Water Works is a public water utility owned by the City of Milwaukee.

**(13) Plumber**

The term *plumber* or *plumbing contractor* as used herein shall mean a properly licensed person who is licensed by the appropriate agency of the State of Wisconsin and has the required insurance and a proper performance bond.

**(14) Public Water Main**

A public water main is the water pipe, special castings, gate valves, valve boxes and manholes, installed as an integral part of the Utility's underground system, but does not include hydrant units, water service piping or cisterns.

**(15) PSC (Public Service Commission Of Wisconsin)**

The PSC is the regulatory agency that regulates the rates and practices of the Utility. Chapter PSC 185 of the Wisconsin Administrative Code identifies the Standards for Water Public Utility Service administered by the PSC.

**(16) Rules And Regulations**

The Rules and Regulations is a guide for granting water service and governing conduct, action and water usage between the Utility and the Customer.

**(17) Schedules – Water Rates – Charges And Prices**

The tariff of fire protection service and general service rates, charges, fees and prices is established by the Public Service Commission of Wisconsin for water service furnished to customers of the Utility.

The schedule of miscellaneous water rates, charges, fees and prices is established by the Utility and approved by the Public Service Commission for water service other than fire protection and general water service furnished to customers of the Utility.

The schedule of charges and prices for work performed and materials furnished by the Utility is established by the Utility.

**(18) Superintendent**

The Superintendent of the Milwaukee Water Works or a duly authorized representative.

**(19) Utility**

The term *Utility* as used herein is the Milwaukee Water Works.

**(20) Water Meter**

A water meter is an instrument installed by the Utility, or its agent, to measure the volume and/or rate of flow of water at the customer's premises.

**(21) Water Meter Setting**

A meter setting is an installation of piping, which accommodates a meter or meters, complete with all valves and fittings, including the bypass piping and valves, necessary for normal operation of the meter or meters.

**(22) Water Service**

Water service is the furnishing of water by the Utility to its customers. The types of water service offered by the Utility are as follows:

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**(23) Water Service Agreement**

A water service agreement is an agreement between the customer and Utility created by the acceptance by the Utility of a proper application for water service from a customer or a prospective customer. The water service agreement is not a plumbing permit. The plumbing permit for water service shall be obtained from the Milwaukee Development Center.

**(24) Water Service Piping**

Water service piping is the piping installed from the water main up to the connection to the building piping, and is further defined in the Water Service Piping Specifications. It includes any surface or subsurface structures (meter pits or wells) and/or other essential appurtenances required by the Utility but not specifically mentioned. Water service piping is further identified, depending on the size and arrangement, as either Tap service piping or Branch service piping.

Tap service piping is up to, and including, two (2") inches in diameter and contains a corporation stop, with or without a saddle, copper tubing, a curb stop, a service box, a meter with or without a meter horn or yoke, and meter inlet and outlet valves. Water service piping also includes, when required, bypass piping around the meter including the valve on the emergency/test piping, plus the test discharge piping to the exterior of the building.

Branch service piping is three (3") inches in diameter and larger at the point of connection to the water main, and contains a tapping sleeve and gate valve or a branch three-way and a gate valve, a valve box, ductile iron pipe, special castings, a test connection complete with valves, a meter and meter inlet and outlet valves. Branch service piping may be for general water service or private fire protection service and may have a single or battery meter setting. Branch service piping also includes, when required, bypass piping around the meter, up to the flange connecting the bypass piping to the building piping, plus a valve in the bypass pipe and is further defined in the Water Service Piping Specifications.

**(25) Water Service Piping Specifications**

The Water Service Piping Specifications are a detailed description of materials, method of installation, sizes, and general terms applying to the installation, repair and alteration of water service piping.

# General Requirements

## Section 1.2.0

### 1.2.1 Application Of Rules

These Rules and Regulations apply to all types of service offered by the Utility. (See Rule 1.1.0 (22) The interpretation of these Rules and Regulations or Water Service Piping Specifications shall be vested in the Milwaukee Water Works.

### 1.2.2 Entry To Premises

The customer shall permit any authorized agent of the Utility free access to the premises or any part thereof during reasonable or business hours for the inspection of the water supply, or of the piping, water meters and appurtenances used and useful in the delivery and control of water; or for the installation, removal, repair, testing, or reading of a water meter.

### 1.2.3 Penalty For Refusing Entry To Premises

Failure to provide entry shall constitute a violation of these Rules and if the water to the premises is turned off as prescribed under Rule 1.2.10, a fine in accordance with the Wisconsin Statutes 196.171 shall be paid before water service will be restored.

### 1.2.4 Protection Against Injury

Each customer shall be responsible for maintaining said premises free from any condition which creates a hazard to the authorized agents or employees of the Utility who may enter said premises in the performance of their duties.

### 1.2.5 Protection Against Damage

Each customer shall employ and maintain suitable means for protecting the customer's water system and all appliances and appurtenances connected therewith against damage which may in any way arise from the use of the water supply, variation in water pressure, or interruption in water service. Particularly, shall water cooled compressors on refrigeration systems be protected by means of an automatic shut-off device in the event of a variation or interruption in the water supply.

Air compression facilities on dry sprinkler systems for private fire protection service shall be configured to eliminate any possibility of air entering the City water mains.

Precautionary measures shall also be taken to prevent or correct the transmission of water hammer, or the noise of operation of motors, valves, or appurtenances, through the water piping to other premises. When water hammer occurs in the building piping, a shock absorber shall be installed as close as possible to the fixture causing the hammer in order to protect the water service piping from damage.

### 1.2.6 Liability For Damage

The customer shall be liable for damage to person or property resulting from any defective condition of the water service piping from the point described in Rule 3.3.1 to the outlet valve of the meter.

### 1.2.7 Claims Against The Utility

Claims against the Utility will not be accepted for damage to any pipe, fixture, appliance or appurtenance resulting from interrupted water service, variation in water pressure, temporary water service through hose connections, turning off or on of the water supply either wholly or in part for the purpose of extending, altering, or repairing any water main or water service line, or discontinuance of water service to the premises for violation of a rule or regulation of the Utility. Claims against the Utility must be made against the City of Milwaukee pursuant to state and local law.

### 1.2.8 Right To Recover For Damage

The Utility shall have the right to recover from any person, firm, or corporation, any expense incurred by said Utility for the repair or replacement of any water hydrant, water main, water service pipe, corporation stop, valve, stop box, or valve box, damaged in any manner by said person, firm, or corporation, or agent thereof, in the performance of any work under their control.

### 1.2.9 Protection Against Contamination

The customer shall not cross-connect the Utility's water supply with a supply from a foreign source, or with a fixture, appliance, or appurtenance, whereby water from a foreign supply or waste from a fixture, appliance, appurtenance, waste pipe, or soil pipe may flow, be siphoned, or be pumped into the piping of the Utility’s water system.

### 1.2.10 Penalty For Infraction Of Rules

Any customer who violates any of the Rules and Regulations or Water Service Piping Specifications of the Utility shall, following a 10-day written notice indicating the nature of the violation and the penalty for such violation, be deprived of water service until full and satisfactory compliance with such Rules and Regulations has been made and the charge for turning the water service on or off has been paid.

Any plumber who violates the Rules and Regulations or Water Service Piping Specifications of the Utility shall be notified of the violation. Notification will be by letter from the Utility, or its agent. If after notification the violation continues to exist for a 15-day period, a copy of the notification letter is to be forwarded to the plumber's bonding company, together with any claim for damages the Utility may have. Until such time as the violation is corrected and any claim for damage is settled, applications for water service bearing the plumber's name will not be accepted by the Utility, or its agent.

Any installer of air conditioning equipment, refrigeration equipment, or private fire protection systems who violates any of the Rules and Regulations or Water Service Piping Specifications of the Utility, shall be notified of the violation. If the violation continues to exist for 15 days after notification, a copy of the notification letter is to be forwarded to the City of Milwaukee's Department of Neighborhood Services (DNS) and to the customer. The Plumbing Inspection Section of DNS will be requested to withhold the issuance of permits to the installer until full and satisfactory compliance with such Rules and Regulations has been made.

### 1.2.11 Penalty For Failure To Remove Cross-Connection

Any person who shall refuse or fail to remove, after notification by the Utility or its agent, any pipe, fitting, appliance, or appurtenance which in any manner forms, or may form, a cross-connection with the City water supply as stipulated in Rule 1.2.9 shall be deprived of water service until full and satisfactory compliance with the order for such removal has been made.

### 1.2.12 Plumber Required

The application for water service and the application for a plumbing permit shall be made by a plumber and the work of installing, altering, or repairing water service piping shall be performed by a plumber as defined in Rule 1.1.0 (13).

### 1.2.13 Charges, A Lien On Property

All water service bills and charges for repairing water meters and/or water service piping shall be a lien on the lot, part of lot, or parcel of land to which water was supplied. If such charges remain unpaid on the first day of October in any year, the charge or charges shall be certified to the clerk of the municipality on or before the first day of November next following, to be placed on the tax roll for collection.

### 1.2.14 Confiscation Of Curb Stop Rod Keys

Curb stops shall be operated only by the Utility or by a plumber. The use or possession of a rod key for operating curb stops by any other person is strictly prohibited. Any rod key for operating curb stops found in the possession of unauthorized persons will be confiscated by the Utility.

### 1.2.15 Confiscation Of Gate Valve Rod Keys

Main valves and branch valves shall be operated by the Utility. The use or possession of a valve rod key by any person other than an employee of the Milwaukee Water Works is strictly prohibited. Any valve rod key found in the possession of unauthorized person will be confiscated by the Utility.

### 1.2.16 Tapping Work

Plumber's request for tapping work to be performed by the Utility shall be made at least 48 hours in advance. If for any reason the tapping work cannot be performed when the tapping crew arrives on the site, the Utility is to be informed immediately by either the tapping crew or the plumber, or both. The Utility may dispatch a representative to determine the reason why the tapping work cannot be performed.

### 1.2.17 Notification For Inspection

It shall be the duty of the plumbing contractor or his agent to notify the Plumbing Inspection Section of the Department of Neighborhood Services that a water service piping installation is to be inspected. The notification shall specify the job location, tap or branch number, and the time the job will be ready for inspection.

It shall be the duty of the plumbing contractor or his agent to complete water service piping installation before requesting inspection. If for any reason the plumbing contractor shall fail to have the work ready for inspection at the time designated in his call, a second notice shall be made to the Plumbing Inspection Section of the Department of Neighborhood Services, designating the job location, tap or branch number, and time for inspection. If such water service piping is not ready for inspection at the time designated in the second notice, a penalty charge shall be imposed by the Plumbing Inspection Section for each additional inspection call.

# Service Agreement

## Section 1.3.0

### 1.3.1 Service Agreement Condition

Before a service agreement will be entered into, all unpaid water main assessments and all water connection charges shall be paid in full.

### 1.3.2 Service Agreement

In addition to these Rules and Regulations, all customers receiving water service from the Utility are subject to and must comply with all of the following, current copies of which are on file at the general office and are incorporated herein by this reference:

1. Schedule of General Water Rates,
2. Schedule of Miscellaneous Water Rates,
3. Schedule of Charges and Prices, and
4. Water Service Piping Specifications.

### 1.3.3. Initiation Of Service Agreement

Applications for water service are to be submitted on the standard Water Service Agreement form furnished by the Utility. Upon receipt and acceptance of an application for water service, the Utility or its agent will prepare and distribute multiple copies of the agreement.

The charges made by the Utility at the time a water service agreement is initiated include the furnishing and installing of the corporation stop or branch valve, the furnishing of the curb stop, and the furnishing and installing of a water meter and automated meter reading device. If existing water service piping (Rule 3.2.1) is to be used, the charge will be adjusted accordingly.

When a combination fire and domestic service line is extended into the building, the Utility's permit charge for both the domestic and fire line will be paid by the plumbing contractor applying for water service.

### 1.3.4 Duration And Termination Of Service Agreement

The service agreement continues in effect until terminated. Termination of the service agreement occurs when the following conditions have been met:

1. The unused service piping is disconnected or capped in accordance with Rule 3.2.2.
2. The Utility has recovered its water meter(s) in accordance with Rule 4.1.13.

# Chapter 2
# Water Service

## Urban And Suburban Retail Service – General

### Section 2.1.0

### 2.1.1 Basis Of Use

Water service to any customer will be on a metered basis only.

### 2.1.2 Installation At Customer's Expense

All water service piping shall be installed at the customer's expense.

### 2.1.3 Public Thoroughfare Frontage Required

A permit may be granted for the installation of water service piping to any premises, lot, or parcel of land, if such premises, lot, or parcel of land abuts a street in which a water main has been installed.

In special instances where water mains are installed in easements, a permit for the installation of water service piping may be granted consistent with the situation.

### 2.1.4 Turn Off And Turn On

Water service will be turned off or turned on at the request of the owner.

Water service may also be turned off by the Utility as a protective measure or as a penalty for violation of the Rules and Regulations. After turning off the water, it will not be turned on again to any premises until any delinquent charges and penalties imposed have been paid, or until any violation of the Rules and Regulations for which the water was turned off has been satisfactorily corrected.

The water service shall be turned on or off at the street main or curb line only by an authorized employee of the Utility, except as herein provided.

A plumber, or his employee, may turn the water service to the premises on or off at the curb stop in connection with installing or repairing the water service piping for immediate test of his work, subject to the following restrictions:

1. He/she shall not operate a branch service valve under any circumstances.

2. He/she shall not turn on any water service which has previously been turned off by the Utility, except when required to do so for testing his work. Upon completion of the test, the plumber shall return the curb stop to the off position.

### 2.1.5 Condominiums

Each condominium building shall have its own water service. Building is defined in Rule 1.1.2. Each condominium unit shall have its own water meter, locking inlet valve (approved valves listed in Water Service Piping Specifications) and outlet valve. All building meters are to be in one area publicly accessible to the Utility for installation and servicing. When it is not feasible to install a meter for each condominium unit, a meter shall be installed where the service enters the building and the owners and/or the condominium association shall be responsible for payment of all charges.

# Urban And Suburban Retail Service – Miscellaneous

## Section 2.2.0

### 2.2.1 Basis Of Use

Miscellaneous water service is categorized as special municipal uses or special private uses. Special municipal uses include such items as public fire protection, street sprinkling and flushing, sprinkling of parks (including center plots of streets) and flushing of sewers.

Special private uses include such items as existing hydraulic elevator indicator service and temporary water service for construction purposes.

### 2.2.2 Public Fire Protection

Fire hydrants, branch valves, and hydrant branches are installed primarily for the use of the municipal fire department. It is the responsibility of each municipal fire department served to keep the Utility advised regarding:

1. Agreements regarding joint use of fire hydrants along corporate limits common to municipalities.

2. Each hydrant used.

3. Location of fires where special Utility service is desired.

Uses of fire hydrants for other than fire-fighting purposes are permitted by the Utility or its agent under strict control.

Fire hydrants, branch valves, and hydrant branches will be inspected, replaced, altered, repaired, maintained, and generally kept in good working order by the Utility. Fire hydrants will be painted by the Utility in a standard color code.

### 2.2.3 Public Water Uses (Sprinkling And Flushing)

Municipalities must enter into service agreements for public use of water such as sprinkling of parks (including center plots in streets) and other public uses. Plans for proposed unmetered sprinkling systems must be approved by the Utility prior to the issuance of a service agreement.

### 2.2.4 Hydraulic Elevator Indicator Service

No further service agreements will be entered into for hydraulic elevator indicator service.

### 2.2.5 Temporary Service For Purposes Of Construction And Other Short-Term Uses - Fire Hydrant Use

Water service from a fire hydrant on a temporary metered basis will be provided for purposes of construction or other short-term uses upon securing a proper permit. Water service on a temporary unmetered basis will be provided in special instances upon securing a permit. The Utility has sole discretion to approve or deny a request for hydrant use.

An amount of money to cover estimated charges, rentals, and deposits may be required by the Utility to guarantee payment of final billing. The Utility will furnish water service, a hydrant wrench and, if required, furnish a water meter at properly prescribed charges. The Utility may also provide a specially adapted hydrant cap containing a hose bib with a hose connection vacuum breaker attached, equivalent to Watts Series 8, and meeting the requirements of A.S.S.E. 1011. If ordinary garden hose is not of sufficient size for the customer's intended use, the customer will be required to furnish and install a backflow preventer of appropriate size. In addition, pipe or hose to transport the water from the outlet provided by the Utility to the point of use must be provided by the customer.

In the use of a fire hydrant supply, the hydrant must be fully opened with a Utility wrench only. Flow shall be regulated by means of a valve in the adapter attached to the hydrant nozzle. Only the municipal fire department and the Milwaukee Water Works have official wrenches. Unofficial hydrant wrenches will be confiscated by the Utility.

A penalty in accordance with City Ordinance will be imposed for the use of water without a proper permit or for the improper use of a hydrant. No further permits shall be issued until all proper costs for water service and any damages, including all assessed penalties, have been paid.

### 2.2.6 Billings And Refunds

The charges for all types of miscellaneous service will be those listed in appropriate schedules. Billings and payments shall be prompt for all charges. Deposits for items returned in good condition will be refunded promptly.

# Suburban Resale And County Service

## Section 2.3.0

### 2.3.1 Reference

Suburban Resale Service refers to water service to the municipalities of Brown Deer, Butler, Greendale, Menomonee Falls, Shorewood, Wauwatosa, West Allis and to other water utilities i.e., Wisconsin Gas Water Services, and any other communities who may from time to time be accepted as wholesale customers. County Service refers to water service to the County Institutions.

### 2.3.2 Basis Of Use

Application for Suburban Resale and County Service are subject to approval by the Common Council.

# Private Fire Protection Service

## Section 2.4.0

### 2.4.1 Reference

Section 2.4.0 refers to Private Fire Protection Service in the following types:

Urban and Suburban Retail Service - General

Private Fire Protection Service is water service to automatic sprinkler systems, high volume fire suppression systems, standpipes with hose outlets, and private hydrants.

### 2.4.2 Application

Application for a water service agreement shall be made after appropriate plans of the fire protection system have been reviewed by the Utility and approved by the Plan Examination Section of the Department of City Development.

### 2.4.3 Installation

The customer shall furnish and install water service piping for private fire protection systems in accordance with Water Service Piping Specifications.

### 2.4.4 Notifications

The Utility shall be notified of any major change or alteration contemplated at any time in the fire protection system or service.

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### 2.4.5 Inspection Of Fire Protection Service Piping

The Plumbing and Sprinkler Inspection Section of the City of Milwaukee's Department of Neighborhood Services is the Utility's official inspection agency for fire protection service piping.

### 2.4.6 Maintenance

The granting of Private Fire Protection Service by the Utility is conditional upon the customer maintaining the system in its entirety from the street curb line free from leakage or improper usage. The customer shall prevent the unauthorized destruction of the Utility seals thereon, except for essential maintenance, testing, or for control of water required in the system for its intended operation. The destruction of a seal for any purpose shall immediately be reported to the Utility.

Private hydrants shall be identified by a green plastic ring on the nozzle stating "**PRIVATE HYDRANT**". The customer shall keep private hydrants in good working order.

### 2.4.7 Cross Connections

Cross connections of a private fire protection system to a foreign water supply or a sewer are prohibited.

### 2.4.8 Use Of Antifreeze Or Other Foreign Material

The use of antifreeze solution or other substances, except glycerin or propylene glycol, for any purpose whatever in a section of a private fire protection system connected to the City water mains is prohibited, unless written approval of the Utility is first obtained. Such approval must be requested by the customer in writing, giving all pertinent data. This requirement applies to new installations, as well as to any necessary replacements of solution in existing installations.

# Water Cooled Air Conditioning Service

## Section 2.5.0

### 2.5.1 Reference

Chapter 2.5.0 refers to water service to air conditioning systems in the following types of service:

Urban and Suburban Retail Service - General

### 2.5.2 Basis Of Use

Water service to non-conserving water cooled air conditioning and/or refrigeration units, as defined below, will be furnished and billed for demand charges. The demand charges shall be in addition to charges at regular applicable rates for water used by such units.

The demand charges shall not apply to relatively uniform quarterly use for refrigeration or air conditioning or to units that have no water connections or are water-conserving units, as defined below.

### 2.5.3 Definitions

1. WATER COOLED REFRIGERATION AND AIR CONDITIONING shall mean the cooling or dehumidifying, or both, of space for human occupancy through the use of equipment supplied with water from the Milwaukee Water Works system.

2. WATER COOLED AIR CONDITIONING SYSTEM shall mean an individual unit, group or collection of units, or any combination of equipment which is supplied with water to a single customer or is installed in a single building or structure.

3. INSTALLED CAPACITY shall mean the total number of tons of refrigeration installed in one air conditioning system. One ton of refrigeration, as a measure of capacity, shall be the heat required to melt ice at the rate of one ton in 24 hours. One compressor horsepower shall be considered equivalent to one ton of refrigeration. Where manufacturers' or horsepower ratings of capacity are not available, or a question arises as to the accuracy of any rating, the capacity of said system or equipment shall be determined by the Superintendent of Water Works by whatever means that appears to be suitable.

4. A WATER REGULATING DEVICE shall mean a regulating valve or other device, the purpose of which is to limit the maximum use of water to a predetermined rate.

5. A WATER CONSERVING DEVICE shall mean a cooling tower, evaporative condenser, spray pond, or other equipment by which water is cooled and recirculated, thereby limiting the use of water from the Utility's water system to that amount required for make-up water to replace that lost by evaporation or by flushing of the equipment. A water cooled air conditioning system so equipped is designated herein as a *Conserving* system, and one which does not include a water conserving device is herein defined as a *Non-Conserving* system.

### 2.5.4 Water Service Agreements Required

Water service agreements for all water cooled air conditioning systems installed or altered after February 17, 1958 are required. Also, it is the responsibility of the customer to notify the Utility upon the completion of the installation or alteration before placing the system in operation.

### 2.5.5 Permitted Water Use

1. Water cooled air conditioning systems having a total rated capacity of more than three tons shall be equipped with water conserving devices or, if not so equipped, shall be assessed an annual air conditioning demand charge. Said water conserving device shall limit the use of water from the Milwaukee Water Works system to a maximum of 0.15 gallons per minute per ton of refrigeration when operating under maximum cooling conditions.

2. Water cooled air conditioning systems having a total rated capacity of three tons or less, shall not be subject to the annual air conditioning demand charge. These systems, however, shall be equipped with the approved automatic water regulating device which will stop the flow of water when the air conditioning equipment is shut down and which will adjust the flow of water to satisfy requirements of the system.

3. At no time shall the use of water from the Milwaukee Water Works system for any non-conserving air conditioning installation, regardless of size, exceed a rate of one and one-half gallons (1½) per minute per ton of refrigeration under maximum cooling conditions. A water-regulating device limiting the use of water to the above maximum rate shall be installed and maintained in good operating condition.

### 2.5.6 Annual Demand Charge

1. Water cooled air conditioning systems with an installed capacity in excess of three tons, and not equipped with a water conserving device which limits the use of water to 0.15 gallons per minute per ton of refrigeration shall, in addition to the regular charge for water, be assessed an annual demand charge for each ton of capacity in excess of three tons.

2. Any air conditioning system or equipment subject to the demand charge, which is installed and connected to the Milwaukee Water Works system after July 1st of a calendar year, shall be assessed a demand charge for the calendar year in question on a proportional basis as follows:

| *Installation* | *Charge* |
|---|---|
| Prior to July 1 | Entire annual charge |
| Between July 1 and July 31 | ¾ of annual charge |
| Between Aug. 1 and Aug. 31 | ½ of annual charge |
| Between Sept. 1 and Sept. 30 | ¼ of annual charge |
| After September 30 | no charge |

All subsequent years shall be assessed at the full annual charge.

3. Any air conditioning system or equipment subject to the demand charge which is permanently disconnected from the Milwaukee Water Works system, or which is converted to a water conserving type, shall be assessed a demand charge for the calendar year in which such disconnection or conversion is made on a proportional basis as follows:

| *Disconnection or Conversion* | *Charge* |
|---|---|
| Prior to May 1 | No charge |
| Between May 1 and June 30 | ¼ of annual charge |
| Between July 1 and July 31 | ½ of annual charge |
| Between Aug. 1 and Sept. 30 | ¾ of annual charge |
| After September 30 | Entire annual charge |

Said demand charge shall be based upon the date of the disconnection or conversion.

Disconnection will be recognized by the Utility on written notice from the customer, physical disconnection of the water supply piping by the customer, and tagging with a disconnect tag on the unit by the Utility. Illegal reconnection will be billed for the full amount of the annual charge.

# Chapter 3
# Water Service Piping

## New Water Service Piping

### Section 3.1.0

### 3.1.1 General

Each customer shall be served through separate water service piping.

Each building shall be served through separate water service piping unless the utility, in its sole discretion, grants permission in unusual circumstances.

### 3.1.2 Installation

New water service piping shall meet the requirements of the Water Service Piping Specifications. No permit will be issued by the Milwaukee Water Works for the installation of a water supply to any premise which requires tapping of a city water main of greater diameter than 16 inches, unless such city water main has been designated by the Milwaukee Water Works as a *distribution* main which can be tapped.

## Existing Water Service Piping

### Section 3.2.0

### 3.2.1 Use Of Existing Water Service Piping For New Customers

Water can be supplied through existing water service piping, provided such piping conforms to the current specifications for water service piping.

A change of size to existing water service piping shall be made as identified in section 1.3.4 of the Water Service Piping Specifications.

If the water service pipe is within the legally platted lot lines of the property to be served, the water service pipe may be extended using the shortest developed length to the meter setting.

### 3.2.2 Unused Service Piping

The disposition of unused service piping is to be determined by the Utility. Generally, the following rules will apply:

1. Unused service piping that does not conform to current specifications is to be disconnected by the Utility at the main when opportune.

2. Unused service piping which is judged to need maintenance, repair, replacement, or is more than 75 years old shall be disconnected at the main by the Utility when opportune.

3. Unused service piping which served a demolished building or a moved building shall be capped at the lot line by the customer's plumber.

4. Unused service piping to an existing building to which service has been discontinued is to have the meter inlet valve removed and the service piping capped at the point of entry through the building structure by the customer's plumber.

5. Unused water service piping which serves no useful purpose is to be disconnected at the main by the Utility when opportune.

6. Unused lead service piping shall not be connected or reconnected.

### 3.2.3 Alterations Due To Change Of Ownership

Should a customer contract to sell a part of his property, it will be necessary for each customer owning property following such sale, to conform to the requirements of Section 3.1.0, New Water Service Piping.

### 3.2.4 Alteration During Paving Program

That part of existing water service piping maintained by the Utility (Rule 3.3.1) shall be replaced by the Utility during paving programs when such piping is found to be deteriorated.

### 3.2.5 Alteration Due To Reconstruction

When, due to reconstruction work on the customer’s property of any variety, it becomes necessary to alter the existing water service piping, the Utility shall survey all of the water service piping serving the customer and determine the extent of alteration work required. Alterations in the service piping will be at the customer's expense. If larger diameter water service piping is required, the customer shall enter into a new service agreement.

# Maintenance Of Water Service Piping

## Section 3.3.0

### 3.3.1 Maintenance By Utility

The following described portions of water service piping to customers receiving Urban and Suburban Retail Service, except customers in West Milwaukee, will be maintained and repaired by the Utility at the Utility's expense:

1. Tap water service piping from the main to, but not including, the outlet joint of the curb stop.

2. Branch water service piping from the water main to the face of the curb, or the edge of the pavement in the absence of a curb, or the exterior face of a hollow walk, whichever is closest to the water main. On branch water service piping, on a main close to or in back of the curb, maintenance shall include the branch valve and valve box up to, but not including, the joint on the building side of the branch valve. When water mains are installed in easements, the Utility will perform maintenance on branch water service piping within the boundaries of the easement. (See Rule 4.1.3 for maintenance of water meters).

3. Responsibility for maintenance of water service piping by the Utility begins on the date the inspection agency files a report with the Utility that any particular installation conforms with specifications and continues until such time as the water service piping is disconnected, abandoned, or otherwise taken out of service.

### 3.3.2 Maintenance By Customer

Those portions of water service piping to customers receiving Urban and Suburban Retail Service not maintained by the Utility shall be maintained by the customer at the customer's expense.

### 3.3.3 Penalty For Failure To Maintain

Refusal or failure of the customer to remedy a defective condition in that portion of the water service piping and/or appurtenances from the points indicated in Rule 3.3.1 at which maintenance by the Utility ceases, within 48 hours after notification by the Utility, shall constitute cause for depriving said premises of water service until full and satisfactory compliance with the notification has been made.

In cases where the customer does not maintain that portion of the water service piping and/or appurtenances for which the customer is responsible and the Utility considers it impractical to deprive the customer of water service, the Utility shall have the necessary maintenance work performed and bill the customer for such work, plus an administrative fee. If the bill is unpaid, it shall be placed on the tax roll at the designated time.

### 3.3.4 Frozen Water Service Piping

Frozen services shall be thawed by and at the entire expense of the Utility, except where the customer has been notified of a need for corrective measures. Corrective measures would be needed when freezing is caused by contributory fault or negligence on the part of the customer, such as reduction of ground cover over the piping, or undue exposure to freezing of the piping in the building or on the customer's property, or failure to comply with Water Service Piping Specifications and requirements as to depth of service, sufficient backfill, or any other factors that would contribute to freezing.

# Chapter 4
# Water Meters

## Water Meters

### Section 4.1.0

### 4.1.1 Definition

A water meter is an instrument installed by the Utility or its agent to measure the volume and/or rate of flow of water at the customer's premises.

### 4.1.2 Meter Settings

The customer shall furnish and install meter settings of the type shown in Water Service Piping Specifications. Settings shall be complete except for meters.

Whenever a meter is to be relocated or replaced by one of a different size or type, the customer shall have the meter setting and/or water service piping altered by a plumber to conform to the Water Service Piping Specifications. (See Rule 1.2.12).

Where standard settings are impractical, special installations may be made with the written approval of the Utility.

### 4.1.3 Meter Maintenance

The Utility or its agent will furnish, test, install, remove, and replace all water meters for all varieties of service to the customer. Customers' submeters will not be furnished or recognized by the Utility. Customers shall not remove meters for any reason without the express approval of the Utility.

All water meters and automated reading devices connected to the Milwaukee Water Works system will be maintained by the Utility without cost to the customer. Meters and automated reading devices damaged by freezing, hot water, water hammer, physical damage, or vandalism shall be repaired by the Utility at the customer's expense.

### 4.1.4 Remote Reading Device

The Utility utilizes current technology to obtain meter readings and will install an automated meter reading (AMR) device at each meter as determined appropriate by the Utility. The Utility will maintain the AMR device at no cost to the customer, which may require access to the meter area in accordance with Rules 1.2.2, 1.2.3 and 1.2.4.

### 4.1.5 Test Of Meter In Service

The Utility or its agent may, on its own initiative, test the accuracy of any water meter in service. There will be no charge for a test so made.

Customers may have water meters tested upon filing a written request with the Utility and agreeing to pay for the test. The charge for a test will be as provided in the Wisconsin Administrative Code Section PSC185.77-.78. There will be no charge for the test if the meter registers outside the tolerance limits of accuracy prescribed.

If the meter fails to meet the accuracy test prescribed, a credit for over-registration or a charge for under-registration shall be entered on the next quarterly bill following the test for the period of inaccuracy, in accordance with the adjustment formula identified in the Wisconsin Administrative Code Section PSC185.35. Such a credit or charge will be made regardless of whether the test was made upon request of the customer or upon initiative of the utility.

### 4.1.6 Meter Accuracy Test Requirements

A meter shall be considered accurate when the registration on the meter dial indicates the quantity of water recorded to be within the tolerance limit prescribed in PSC Chapter 185.65 and at any rate of flow within the limits specified in the following table under "Normal Test Flow Limits." The recorded flow accuracy Minimum Test shall also be in accordance with PSC Chapter 185.65.

| Meter Size (in. | Min. Test Flow (g.p.m.) | Normal Test Flow Limits (g.p.m.) |
|---|---|---|
| | **Positive Displacement Meters** | |
| 5/8 | ¼ | 1-20 |
| ¾ | ½ | 2-30 |
| 1 | ¾ | 3-50 |
| 1 ½ | 1 ½ | 5-100 |
| 2 | 2 | 8-160 |
| | **Compound Meters** | |
| 2 | ½ | 2-160 |
| 3 | 1 | 4-320 |
| 4 | 1 ½ | 6-500 |
| 6 | 3 | 10-1,000 |
| 8 | 4 | 16-1,600 |
| 10 | 8 | 32-2,300 |

| Turbine Meters | | |
|---|---|---|
| 2 | 10 | 16-160 |
| 3 | 15 | 24-350 |
| 4 | 20 | 40-600 |
| 6 | 30 | 80-1,400 |
| 8 | 50 | 144-2,500 |
| 10 | 75 | 224-3,800 |
| 12 | 100 | 320-5,800 |
| 16 | 150 | 400-11,500 |

### 4.1.7 Time Of Meter Test

Meters will be tested during the regular business hours of the Utility. If the customer has not provided the test and bypass connections prescribed in the Water Service Piping Specifications, or expresses unwillingness to permit an interruption in water service during regular business hours for the purpose of testing a meter, the customer shall provide test and bypass connections within six months of receiving a written notice from the Utility.

### 4.1.8 Sizes

The size of water meters shall be determined in accordance with the Size of Water Service Piping found in section 1.3.0 of the Water Service Piping Specifications. If the number of plumbing fixtures and the estimated flow requires a meter of a different size from the one installed, the customer will be required to change the meter setting at the customer's expense, and the Utility will install an appropriately sized meter.

### 4.1.9 Meter Location

The meter shall be installed above the basement or ground floor of the building in accordance with the Water Service Piping Specifications. The meter shall be located near an outside wall of the building. If fixtures or appurtenances for the withdrawal of water are installed in open grounds free from buildings or structures, the meter shall be installed in a well or pit as prescribed in the Water Service Piping Specifications. Unusual circumstances may also require the meter to be installed in a well or pit at the discretion of the Utility.

### 4.1.10 Prohibited Meter Locations

1. Inaccessible or Hazardous Locations - No connection for water meters shall be installed in any location not easily accessible, or in one which is or may be unclean, or in any manner hazardous to employees of the Utility in the discharge of their duties.

2. Under Plumbing Fixtures - Water meter connections shall not be installed below plumbing fixtures; nor shall any water meter connections be installed in any toilet room.

3. Platforms or Show Windows - Water meters shall not be installed below stairways, landings, show windows, or other platforms unless there is a minimum of 84" floor to ceiling clearance and convenient access to the meter.

### 4.1.11 Authority To Remove And Replace Meters

The Utility shall have the authority to remove or replace all water meters or to determine the suitability of a water meter to properly register the usage of water. A penalty in accordance with City Ordinance Section 97-3 will be imposed for tampering with any water measuring device and/or the illegal use of water.

### 4.1.12 Missing Meters

In the event a Utility owned meter is not in place on arrival of Utility personnel or is not made available to the Utility, the customer will be charged with the depreciated value of the Utility owned meter, and this charge, if not paid, shall become a lien upon the property. A penalty as identified in Rule 4.1.11 may also apply.

### 4.1.13 Meters - Terminating Service Agreement

Upon notification to the Utility by the customer that service is to be discontinued on a stated date, the Utility will remove the meter from its setting and take custody of the meter.

# Chapter 5
# Billing And Collection

## Billing And Collection

### Section 5.1.0

### 5.1.1 Reference

Section 5.1.0 refers to all types of water service:
- Urban and Suburban Retail Service - General
- Urban and Suburban Retail Service - Miscellaneous
- Suburban Resale and County Service
- Private Fire Protection Service

### 5.1.2 Water Bills

Each customer receiving water service will be issued a water bill in accordance with a schedule of rates authorized by the Public Service Commission of Wisconsin. In the event water service piping has been extended to serve more than one building or premise, the Utility considers as its customer only that building or premise in which the water meter was originally set by the Utility.

### 5.1.3 Payment Of Water Bills

Water bills will be issued according to a schedule determined by the Utility and shall be due as indicated on the water bill, in accordance with PSC 185.33.

### 5.1.4 Delivery Of Bills

Unless otherwise requested, all water bills and notices relative to water bills will be addressed and mailed or delivered to the customer at the address served.

Upon request of the customer, water bills will be mailed to a requested address. The customer must assume the responsibility of notifying the Utility of any change of address or responsibility for payment. Failure to comply with the provisions of this section or failure to pay when due will constitute cause for the withdrawal of such direct billing service.

Every reasonable care will be exercised in the proper delivery or mailing of water bills. However, failure to receive a water bill will not relieve any customer of the responsibility for the payment of the bill within the prescribed period, nor exempt any customer from any late payment charge imposed for delinquency in the payment thereof.

### 5.1.5 Meter Reading Periods

Water meters will be read as regularly as possible at the intervals herein set forth for the various types of service:

| *Types of Service* | *Reading Intervals* |
|---|---|
| Construction or Special Service | Weekly |
| Large Consumption | Bi-Weekly or Monthly |
| Ordinary Consumption | Quarterly |

When deemed advisable by the Utility, the reading of any meter or meters may be made at more or less frequent intervals.

When access to a property cannot be made at the scheduled reading time, a postage-paid dial card will be left to be marked by the owner or occupant, and a reading so obtained will be used for billing purposes. In the event no reading is obtained, an estimated bill will be issued. For those meters equipped with an AMR device, a dial card will not be left at the premises when a reading is not obtained.

### 5.1.6 Adjustments To Water Bills

A billing adjustment may be made where the amount of water used in any one billing period is obviously excessive, and it is determined that the excessive water use was due to a leak in the customer's building piping which has since been repaired. In this case the customer may request an adjustment of the bill and if it is determined by the Utility that the leak was undetected, the billing may be adjusted as follows:

> The billing will be adjusted for one billing period only. The billing will be based on the average amount of water used during similar periods in the two immediately preceding years. The billing will be computed in the usual manner for the average amount as determined above, and all water used in excess of the average amount will be charged at the lowest step rate.

Water bills will not be adjusted for water wasted by the customer.

### 5.1.7 Service Charge In Effect

The service charge will be in effect for any account when water service is turned on for regular use and will remain in effect until the water has been turned off by the Utility at the curb stop. There will be no proration of the service charge during a billing period.

### 5.1.8 Charge For Water When Accurate Water Consumption Data Is Unavailable

The Utility shall have the right to determine the charge, based on an estimate of water used, in any period where no actual meter registration of the consumption exists; or where the meter registration is inaccurate; or where no meter reading has been obtained due to a meter reader's inability to enter the premises or the failure of the AMR device to respond; or because of the non-receipt of a properly marked dial card.

### 5.1.9 Late Payment Charge

To all water bills, including Private Fire Protection bills, remaining unpaid 20 days after they are issued, there shall be added a late charge of no more than one percent per month on the unpaid balance of the bill. If said water bills remain unpaid for a further period of ten days, the account shall be considered to be delinquent and the water supply may be turned off. Prior to turning off the water supply, a written notice will be issued at least 10 calendar days before such turn off, stating the delinquent amounts, the place of payment, and the action to be taken. When the water supply has been turned off, it will not be turned on until all delinquent amounts and an additional charge, as provided for in §66.071 (1) (d) of the Wisconsin Statutes, for turning water off and on shall have been paid. If payment of said delinquent water bills is made to the Utility representative sent to the premises for the purpose of turning off the water supply before the water supply is turned off, the same additional charge will apply.

### 5.1.10 Combining Metered Consumption

In order to give the customer the economy of volume use under a block rate schedule, metered consumption for billing purposes may be combined only where two or more metered services supply a single premise and where the water through all such services is to be billed to a single customer.

Metered consumption may also be combined for billing purposes where two or more metered services supply contiguous and adjoining premises under single ownership or lease, and where the average quarterly consumption is over 500,000 cubic feet. For purposes of this Rule, "contiguous and adjoining" shall mean within an area bounded by public streets, not considering alleys as public streets.

All metered consumption for an account under the Suburban Resale and County Service Rate having two or more metered services will be combined, including the demand registration for extra capacity charges.

When metered registration is combined for billing purposes and the applicable rate includes a service charge, the full service charge for each meter shall be billed.

# Resale Of Water

## Section 5.2.0

Resale of water by a customer of the Milwaukee Water Works is defined as the furnishing of water service to a third person or persons where the service so furnished is separately charged, in whole or in part, either on the basis of submetering or any other measure of the quantity or value of water used. Resale in this manner must be at rates that are not higher than the currently filed rates of the Milwaukee Water Works for comparable service. All other resale of water, except a water public utility purchasing water for resale, or the Milwaukee Board of Harbor Commissioners that resells water service under §30.38 of the Wisconsin Statutes, is prohibited except as hereinafter provided. Rent inclusion, defined as the furnishing of water service as an incident of tenancy without a specific charge, is not considered resale of water.

### 5.2.1 Limited Exclusions

Customers who owned and operated facilities for furnishing of water service to their tenants or lessee and were engaged in resale at any location prior to September 15, 1964 may continue such resale but only at that location.

Customers who planned to install distribution facilities required for resale may engage in such practice if the building permit was issued prior to September 10, 1964.

Customers who are permitted to engage in resale of water in accordance with these rules shall charge rates which are not higher than currently filed rates of the Milwaukee Water Works for comparable service to the ultimate user; except that where air conditioning is installed, there may be a charge for each ton of non-conservant water-cooled air conditioning, but not greater than the Milwaukee Water Works demand charge applicable to such air conditioning.

### 5.2.2 Requirements

Distribution facilities used for resale shall be subject to the following requirements:

1. They shall be provided by the customer and maintained so that their operation will not violate applicable rules of the Milwaukee Water Works and health regulations of the City and the State of Wisconsin.

2. They shall not be extended to serve additional resale customers without the written consent of the Milwaukee Water Works, and such consent shall be given only where the rendering of service directly by the water utility would be impractical.

3. The customer shall provide the submeters and maintain their accuracy within the limits prescribed by the Public Service Commission of Wisconsin.

4. If the practice of resale at any location is discontinued, the Milwaukee Water Works will not again furnish service for that purpose at that location.

### 5.3.0 Disconnection And Refusal Of Service

Service may be disconnected or refused for any of the following reasons:

1. Failure to pay a delinquent account or failure to comply with the terms of a Deferred Payment Agreement.

2. Violation of the Utility's Rules and Regulations pertaining to the use of service in a manner which interferes with the service of others or to the operation of nonstandard equipment, if the customer has first been notified and provided with reasonable opportunity to remedy the situation.

3. Failure to comply with deposit or guarantee arrangement as provided for in these Rules and Regulations.

4. Diversion of service around the meter.

5. Failure to provide access for meter reading or meter replacement in accordance with Public Service Commission regulations.

### 5.3.1 Disconnection For Delinquent Accounts

A bill for service is delinquent in accordance with Section 5.1.9. The Utility may disconnect service for a delinquent bill by giving the customer at least 10 calendar days prior to disconnection, a written disconnect notice which may be included with the bill for service.

The Utility may disconnect without notice where a dangerous condition exists for as long as the condition exists. Service may be denied to any customer for failure to comply with the applicable requirements of the rules and regulations of the Public Service Commission or of these Rules and Regulations, or if a dangerous or unsafe condition exists on the customer's premises.

The Utility shall notify the appropriate county Department of Health and Social Services at least five calendar days prior to any scheduled disconnection of residential service if the customer or responsible person has made a written request for this procedure. If service to a residential customer which has been disconnected has not been restored within 24 hours after disconnection, the Utility may notify the Local Law Enforcement Department of the billing name and service address and that a threat to health and life might exist to persons occupying the premises.

### 5.3.2 Deferred Payment Agreement

The Utility shall offer Deferred Payment Agreements to residential customers. The deferred Agreement shall provide that service will not be discontinued for the outstanding bill if the customer pays a reasonable amount of the outstanding bill and agrees to pay a reasonable portion of the remaining outstanding balance in installments until the bill is paid. In addition, the current water bills must be paid when due. In determining what amounts are "reasonable," the parties shall consider:

1. Size of the delinquent account.
2. Customer's ability to pay.
3. Customer's payment history.
4. Time that the debt has been outstanding.
5. Reasons why the debt has been outstanding.
6. Any other relevant factors concerning the circumstances of the customer.

In the Deferred Payment Agreement it shall state immediately preceding the space provided for the customer's signature and in bold face print at least two sizes larger than any other used thereon, the following:

> If you are not satisfied with this agreement, do not sign. If you do sign this agreement you give up your right to dispute the amount due under the agreement except for the Utility's failure or refusal to follow the terms of this agreement.

A deferred Payment Agreement shall not include a finance charge other than that identified in Section 5.1.9.

If an applicant for service has not fulfilled the terms of a Deferred Payment Agreement, the Utility shall have the right to disconnect service or refuse service in accordance with these Rules and under such circumstances, it shall not be required to offer subsequent negotiation of a Deferred Payment Agreement prior to disconnection.

Any payments made by the customer shall first be considered made in payment of the previous account balance with any remainder credited to the current bill.

### 5.3.3 Dispute Procedures

Whenever the customer advises the Utility's designated office prior to the disconnection of service that all or part of any billing as rendered is in dispute, or that any matter related to the disconnection is in dispute, the Utility shall investigate the dispute promptly and completely, advise the customer of the results of the investigation, attempt to resolve the dispute, and provide the opportunity for the customer to enter into a Deferred Payment Agreement when applicable in order to settle the dispute.

After the customer has pursued the available remedies with the Utility, the customer may request that the Public Service Commission's staff informally review the disputed issue and recommend terms of settlement.

Any party to the dispute after informal review may make a written request for a formal review by the Commission. If the Commission decides to conduct a formal hearing on the dispute, the customer must pay 50 percent of the bill in dispute or post a bond for that amount on or before the hearing date. Failure to pay the amount or post the bond will constitute a waiver of the right to a hearing. Service shall not be disconnected because of any disputed matter while the disputed matter is being pursued under the dispute procedure. In no way does this relieve the customer from the obligation of paying charges that are not disputed.

### 5.4.0 Agents

The Milwaukee Water Works does not authorize anyone to act as its agent in the collection of water service bills. Person or persons acting as agents in the payment of water bills are acting as agents of the customer. Customers' agents should remit payments promptly to the utility.

No water service bill is deemed to have been paid until the remittance is actually received by the Utility. Failure to remit to the Utility on or before the due date will subject the individual accounts to the same penalties indicated in Section 5.1.9.

# Chapter 6
# Water Mains

## Water Mains

### Section 6.1.0

### 6.1.1 Request For Water Mains

Written applications from potential customers for the installation of water mains will be accepted. If granted, the installation of the water main applied for will be in accordance with the then current policy. The Utility may also install water mains on its own initiative as deemed advisable.

### 6.1.2 Assessment

Water mains completed in the City of Milwaukee will be assessed at the urban assessment rate in accordance with the then current policy. Assessments are made for only one main in any street to which water service piping can be connected.

### 6.1.3 Connection Charge – Urban

Water mains in the City of Milwaukee completed in years previous to the assessment year and on which assessments have not been paid are subject to a connection charge before a service agreement will be entered into with an urban customer. The connection charge is to be computed for the entire frontage at the urban assessment rate in effect at the time of application for water service.

### 6.1.4 Connection Charge - Suburban

Water mains in the suburban retail service areas are subject to a connection charge before a service agreement will be entered into with a suburban customer. The connection charge is to be computed for the entire frontage at the suburban assessment rate in effect at the time of application for water service.

### 6.1.5 Connection Charges - Multiple Mains

The connection charge for the first water service connection will be computed for the entire frontage of the customer's property. Additional water service piping connections can be made in the same street to the same main without paying additional connection charges. Additional water service piping connections can be made to mains in adjacent streets after payment of a connection charge computed on the same basis as assessments but at the current rate.

### 6.1.6 Maintenance By Utility

Water mains in the Urban and Suburban Retail Service Districts (except West Milwaukee) will be maintained by the Utility.

## Restoration Of Surface -- Public Right-Of-Way

**Section 6.2.0**

### 6.2.1 Maintenance By Utility - In The Urban And Suburban Retail Service Area

Maintenance work performed by the Utility in the public right-of-way includes the restoration of surfaces (including paving, walks, lawn, or other variety of surfaces) damaged by the failure or repair of Utility structures. Temporary road repairs will be performed and maintained by the Utility until such time that a permanent repair is made. Pavement and walk repairs in the public right-of-way are to be made by the Public Works Department of the respective communities and billed to the Milwaukee Water Works. Salting, sanding, and the removal of ice formed from water which escaped from a Utility structure is to be performed by the Public Works Department of the respective communities and billed to the Milwaukee Water Works. All other surface restoration work in the public right-of-way is to be performed by the Utility.