

City of Madison

Madison Water Utility

**Rules and Regulations
Governing Water Service**

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MADISON WATER UTILITY

RULES AND REGULATIONS

GOVERNING

WATER SERVICE

In its operations, the Madison Water Utility is required to follow the applicable portions of the Wisconsin Statutes, the Wisconsin Administrative Code, and the Madison General Ordinances. To the extent that any of these Rules and Regulations are inconsistent with those standards, the more restrictive requirement applies.

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

Madison Water Utility Board

Madison Code of Ordinances

Resolutions of the Madison Common Council

Public Service Commission of Wisconsin

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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) Building

A building is any structure built for the support, shelter, or enclosure of persons, animals, chattels, or movable property of any kind, and which is permanently affixed to the land.

(2) Building Piping

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 (WI Admin Code, Dept. of Commerce, Comm 81.01(28)). Applicable codes of the National Fire Protection Agency are to be referred to for building piping to be used for fire protection purposes.

(3) City

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

(4) Common Council

The Common Council of the City of Madison.

(5) Cross Connection

Cross connection is a connection or potential connection between any part of a water supply system, and another environment containing any substance in a manner that, under any circumstances, would allow the substance to enter the water supply system. (See also WI. Admin Code NR 811.06)

(6) Customer

The term *Customer* as used herein is generic and includes the property owner, the property owner's agent, the plumber, 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, wholesale customers, and public authorities.

The customer receives water service directly from the Madison Water Utility and is the party billed for payment of bills issued for use of utility service at a given premises. This definition is intended to create billing and payment responsibilities.

(7) Deferred Payment Agreement (DPA)

DPA is an arrangement between Madison Water Utility and a customer for payment of a delinquent amount or deposit in installments. (See also WI Admin Code PSC 185.39)

(8) Disconnection

Disconnection is an event or action taken by Madison Water Utility to terminate or discontinue the provision of service, but does not include customer requested termination of service. (See also WI Admin Code PSC 185.37).

(9) Foreign Supply

A foreign supply is water service furnished from a source other than from the Madison Water Utility.

(10) General Manager

The General Manager of the Madison Water Utility or a duly authorized representative.

(11) General Office

The Office of the General Manager and the main office of the Madison Water Utility.

(12) Inspection – Water Service Piping and Meter Pits

Water service piping shall be approved by the Utility. In the City of Madison and wholesale areas, inspection service is performed by the Utility. (See also WI Stat. 196.171 and Madison General Ordinances Chapter 13).

(13) Interconnected Meter Setting

An interconnected meter setting is a meter setting having two or more meters in parallel. Interconnected meters installed before (the accepted date of this document) shall be allowed until any piping changes are made to the water meter setting. At that time the interconnection shall be changed to a single meter.

(14) Madison Water Utility (MWU)

The Madison Water Utility is a public water utility owned and operated by the City of Madison.

(15) 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.

(16) Public Water Main

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

(17) Public Service Commission of Wisconsin (PSC)

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.

(18) 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.

(19) Schedules – Water Rates – Charges and Prices

The charge for fire protection service and general service rates, charges, fees and prices are 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.

(20) Utility

The term *Utility* as used herein is the Madison Water Utility.

(21) 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.

(22) 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.

(23) Water Piping Standard Specifications

Water Piping Standard Specifications refers to sections VII and VIII of the City of Madison's Standard Specifications for Public Works Construction. These sections provide a detailed description of materials, method of installation, sizes, and general terms applying to the installation, repair, and alteration of water mains and service piping.

(24) 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:

General Service – Metered, Unmetered, and Non-standard	2.1.0
Fire Protection Service – Public and Private	2.2.0
Wholesale Water Service	2.3.0
Miscellaneous Service	2.4.0

(25) Water Service Agreement

A water service agreement is an agreement between the customer and Utility created by the acceptance by the Utility of both the *Application for Water Service Connection* and the *Application for Water Meter* from a customer or a prospective customer. The water service agreement is not a plumbing permit.

(26) Water Service Piping

Water service piping is the piping installed from the water main up to the connection to the building piping, and is sometimes referred to as a service

lateral. 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 small service piping or large service piping.

Small 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 couplings or flanges, a strainer when required, and meter inlet and outlet valves. Small service piping also includes, when required, bypass piping around the meter.

Large service piping is three (3") inches in diameter and larger at the point of connection to the water main, and contains either a tapping sleeve and gate valve or a tee fitting and a gate valve, a valve box, ductile iron pipe and special castings.. Large service piping may be for general water service or private fire protection service and may have a single or interconnected meter setting. Large service piping also includes inlet and outlet valves for a meter, a meter, meter flanges, a strainer, check valve, test discharge piping complete with valve and drain cock run through exterior wall, bypass piping around the meter and a valve in the bypass pipe.

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 (24)). The interpretation of these Rules and Regulations shall be vested in the Madison Water Utility.

1.2.2 Access to Premises

The General Manager of the Water Utility and persons under the General Manager's direction shall have free access at all reasonable hours to any premises supplied with City water for the purpose of inspecting and examining the water service appliances. No person, firm, corporation or other entity shall prevent, delay or interfere with a City employee while he or she is engaged in the performance of these duties.

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 1.2.11, a fine in accordance with City Ordinance 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.

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 Madison 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, curb stop box, valve box, meter and strainer 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.

No person shall establish an interconnection whereby potable water from a private, auxiliary, or emergency water supply other than the public water supply of the City may enter the supply or distribution system of said municipality, unless such private, auxiliary, or emergency water supply and the method of connection and use of such supply have been approved by the Utility and the Department of Natural Resources.

Where an approved cross connection exists, a mechanical device that automatically prevents backflow from a contaminated source into a potable water supply system must be installed. These cross connection control devices must be registered with the Department of Safety & Professional Services no later than

7 days after installation. Notification is required by the department upon permanent removal or replacement of any cross control device.

1.2.10 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. Any person in violation of this rule shall be subject to a fine in accordance with City Ordinance, and each day of violation shall constitute a separate violation.

1.2.11 Disconnection and/or Citations

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 (see Rule 5.3.2).
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 the 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 maintenance in accordance with the Public Service Commission regulations.
6. Unauthorized connection to any water main or water service lateral.

Any customer who violates these or any of the Rules and Regulations shall, following a 10-day written notice mailed to the property owner and tenant by first class mail or personally served 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.

The Utility may disconnect service without prior notice where a dangerous condition exists for as long as the condition exists. Upon disconnection, the utility shall provide a written explanation of the dangerous condition. Service may be discontinued with a written 24-hour notice for nonpayment of a bill covering surreptitious use of water.

1.2.12 Plumber Required

The application for water service and the application for a water meter 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 (15).

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 Valve & Curb Stop Rod Keys

A customer or their plumber may obtain a rod key from the Utility for the purpose of turning on or off the customer's water service as described in Rule 2.1.4. Curb stops and large service valves shall be operated only by the Utility, a plumber, or Utility authorized persons. Homeowners may obtain a rod key after the curb stop has been located and checked by the Utility. Water main valves may only be operated by the Utility. A rod key may be obtained only after a deposit has been collected, and this deposit shall be refunded upon return of the Utility's equipment. Damaged or lost equipment shall be repaired or replaced at the customer's expense.

1.2.15 Tapping Work

For small service piping, tapping work must be performed by a plumber and inspected by the Utility. Tapping work done for large service piping may only be performed by the Utility. 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.

1.2.16 Notification For Inspection

Prior to performing Utility approved tapping work, the plumbing contractor or their agent must notify the Utility that water service piping will be installed and that an inspection will be required. The notification shall specify the job location, the contractor or plumber's information, and the size of the tap. When the contractor is beginning to perform the work they must contact the Utility so that an inspector may be sent to the job location for inspection.

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
4. Water Piping Standard Specifications

1.3.3 Initiation of Service Agreement

Applications for water service and water meters are to be submitted on the standard *Application for Water Meter Service Connection* and *Application for Water Meter* forms furnished by the Utility. Upon receipt and acceptance of both applications, 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 large service 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 is to be used (Rule 3.2.1), the charge will be adjusted accordingly.

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 4.1.14.

Rental Dwelling Units

Section 1.4.0

1.4.1 Applicability

Under Wis. Stat. § 66.0809(5), special procedures exist for billing and collections arising from water service to rental dwelling units. This Section is intended to incorporate these special rules. To the extent that the statutory rules change in any way, the statutes control.

1.4.2 Required Notification

In order for these special rules to apply, the owner of a rental dwelling unit must do the following:

1. Notify the Utility, in writing, of the name and address of the owner.
2. Notify the Utility, in writing, of the name and address of the tenant who is responsible for payment of the utility charges.
3. If requested by the Utility, the owner must provide the Utility with a copy of the rental or lease agreement in which the tenant assumes responsibility for the payment of utility charges.

1.4.3 Billing to Tenant

If the requirements of 1.4.2 are met, the Utility shall send water bills to a customer who is a tenant in the tenant's own name.

1.4.4 Notice to Owner

The Utility shall mail notice of the past-due charges on the owner of the rental dwelling unit within 14 days of the date on which the tenant's charges became past due. If the owner consents to receiving notice electronically, notice shall be provided in that format.

1.4.5 Vacation by Tenant

If a customer who is a tenant vacates his or her rental dwelling unit, and the owner of the rental dwelling unit provides the Utility, no later than 21 days after the date on which the tenant vacates the rental dwelling unit, with a written notice that contains a forwarding address for the tenant and the date that the tenant vacated the rental dwelling unit, the Utility shall continue to send past-due notices to the customer at his or her forwarding address until the past-due charges are paid or until statutory notice has been provided to the owner or

occupant under Wis. Stat. § 66.0809(3)(a) or the past-due charges have been certified to the City's Finance Director.

Chapter 2

Water Service

General Service – Metered, Unmetered, and Non-standard

Section 2.1.0

2.1.1 Basis of Use

Water Service to any customer will be on a metered basis only, except as specified in Rule 2.1.8.

2.1.2 Installation 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 Turning On or Off of Water Service

Water service will be turned off or turned on at the request of the owner. A reconnection charge shall be made for reconnection of service.

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. With authorization from the Utility, a plumber or their 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 their work, subject to the following restrictions:

1. The applications for water service must be approved before the service is turned on.
2. The curb stop needs to be located and checked by the Utility.
3. They shall not turn on any water service which has previously been turned off by the Utility, except when required to do so for testing their work.

2.1.5 Tampering With Mains and Property

No person shall modify, tamper with, or interfere with, or make any connection to any Madison Water Utility pipe, service, or owned facility or any other appurtenance without the authorization of the Utility. No person shall turn any water service on or off without the authorization of the Utility. Any person in violation of this rule shall be subject to a fine in accordance with City Ordinance, and each day of violation shall constitute a separate violation.

2.1.6 Repairs to Mains

The Utility reserves the right to shut off the water supply in the mains temporarily to make repairs, alterations, or additions to the plant or system. When the circumstances will permit, the Utility will give notification of the discontinuance of the water supply. No credit will be allowed to customers for such temporary suspension of the water supply.

2.1.6 Multi-unit Dwelling

The owner of a multi-unit dwelling has the option of being served by individual metered water service to each unit. The owner, by selecting this option, is required to provide interior space where all meter sets will be connected by a manifold where the main service line enters the building. The manifold must have plumbing and meter settings to enable individual metered service to each unit and individual disconnection without affecting service to other units. Each meter and meter connection will be treated as a separate Utility account for the purpose of these Rules and Regulations.

No division of the water service to any lot or parcel of land shall be made to an adjoining lot or parcel of land. Except for duplexes, no division of a water service shall be made at the curb for separate supplies for two or more separate premises having frontage on any street or public service strip, whether owned by the same or different parties. Duplexes may be supplied by one service provided that individual metered service and disconnection is provided and it is permitted by City ordinance.

Buildings used in the same business, located on the same parcel, and supplied by a single service may have the customer's water supply piping installed to a central point so that volume can be metered in one place.

The Utility may withhold approval of any application where full information of the purpose of such supply is not clearly indicated and set forth by the applicant property owner.

2.1.7 Unmetered General Water Service

Service may be supplied temporarily on an unmetered basis where the Utility cannot immediately install a water meter, including water used for construction (see Rule 2.4.3). Application for water service is required to be filed and accepted before unmetered construction water is used. This only applies to customers with a 1-inch or smaller service connection. For customers with a larger service connection, the Utility shall install a temporary meter. Unmetered service shall be billed the amount determined by the PSC.

2.1.8 Non-Standard Meter Service

The Utility installs wireless advanced meters as standard equipment for all customers. Customers who are provided service and choose not to have a standard wireless advanced meter installed on their premises may decide to be provided by non-standard meter service. They may either elect to pay a one-time charge to have an electronic read transmitter installed on the outside of the building or they may elect to pay a monthly charge to not have an electronic read transmitter anywhere on their property. If an electronic meter read transmitter is installed and the customer requests to have it removed, the requester shall pay a one-time charge for the removal.

The Utility may not charge a customer who chooses to convert from a non-standard meter to a standard meter. The customer remains responsible for any unpaid non-standard meter charges incurred prior to the conversion.

Fire Protection Service – Public and Private

Section 2.2.0

2.2.1 Public Fire Protection Service

Public fire protection service includes the use of hydrants for fire protection service only, and such quantities of water as may be demanded for the purpose of extinguishing fires within the service area. This service shall also include water used for testing equipment and training personnel.

Non-general Service customers who own property that is located both within the municipal limits and in an area where the utility has an obligation to provide water for public fire protection will be billed consistent with the most current rate case as approved by the PSC.

Fire hydrants, large service valves, and hydrant leads 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, large service valves, and hydrant leads 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.

2.2.2 Private Fire Protection Service

This service shall consist of permanent or continuous unmetered connections to the main for the purpose of supplying water to private fire protection systems such as automatic sprinkler systems, standpipes, and private hydrants. This service shall also include reasonable quantities of water used for testing check valves and other backflow prevention devices.

2.2.3 Application

Application for a water service agreement shall be accepted only after the appropriate plans of the fire protection system have been reviewed and approved by the Utility.

2.2.4 Installation

The customer shall furnish and install water service piping for private fire protection systems in accordance with the Water Piping Standard Specifications and chapter SPS382 of the Wisconsin Administrative Code.

2.2.5 Inspection

Inspection of sprinkler systems will be done by the municipal fire department. Sprinkler systems will also be inspected by the Utility to ensure backflow prevention from cross connections. All fire protection service piping inspections will be done by the Utility.

2.2.6 Maintenance

The granting of Private Fire Protection Service by the Utility is conditional upon the customer maintaining the system from the point described in Rule 3.3.1 in its entirety free from leakage or improper usage.

2.2.7 Cross Connections

Cross connections of a private fire protection system to a foreign water supply or a sewer are prohibited. Private fire protection systems require testable cross connection control devices due to their piping material not being approved for use in the distribution of drinking water. These cross connection control devices shall be tested by the Utility at the time of installation, immediately after they have been repaired or altered, and subsequently on an annual basis.

Prior to March 1, 1994 cross connection control was done by the use of a single check valve. If such systems are found on inspection they are considered not to be in violation. Any revisions in the plumbing or modifications in the piping after March 1, 1994 and new installations after March 1, 1994 you will be required to upgrade to the current code.

Wholesale Water Service

Section 2.3.0

2.3.1 Reference

Wholesale service refers to water service to the municipalities of Blooming Grove, Burke, Fitchburg, Maple Bluff, Shorewood Hills, , and to other water utilities, 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 Wholesale and County Service are subject to approval by the Common Council.

Miscellaneous Water Service

Section 2.4.0

2.4.1 Basis of Use

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

Special private uses include such items as temporary water service for construction and other short term purposes, seasonal service, and bulk water sales.

2.4.2 Public Water Uses (Sprinkling and Flushing)

Municipalities must enter into service agreements for public use of water.

Water used by the City of Madison for flushing sewers, street washing, flooding skating rinks, drinking fountains with hose bibs, park shelter restrooms, irrigation, splash pads, parking garages, etc., shall be metered and billed according to the rates for nonresidential customers.

Where it is impossible to meter the service, the utility shall estimate the volume of water used based on the pressure, size of opening, and the period of time the water is used. The estimated quantity shall be billed at the volumetric rates for nonresidential customers.

2.4.3 Temporary Service for Purposes of Construction and Other Short Term Uses

When water is requested for construction purposes or for filling tanks or other such uses, an application shall be made to the water utility giving a statement of the amount of construction work to be done or the size of the tank to be filled, etc. Payment for the water for construction may be required in advance at the scheduled rates. The service lateral must be installed into the building before water can be used. No connection with the service lateral at the curb shall be made without special permission from the Utility. In no case will any employee of the Utility turn on water for construction work unless the contractor has obtained permission from the Utility.

Customers shall not allow contractors, masons, or other persons to take unmetered water from their premises without permission from the Utility. Any customer failing to comply with this provision may have water service

discontinued and will be responsible for the cost of the estimated volume of water used.

In cases where no other supply is available, permission may be granted by the Utility to use a hydrant. No hydrant shall be used until the proper meter and valve are installed. In no case shall any valve be installed or moved except by an employee of the Utility. Before a valve is set, a deposit and payment must be made for its setting and for the water to be used at the scheduled rates. Upon completing the use of the hydrant, the customer must notify the Utility. The deposit will be refunded on the termination of the use of water and the return of the Utility's equipment.

2.4.4 Cross Connections to Fire Hydrants (Public or Private)

No person shall establish a cross connection or attempt to establish any connection to a fire hydrant unless the connection is made at a fire hydrant equipped with a cross connection control device. Any person in violation of this rule shall be subject to a fine in accordance with City Ordinance. Each time a fire hydrant is opened and a cross connection is established or attempted shall constitute a separate violation, and each day any single violation continues shall be considered a separate violation.

2.4.5 Seasonal Service

Seasonal customers are general service customers who voluntarily request disconnection of water service and who resume service at the same location 12 months of the disconnection, unless service has been provided to another customer at that location in the intervening period. The Utility shall bill seasonal customers the applicable service charges year-round, including the period of temporary disconnection. Upon reconnection, the utility shall apply a charge and require a payment of any unpaid charges.

2.4.6 Bulk Water

Bulk water sales include water supplied by tank trucks or from hydrants for the purpose of extinguishing fires outside the utility's service area, as well as for the purposes of irrigation and filling swimming pools. It also includes water supplied from hydrants or other temporary connections for general service type applications. Water supplied for construction purposes is not included in bulk water sales.

All bulk water supplied from the water system through hydrants or other connections shall be metered or estimated by the utility. Utility personnel or a party approved by the Utility shall supervise the delivery of water. The Utility may require reasonable deposits for the temporary use of its equipment for the purpose of acquiring bulk water. The deposit(s) collected shall be refunded upon

return of the Utility's equipment. Damaged or lost equipment shall be repaired or replaced at the customer's expense.

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.

A customer's lateral shall be directly connected to Utility-owned facilities, and there shall be no other customer connection downstream from the Utility's shut-off valve. This does not apply to multi-occupancy premises, such as apartments, condominiums, and shopping centers.

3.1.2 Installation

New water service piping shall meet the requirements of both the Water Piping Standard Specifications and chapter SPS382 of the Wisconsin Administrative Code. No permit will be issued by the Madison Water Utility 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 city water main has been designated by the Madison Water Utility as a distribution main which can be tapped.

No water service lateral shall be laid through any trench having any material which may cause injury or disintegration of the service lateral unless adequate means of protection are provided by sand filling or such other insulation as may be approved by the Utility. Service laterals passing through curb or retaining walls shall be adequately safeguarded by provision of a channel space or pipe casing not less than twice the diameter of the service connection. The space between the service lateral and the channel or pipe casing shall be filled and lightly caulked with a resilient material and made impervious to moisture.

In backfilling the pipe trench, the service lateral must be protected against injury by carefully hand tamping the ground filling around the pipe. There should be at least 6 feet of cover below finished grade, and stones 3-inches in diameter or larger are not allowed within 18-inches of the pipe.

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. If the existing service lateral is not of the required size, it may be increased or decreased one size at the lot line.

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, or replacement 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 their property, it will be necessary for each customer owning property following such sale, to conform to the requirements of Section 3.1.0.

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 customer shall be responsible for the alterations. Alterations in the service piping will be at the customer's expense.

Maintenance of Water Service Piping

Section 3.3.0

3.3.1 Maintenance by the Utility

The following described portions of water service piping to customers receiving general water service will be maintained and repaired by the Utility at the Utility's expense:

1. Small service piping from the main to, but not including, the outlet joint of the curb stop.
2. Large 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 large service piping, on a main close to or in back of the curb, maintenance shall include the large service valve and valve box up to, but not including the joint on the building side of the large service valve. When water mains are installed in easements, the Utility will perform maintenance on large service piping within the boundaries of the easement.
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 to 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

The portions of water service piping to customers receiving general water 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 shall constitute cause for depriving said premises of water service, as specified in Rule 1.2.11, until full and satisfactory compliance with the notification has been made.

3.3.4 Frozen Water Service Piping

Thawing of a customer's lateral shall be at the Utility's expense if it is the first thaw for the customer at the location and the customer's portion of lateral is electrically conductive. After the customer's first lateral thawing at the location, thawing shall be at the customer's expense. Thawing will also be at the customer's expense if their portion of the lateral is not electrically conductive.

The Utility will cover the expense if the freeze-up is a direct result of a Utility disconnect and the disconnection occurs during a time when conditions are such that freeze-up could reasonably be expected to occur. If the Utility disconnects due to a dangerous condition and the customer's lateral freezes, the thawing will be done at the customer's expense.

Lateral thawing will also be at the customer's expense if the freezing is caused by contributory fault or negligence on the part of the customer. The Utility will provide customers with seasonal notice of corrective actions that can be taken for a known condition. Corrective measures would be needed in cases such as reduction of ground cover over the piping, undue exposure to freezing of the piping in the building or on the customer's property, or failure to comply with the Water Service Piping Specifications and requirements as to depth of service, sufficient backfill, or any other factors that would contribute to freezing.

3.3.5 Water Pressure Reducing Valves

The Utility will test the pressure at the service.

- If the pressure at the meter is between 110 psig and 125 psig, the Utility will reimburse the owner one-half (1/2) of their cost to have the pressure reducing valve installed.
- If the pressure at the meter exceeds 125 psig, the Utility pays the full cost for installation and maintenance of the pressure-reducing valve.

The property owner is responsible for hiring a contractor or qualified individual to complete the work necessary to conform with these Rules and Regulations. Additional information pertaining to pressure reducing valves is found in SPS 382.40(7) and PSC 185.82.

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 Remote Reading Device

The Utility utilizes current technology to obtain meter readings and will install an Advanced Metering Infrastructure (AMI) device at each meter as determined appropriate by the Utility. The Utility will maintain the AMI 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, 1.2.4 and 1.2.5.

4.1.3 Sizes

The size of water meters shall be determined in accordance with the size of the water service piping and the recommended guidelines from the meter manufacturer. 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 their own expense, and the Utility will install an appropriately sized meter.

4.1.4 Installation of Meters

1. Meters will be owned, furnished, and installed by the Utility or its agent and are not to be disconnected or tampered with by the customer. All meters shall be located such that they shall be protected from obstructions and permit ready access for reading, inspection, and servicing. Customer owned submeters will not be furnished or recognized by the utility. Customers shall not remove Utility-owned meters for any reason without the express approval of the Utility.
2. Applications for new services and meters must be submitted and approved prior to construction of the new service and the installation of a new meter as part of the Water Service Agreement

- a. New service connection application - Applications must be submitted and approved before construction begins. The application will be valid for a period of two years from the final approval at which point the application will expire and no refund will be given.
- b. New water meter application – The application for a new meter must be submitted and approved in order for the new property to receive service. Applicants are required to set up an appointment with the Utility for the installation of the new meter set when water supplied fixtures are being set, or before any water is to be used for irrigation purposes.

All applications require a minimum of 10 business days to process from the initial receipt the application by the Utility.

If the application expires before service and meter installations are completed, a new application must be submitted and all associated fees paid prior to the approval and commencement of construction.

Applicants who violate these Rules and Regulation are subject to citations in accordance with Madison General Ordinances.

4.1.5 Meter Settings

The customer shall furnish and install meter settings of the type shown in the Water Piping Standard 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 Piping Standard Specifications and chapter SPS382 of the Wisconsin Administrative Code.

Whenever the meter setting is relocated within a structure, a new application for a water meter is required to be completed in accordance with Rule 4.1.4 and all associated fees must be paid.

Meter installations and removals are only to be made by Utility personnel. Customers or any other parties may not perform these functions without express consent of the Utility.

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

4.1.6 Meter Location

The meter shall be installed above the basement or ground floor of the building in accordance with the Water Piping Standard 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 an enclosure as prescribed in the Water Piping Standard Specifications. Unusual circumstances may also require the meter to be installed in an enclosure at the discretion of the Utility.

In order to access the meter, a 36" area to the front and sides of the meter must be clear of any debris or mechanicals. If access to the meter must be cut in (i.e. through drywall, paneling, etc.), the property owner or their designee must create a minimum opening of 24" X 24" relative to the center of the meter. Removal of debris and repairs to the created access opening are the responsibility of the property owner. If a hard wired or wireless remote device is attached to the meter, the signal to the meter and from the meter must be attainable. Transmission of the signal must not be blocked, altered, or tampered with.

If an exception to these requirements is necessary, a request may be made to the Madison Water Utility General Manager or their appointed designee. An exception may be granted if adequate access to the meter is still possible and/or if the signal to and from the meter may be attained by another method. Any person in violation of this rule shall be subject to a fine in accordance with City Ordinance, and each day of violation shall constitute a separate violation.

4.1.7 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 – Water meters shall not be installed below stairways, landings, or other platforms unless there is the required overhead clearance and convenient access to the meter in accordance with the standard meter specifications found in the Water Piping Standard Specifications.

4.1.8 Meter Maintenance

The Utility or its agent will test, remove, and replace all water meters for all varieties of service to the customer. All water meters and automated reading devices connected to the Madison Water Utility 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.

4.1.9 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. The Utility will promptly make an accuracy test without charge of any metering installation upon request of the customer if 24 months or more have elapsed since the last customer requested test of the meter in the same location. If less than 24 months have elapsed, an amount equal to one-half the estimated cost of the meter test will be advanced to the Utility by the customer. The amount will be refunded if the test shows the meter to be over- or under-registering by more than 2%. A report giving the results of the test will be made to the customer and a complete original test record will be kept on file in the office of the Utility. Upon request, the test will be made in the presence of the customer during normal business hours. (Per PSC 185.77)

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 PSC 185.35. 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.

4.1.10 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	1/4	1-20

3/4	1/2	2-30
1	3/4	3-50
1 1/2	1 1/2	5-100
2	2	8-160
Compound Meters		
2	1/2	2-160
3	1	4-320
4	1 1/2	6-500
6	3	10-1,000
8	4	16-1,600
10	8	32-2,300
12	14	32-3,100
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

4.1.11 Time of Meter Test

Meters will be tested during the regular business hours of the Utility. For large Commercial services with meters 1.5" and larger; if the customer has not provided the test and bypass connections prescribed in the Water Piping Standard Specifications, or expresses unwillingness to permit an interruption in water service during regular business hours for the purpose of a testing a meter, the customer shall provide test and bypass connections within 30 days of receiving a written notice from the Utility.

4.1.12 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 will be imposed for tampering with any water measuring device and/or the illegal use of water.

4.1.13 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 value of the Utility owned meter, and this charge, if not repaid, shall

become a lien on the property as described in Rule 1.2.13. A penalty as identified in Rule 4.1.12 may also apply.

4.1.14 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.

4.1.15 Meters – Opt Out

Pursuant to the City and PSC approved Madison Water Utility Opt-Out Policy, customers may choose to opt out of the Utility's AMI program and instead have their meter manually read on a quarterly basis.

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:

General Service – Metered, Unmetered, on-standard, and bulk water

Fire Protection Service – Public and Private

Wholesale Water Service

Miscellaneous 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

Bills for water service are rendered monthly and become due and payable upon issuance following the period for which service is rendered. 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 and Billing Periods

Madison Water Utility has upgraded customer water meters to a wireless technology (AMI) network that reads and transmits water consumption on a daily basis. This smart metering system eliminates the need for a water meter reader to physically visit a customer's premises.

For all types of service, customers will be billed on a monthly basis based on the consumption data from the reading cycle. When deemed advisable by the Utility, the billing of an account may be made at less frequent intervals.

The Utility may not be able to obtain a monthly meter reading for customers receiving non-standard meter service that requires manual reading (see Rule 2.1.8). In this situation an estimation of usage may be used for the purpose of billing as described in Rule 5.1.7, and it is typical for the Utility to manually read the customer's meter every third month.

5.1.6 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 at the curb stop and the meter is recovered by the Utility.

5.1.7 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, 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 AMI device to respond.

5.1.8 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 compounding late charge of one percent per month on the unpaid balance of the bill. The Utility customer

may be given a written notice that the bill is overdue no sooner than 20 days after the bill is issued. If this late payment charge remains unpaid, it shall be a lien on the property as described in Rule 1.2.13.

The Utility retains the right to disconnect service if a payment or satisfactory arrangement for payment is not made within 10 days after the bill is overdue.

5.1.9 Combining Metered Consumption

For residential customers, volumetric readings from all meters on a single service lateral shall be combined for billing. For nonresidential customers, volumetric readings may be combined for billing if the Utility for its own convenience places more than one meter on a single water service lateral. This requirement does not preclude the Utility from combining readings where metering configurations support such an approach. Volumetric readings from individually metered separate service laterals may not be combined for billing purposes.

Resale of Water

Section 5.2.0

Resale of water by a customer of the Madison Water Utility 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 Madison Water Utility for comparable service. All other resale of water, except a municipality purchasing water for resale 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 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 Madison Water Utility 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 Madison Water Utility, 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 (see Rule 4.1.10).
4. If the practice of resale at any location is discontinued, the Madison Water Utility will not again furnish service for that purpose at that location.

Disconnection and Refusal of Service

Section 5.3.0

Service may be disconnected or refused for any of the reasons specified in Rule 1.2.11.

5.3.1 Disconnection for Delinquent Accounts

A bill for service is delinquent in accordance with Section 5.1.8. 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 Dane County Department of Human 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 of 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.

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.

Agents

Section 5.4.0

The Madison Water Utility 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 5.1.8.

Chapter 6 Water Mains

Water Mains

Section 6.1.0

6.1.1 Request for Water Mains

Written applications for extension of a water main shall be made to the General Manager of the Utility by the owner of the property to be benefited, or their authorized agent. The application shall state the location of the premises to be served by its officially recorded description. 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 Madison will be assessed at a 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

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

6.1.4 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 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 municipalities receiving General Water Service 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 General 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 City's current designated contractor and billed to the Utility. Salting, sanding, and the removal of ice formed from water which escaped from a Utility structure will be performed by the Utility. All other surface restoration work in the public right-of-way is to be performed by the Utility.