



GreenvilleWater

Greenville, South Carolina

RULES AND REGULATIONS
GOVERNING WATER SERVICE
including
WATER MAIN EXTENSION POLICIES
and
SCHEDULES OF RATES AND CHARGES

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Greenville Water System
operated by the
Commissioners of Public Works of the
City of Greenville, South Carolina

WATER SERVICE RULES AND REGULATIONS
AND
WATER MAIN EXTENSION POLICIES

ARTICLE 1. GENERAL PROVISIONS

1.10 Authorization

Pursuant to the authority granted to the Commissioners of Public Works of the City of Greenville, South Carolina under the Statutes of the State of South Carolina and the Code of the City of Greenville, South Carolina, the following Rules and Regulations governing water service and Water Main Extension Policies are reaffirmed and/or adopted by the Commissioners of Public Works on May 11, 1987, and are effective on that date, except as otherwise noted herein.

1.20 Applicability

As a condition of service, these Rules and Regulations, or as the same may be revised or amended from time to time, are a part of all contracts for receiving water and/or private fire protection service from the Commissioners of Public Works of the City of Greenville, South Carolina (Greenville Water System) and are applicable to all customers receiving such service from the Commission whether the service is rendered within or outside of the City Of Greenville and whether the service is based upon contract, agreement, signed application or otherwise.

1.30 Definitions

The following words and terms, when used in these Water System Rules and Regulations and Extension Policies shall have the meaning indicated below:

"Agreement", shall mean any agreement or contract, verbal or written, contracting or arranging for water or private fire protection service, and/or for the installation of service connections and/or meters, made with the Commissioners of Public Works of the City of Greenville, South Carolina (Greenville Water System).

"Applicant", shall mean any individual or agency applying for water or other services available from the Greenville Water System.

"Application", shall mean any formal (written) or verbal request for water or other services available from the Greenville Water System and, when duly approved by authorized personnel of the Water System, shall constitute a contractual agreement.

"Commission", shall mean the Commissioners of Public Works of the City of Greenville, South Carolina (Greenville Water System) and its duly authorized officers and agents. The term "Commission" shall include the City of Greenville where the context so admits or requires.

"Customer" or "water user", shall mean any person defined in these Rules and Regulations receiving water or private fire protection service from the Commission under and expressed or implied agreement or contract.

"Contribution in Aid of Construction Fees", shall mean the applicable schedule of fees as established by the Commission and collected prior to making connections to certain designated pipelines located outside the City of Greenville.

"Tapping Permits", shall mean a tapping permit issued by a person who has contributed, under contractual agreement with the Commission, to the financing of a water main along certain public streets or roads outside the City of Greenville, to non-participating property owners desiring water service from such water mains during the life of such agreements. Where applicable, such tapping permits shall be submitted to the Commission by the applicant before and application will be approved and a service connection made by the Commission.

"Dwelling", (or residence) shall mean any single structure, with auxiliary buildings, occupied by a family, one or more persons or households (family group) for residential purposes. (See "Premises").

"General Manager", shall mean the General Manager of the Greenville Water System.

"Greenville Water System", shall mean the Commissioners of Public Works of the City of Greenville, South Carolina, and is the name adopted by the Commission on September 12, 1973, to identify the primary service provided by the Commission.

"Jumper", shall mean any unauthorized, mechanical connection made at a meter location where such meter has been previously removed; thereby providing a means of illegally obtaining and using water there from without being registered.

"Main", shall mean a water pipe, owned or maintained by the Commission, located within the right of way of streets, roads, or private easement, and which is used for the purpose of transmitting and/or distributing water to the general public but does not mean "service pipe" or "service line".

"Meter", without other qualification, shall mean any device, or instrument, which is used by the Commission in measuring the quantity of water used during a specified period.

"Person", shall include individuals, associations, firms, partnerships and corporations, whether acting by themselves or by an agent or employee. The singular number shall be held and construed to include the plural and the masculine pronoun to include the feminine.

"Premises", shall include the integral property, piece of land, real estate or area; including buildings and other improvements thereon to which water and/or private fire protection services are, or will be, provided.

"Private Fire Protection Service", shall mean the provision of water to premises for private fire protection service, including automatic sprinkler systems, private hydrants, etc. Such service is subject to established rates and is in addition to the protection afforded by public fire hydrants located along public streets and roads.

"Service Connection", shall mean a tap made by the Commission to the water main for supplying water from its distribution system to a service line or service pipe.

"Service Pipe", or "service line", shall mean the pipe or tubing that runs between the Commission's supply main and a customer's premises, including the control valve and meter.

"System" (with capital "S"), shall mean the Greenville Water System.

"Tap to Curb", shall mean a service connection and service pipe extended from such connection to a curb stop (cut-off valve) at a point outside of the curb line in advance of its need and installed prior to street paving.

"Who's Using", is a term utilized by the Greenville Water System to designate an account where water had been turned on by unauthorized persons and water is being used at such location without prior arrangement or a contract for such service.

ARTICLE 2. OBTAINING SERVICE

2.10 General Service Requirements

The System shall make all connections to water mains and install all meters. All water services, including a common water and private fire protection service, shall be metered. All applications for service must be made as specified hereinafter and approved by a duly authorized employee of the System before work orders or service turn-on orders will be issued. The procedure for applying for, and the service requirements of, private fire protection service are covered hereinafter under Article 9.

2.20 Approved Application Constitutes a Service Contract

An applications, whether made formally (signed) or verbally by an applicant, shall, when approved by the System, constitute a contractual agreement whereby the applicant agrees as a condition of service to conform to the Commission's rates, rules and regulations governing water or private fire protection service, including all amendments or revisions made thereafter by the Commission from time to time. When a verbal application is accepted by the System, these Rules and Regulations for service and the applicable schedules of rates and charges shall be effective in the same manner as if the System's standard form of application for service had been signed by the customer and accepted by the System. Such a verbal service agreement shall be conclusively presumed, where there is no written application by a person accepted in writing by the System, if either (1) water supplied by the System is used by the person or on the person's premises, or (2) if a private fire service is utilized by a person as defined herein. The rights which accrue to the customer under the agreement are personal and shall not be transferred or assigned by the customer or person without the written consent of the System. The customer shall notify the System before vacating the premises served under the agreement as provided herein (Section 2.80).

2.30 Service Used in Advance of Contract (Who's Using)

In the event service is used by any person before a contractual agreement for service is consummated (application for service made and approved), such service

received shall be governed by these regulations and the appropriate rate schedule. Such use of service constitutes an unauthorized turn-on (See Section 4.44) and is referred to (internally) by the System as a "Who's Using" account. Upon failure, or refusal, of such person to consummate a service contract, the System may discontinue such service at any time and the appropriate provisions of Sections 4.51 through 4.60, inclusive, (hereinafter) shall apply.

2.40 Service From a New Connection

2.41 Applicant

A written application is required for service involving a new connection (tap), a new meter installation or additional facilities to provide the requested service and shall be made at the System's Engineering Office on forms provided for that purpose. An application for a new connection cannot be accepted unless a water main exists in the public street or road right of way contiguous to the lot or tract being served; except as may be specifically authorized by the Commission or its General Manager.

2.42 Schedules of Current Tapping Fees and Meter Installation Charges

Schedules are shown in Appendix "B" and "B-1", included at the end of these Rules and Regulations, and are part thereof. Applicable Tapping Fees and Meter Installation Charges are payable upon application for service.

2.43 Service Inspection Fees

Such fees are applicable where the System is notified by the plumber that the job is ready for tapping and/or meter installation but the facilities provided do not meet the System's specifications, thereby requiring extra trips. Each such additional requires payment in advance of a "Service Inspection Fee, as shown under Appendix "B", included at the end of these Rules and Regulations.

2.44 Contribution in Aid of Construction Fees-Tapping Permit Fees

These fees, as shown in Appendix "C", included at the end of these Rules and Regulations, are applicable in certain areas outside the City of Greenville where water

mains and hydrants are provided by the System and/or persons under contractual arrangements. Where applicable, such fees or permits apply for each connection or tap made on such water mains. The applicability and amount of either of these fees can be verified at the System's Engineering Office.

2.50 Service from an Existing Connection and Meter

An application for water service at a location currently served by an existing connection and meter must be made to the System's Customer Service Office, on forms provided for that purpose. Notwithstanding the foregoing; where an account can be definitely located, there are no apparent service problems, no outstanding payments due, etc., the customer's application and the System's acceptance thereof may be verbal.

2.60 Temporary Service

An applicant requiring temporary water service-such as a circus, a fair, a constructions site, etc.-shall apply at the System's Engineering Office and shall advance the estimated cost of providing the service. Service may be provided to the applicant from either a public fire hydrant, and existing service connection or from a new service connection, as determined most feasible by the System. The service agreement shall provide that upon discontinuance the applicant shall pay, or be refunded, any difference in the estimated and the actual cost of providing the service. Such cost shall include the cost of connecting and removing the service facilities, as determined by the System, in addition to the charges for the water used.

2.70 Inability to Serve Applicant

The receipt of an application for service, regardless of whether or not accompanied by the payment of fees, charges or deposit, shall not obligate the System to render the service applied for. If the service applied for cannot be supplied in accordance with the System's rules, regulations and general practices and policies, the liability of the System shall be limited to the refund of any such payments received.

2.80 Service Termination by Customer

When a Customer desires to have his service terminated, he must notify the System's Customer Service Office, either verbally or in writing. Service will then be terminated as near the requested time as practical, the meter read and a final bill rendered. Any unapplied deposit made on the account for such service will be refunded as provided herein under Section 3.50.

ARTICLE 3. DEPOSITS

3.10 Applicability

The system may require from any customer, or prospective customer, a cash deposit or a surety bond to establish, or reestablish, credit for service or as continuing security for the performance of the obligations contracted for by the customer. Failure to make a deposit or satisfactory security upon demand of the System will give the System the right to declare the contract forfeited and to refuse or discontinue service. The applicability of a deposit or other payment security for an account may be determined by the System on the basis of the customer's history for the timely payment of water bills or statements for services; the inability of a new customer to establish a satisfactory credit rating; the classification of an account as one with a history of frequent failure or for other reasons deemed appropriate by the System.

3.20 Right to Discontinue Service Not Waived

The acceptance of a deposit by the System shall not constitute a waiver of the System's right to discontinue service for collection of a delinquent bill or for any reason provided herein under Sections 4.51 through 4.59. Where service is discontinued because of non-payment of the bill and all associated charges before service will be restored.

3.30 Amount and Duration Provisions

Such deposit shall not be less than \$10.00 nor more than the maximum estimated charges for service for two (2) consecutive billing periods or as may reasonably be required by the System in cases involving service for a short period or special occasion. The System may require an increase, or allow a decrease, in the amount of a

deposit if changes occur in the customer's service requirements. Such deposits will draw no interest and may be retained as long as deemed necessary to insure continued payment of bills for service.

3.40 Transferability Provisions

No deposit shall be transferable or assignable by the customer without the prior written approval of the System. A customer requesting transfer of service and having a deposit with the System may be required to make a deposit on the new account if the final liability incurred on the previous account has not been settled or determined at the time service is required at the new location.

3.50 Refund Provisions

The System may refund a deposit at any time. When service is discontinued, the System will endeavor to locate the customer and, after applying the amount of any obligations of the customer to the System, will refund any remaining parts of such deposit. After three (3) years, unclaimed deposits shall be transferred to the System's General Fund.

ARTICLE 4. CUSTOMER RELATIONS

4.10 Meter Reading, Billing and Collecting

4.11 Water Bill-Interval, When Due and Payment

Meters shall be read and statements of charges for water and/or other services shall be rendered at regular intervals as determined by the Commission.

Statements of charges for water and/or other services for the billing period indicated on the statement shall be due when rendered and payable at the Water System's Collection Office or at such places designated by the System as collection agencies.

4.12 Failure to Receive Bill-No Release of Payment Responsibility

Statements of charges for water and/or other services for the period shown thereon shall be issued and forwarded by mail to the customer's designated mailing address as soon as practical after the meters are read for the service period. Failure to receive a statement will not release the customer from payment obligation nor entitle the

customers to any delay in paying the amount due beyond the established grace period for that particular service period.

4.13 Estimated Billing

If a meter fails to register properly, or if a meter cannot be read for good reason, or if water is received other than through a meter, the System shall render an estimated bill based on the history of the account or the best information available.

4.14 Adjustment of Bills

Except for an error in meter reading or billing or for meter inaccuracy as determined by tests (Section 6.63 hereinafter), the System shall not be obligated to make adjustments of any bill for water and/or other services computed from meter registrations. When excessive meter registration is caused by broken or leaking water service pipes or fixtures on the customer's premises, without the customer's knowledge, the System, at its option, may make an adjustment, after repairs have been made, of such bill upon written application and approval for the billing periods(s) affected. No more than two adjustments will be allowed during a 12-month period. The basis of an adjustment granted shall be an allowance for the portion of the excess over normal usage under similar operating conditions, as determined by the System and more specifically detailed in the System's "Administrative Procedures for Customer Service".

4.20 Water Rates

4.21 A Commodity Charge for water supplied shall be based on the water used during the service period indicated on the bill as determined by applying to the meter registration the appropriate rate schedule, as contained in Appendix "A" included at the end of these Rules and Regulations.

4.22 Minimum Charges for the billing periods are established on the basis of a reasonable usage allowance for each meter size and are applicable on all active accounts showing for the period either no usage or usage less than the applicable established charges is contained in Appendix "A" included at the end of these Rules and Regulations.

4.30 Seasonal Usage or Temporary Absence-Turn-Off for Accommodation

Seasonal usage accounts, such as swimming pools and summer cottages, will not be closed for periods of temporary absence of less than one year in duration, even though the water service may be turned off for accommodation. In any event, the established minimum charges will apply to all open accounts for each billing period. Where the system agrees to turn off and account for accommodation, such account will be turned off without charge where turn-off can be accomplished at a time convenient to the System; however, the Commission's established Special Turn-On Charge will apply when service is rendered.

4.40 Water Service Turn-On Provision

4.41 New Service Installations

When a new connection is installed to provide water service to any premises, the curb stop or supply valve at the meter is left in the "On" position by the System, at which time the account is activated.

Upon the approval of a builder's request, the curb stop or supply valve for a new service and meter installation may be left in the "Off" position, provided the builder: (1) verifies that no water will be needed for construction, testing, plumbing, irrigation, etc., and (2) agrees to be responsible for the payment for any water usage as registered on the meter in the event the account is in a "Who's Using" status (see Section 2.30 herein) at the account's meter reading time and the occupant (if any) of the premises does not fully pay for such usage. If such premises are unoccupied, the water will be turned off and the account closed at the time the "Who's Using" bill is rendered.

4.42 Existing Service

When service has been turned off for any reason other than a violation of these Rules and Regulations or for accommodation (see Section 4.43), the service will be turned on upon approval of a written application or verbal request received at the Water System's Customer Service Office without charge: provided the turn-on can be accomplished during the System's normal working hours.

4.43

Special Turn-On Charge

Whenever a request is made to the System for a service to be turned on after normal working hours, or to restore service previously turned off as an accommodation to customers with seasonal accounts and/or temporary absence, a Special Turn-On Charge, as shown in Appendix "D", included at the end of these Rules and Regulations, will be made.

4.44

Unauthorized Turn-On

It shall be unlawful for any person, except duly authorized System employees, to turn on the water supply to any premises after a turn-off is made at the meter by the System. The water service pipe to any premises, including "tap to curb" installations, turned on by an unauthorized person after being turned off by the System for cause, shall be turned off and locked or disconnected at the water main as the particular situation demands to stop such violation of the System's Rules and Regulations.

The service pipe will not be turned on, unlocked, or reconnected to the water main until violations of these Rules and Regulations have been corrected and all expensed incurred relating to turning on and off, locking and unlocking or disconnection and reconnecting, as provided in Sections 4.51 through 4.60, inclusive, have been paid.

4.45

Turn-On/Turn-Off - Liability Disclaimer

The Commission shall not be liable for any loss or damages to persons or property that may result from the turn-on or turn-off of the water service or from the service being left on when the premises may be unoccupied.

4.50

Discontinuance of Service or Refusal to Connect Service

4.51

Reasons for Service Discontinuance or Refusal

The System shall have the right to discontinue service or to refuse to connect service for any of the reasons listed below, and service will not be restored or rendered until all violations have been corrected and/or all charges and penalties are fully paid:

(a) Failure to comply with these Rules and Regulations.

- (b) Violation of, or failure to comply with, the customer's application or contract for service.
- (c) Without further notice for failure to pay for water service, or any joint bill for water and/or other services, in the established grace period, or for failure to pay any other obligation due the System, including any required deposit. The System may refuse service to applicant, who at the time of the application, is indebted to the System for water service previously furnished, or water and other services previously billed jointly, to such applicant or to any other member of the applicant's household or business.
- (d) Without notice in the event of a condition determined by the System to be hazardous.
- (e) Without notice in the event a customer's use of equipment is in such a manner as to adversely affect the System's service to others.
- (f) Without notice in the event of unauthorized use of water.
- (g) For willful waste of water or failure of customer to comply with reasonable restrictions on the use of water imposed by the Commission after notice has been given to such customer.
- (h) For failure of the customer to permit the System reasonable access to its water usage equipment.
- (i) For tampering with equipment furnished or owned by the System.

4.52

Termination of Service

In the event of non-payment of charges billed for water and/or other services , the System shall terminate the water service to the customer, or to the property owned or occupied by or through permission of the customer, according to the following rules and regulations.

- a. Joint billing and collection for water and other service shall be under the direction and control of the Commission.
- b. Termination of water service for non-payment of joint water and other service bills shall be in accordance with the rules, regulations and policies of the Commission and the Commission's contract(s) with applicable sewer service.
- c. Billings shall include a final date in which payment can be made without penalty.
- d. Billings shall show the delinquent charge to be added in the event payment is not made by the penalty date.
- e. Upon failure of payment by the due date shown in the billing to the customer, a Cut-Off Notice will be sent by mail to the name and address shown on the statement of account stating that the account is now delinquent and, if not paid as provided in the Cut-Off Notice, water service will be cut off as soon thereafter as work crews can accomplish disconnection. The Cut Off Notice will reflect any additional non-payment and other charges due to have service restored. The Cut Off Notice will notify the customer of an opportunity to be heard in person or by counsel before someone to be designated by the Commission before water service is disconnected, if the customer does not believe that the full amount of the charges stated is owed. The request for a hearing must be in writing and delivered by the customer to the System within ten (10) days of the date of the notice, setting forth the reason(s) that the customer does not believe he (she) owes the charges rendered. Upon timely receipt of a proper request for hearing, the customer will be notified of the time, place and date of hearing, the customer will be notified promptly of the decision of the person holding the hearing, including any further action the Commission proposes to take, including the date of disconnection of water service.
- f. Except upon express conditions approved by the Commission, water service will not be restored until payment has been received for all past due jointly

billed water and other service charges, late charges, and charges for termination and reconnection.

4.53 Discontinuing Service to Multi-Service Meters

Such right to discontinue service shall apply to all service received through a single tap or service, even though more than one customer or tenant is furnished service therefrom, and even though the delinquency or violation is limited to only one such customer or tenant.

4.54 Customer Liable for Payment - Discontinued Service

Discontinuance of service by the System for any causes stated in these Rules and Regulations shall not release the customer from liability for services already received or from liability for payments that thereafter become due under the minimum bill provisions of the Customer's contract, and/or the Rules and Regulations of the Commission.

4.55 Commission Liability Disclaimer - Discontinued Service

In the event bills for water and/or other services are not paid when due, service may be discontinued in accordance with these Rules and Regulations and not again restored until all bills are paid. The Commission shall not be liable for damages on account of discontinuing service even though payment of such bills be made on the same day or the day before service is actually discontinued.

4.56 A "Delinquent" Charge, as shown in Appendix "D" included at the end of these Rules and Regulations, is added to a customer's delinquent bill if unpaid after twenty-five (25) days from the date of the bill.

4.57 A "Non-Pay Service" Charge, as shown in Appendix "D" included at the end of these Rules and Regulations, is added to customer's delinquent account, effective at 8:30 a.m. on the date, where payment has not been received prior to the established close of business on the work day immediately preceding the designated cut-off date.

4.58 A "Lock Meter" Charge, as shown in Appendix "D" included at the end of these Rules and Regulations, is added to other applicable charges due on a delinquent account before service is reestablished where the curb stop is locked

because, upon inspection following cut-off, water had been used.

4.59 Meter Removal and Reset Charges

The customer's meter will be removed where a lock or locking device has been installed by the System on a delinquent customer's meter curb stop and such locking device is found to be damaged or missing upon subsequent inspection. A "Meter Removal and Reset Charge", as shown in Appendix "D" at the end of these Rules and Regulations, along with the cost of repairing or replacing the damaged or missing equipment will be added to all other charges due and will be collected before service is restored.

4.60 Meter Jumper - Charges for Disconnecting and Reconnecting Service

The customer's service may be disconnected at the water main where the meter has been removed by the System and a meter jumper is found installed upon subsequent inspection. The estimated costs involved in removing the jumper and disconnecting and reconnecting the service, along with the water and other charges due based on the estimated amount of the water (never less than quarterly minimum) used through the jumper or other by-passing device, will be added to all other charges due and will be collected before the service is reconnected and service is restored.

4.70 Returned Checks

A "Returned Check" charge, as shown in Appendix "D" included at the end of these Rules and Regulations, shall be collected, in addition to all other charges due, from an applicant or customer in the event such applicant or customer submits a check or money order in payment of a bill or other charge due the System and such check or money order is returned to the System by the bank for reason of insufficient funds, account closed, or for any other reason. The bill or charge for which such returned check or money order is received as payment will revert to an unpaid status and, when past due, shall be subject to the provisions of Sections 4.51 through 4.60.

Drought and/or Water Supply Shortage Response

To achieve the greatest public benefit from domestic water use, sanitation, and fire protection, and to provide water for other purposes in an equitable manner under conditions of drought and/or water supply shortage, the following rules and regulations Sections 4.80 through 4.87 and, insofar as not inconsistent with the rules and regulations of the Commission are hereby adopted.

These rules and regulations are hereby declared necessary for the preservation of public health, safety and welfare and shall take effect upon their adoption by the Commission.

These rules and regulations meet the requirements of the Drought Response Act of 2000 (Code of Laws of South Carolina, 1976, Section 49-23-10, et.seq., as amended.)

Whenever, in the judgment of the Commission it becomes necessary to conserve water in the service area, due to drought and/or water supply shortage, the Commission will adopt a resolution signifying that existing conditions prevent fulfillment of the usual water-use demands. Such a resolution is designed to prevent depleting the water supply to the extent that water use for human consumption, sanitation, fire protections and other essential needs become endangered.

Immediately upon the issuance of such resolution, the procedures, policies and practices set forth herein shall become effective and remain in effect until the water supply shortage is terminated and the resolution declared no longer effective.

Water uses regulated or prohibited under these rules and regulations are considered to be non-essential and continuation of such uses during the times of such water supply shortage are deemed to constitute a waste of water, subjecting the offender(s) to any and all penalties prescribed by these rules and regulations.

The provisions of these rules and regulations shall apply to all consumers who use water supplied directly or indirectly by the Commission whether in the City of Greenville, the County of Greenville, or elsewhere.

4.81

Definitions

For the purposed of Sections 4.80 through 4.87, the following definitions shall apply:

"Aesthetic water use": water use for ornamental or decorative purposes such as fountains, reflecting pools, and waterfalls.

"Commercial and Industrial water use": water use integral to the production of goods and/or services by any establishment having financial profit as their primary aim.

"Conservation": reduction in water use to prevent depletion or waste of the resource.

"Commission": The Commissioners of Public Works of the City of Greenville, South Carolina.

"Customer": any person, company or organization using water supplied directly or indirectly by the Commission.

"Domestic water use": water use for personal needs or for household purposes such as drinking, bathing, heating, cooking, sanitation, or for cleaning a residence, business, industry or institution.

Drought Alert Phases:

Moderate Drought: when the Palmer Index reaches the -1.50 to -1.99 range and moderate drought conditions have been verified by best available information, and conditions indicate this situation is expected to persist.

Severe Drought: when the Palmer Index reaches the -3.00 to -3.99 range and severe drought conditions have been verified by best available information.

Extreme Drought: when the Palmer Index reaches or falls below -4.00 and extreme drought conditions are verified by best available information.

Drought Response Management Areas: There are four drought management areas corresponding to the major river basins in South Carolina. The four areas are:

- 1) West or Savannah
- 2) Central or Santee
- 3) Northeast or Pee Dee
- 4) Southern or Ashepoo, Combahee, and Edisto

In order to prevent overly broad response to drought conditions, drought response measures shall be considered within individual drought management areas or within individual counties, as applicable.

Drought Response Committee: A committee composed of State and local representatives created for the purpose of coordinating responses to water supply shortages within Drought Management Areas and making recommendations for action to the South Carolina Department of Natural Resources and/or the Governor. The Committee is composed of State agency representatives from the South Carolina Emergency Management Division of the Office of the Adjutant General, South Carolina Department of Health and Environmental Control, South Carolina Department of Natural Resources, as well as local committees representing counties, municipalities, public service districts, private water suppliers, agriculture, industry, domestic users, regional councils of government, commissions of public works, power generation facilities, special purpose districts and Water Conservation Districts.

"Essential Water Use": water used specifically for personal needs or household purposes such as drinking, bathing, heating, cooking, sanitation, and for firefighting, maintaining instream flow requirements, and to satisfy federal, state, or local public health and safety requirements.

"Even-Numbered Address": street addresses, box numbers or rural route numbers ending in 0, 2, 4, 6, 8, or letters A-M; and locations without addresses.

"Finished Water": water distributed for use after treatment. The terms "water use," "water user," and "water customer" refer to finished water use unless otherwise defined.

"Institutional Water Use": water used by government, public, and private educational institutions, churches and places of worship, water utilities, and other organizations within the public domain.

"Irrigation Water Use": water used to maintain gardens, trees, lawns, shrubs, flowers, athletic fields, right-of-way and medians.

"Non-essential Water Use": categories of water use other than Essential Water Use. Examples of non-essential water use include landscape irrigation and the washing of buildings, parking lots, automobiles and etc.

"Odd-Numbered Address": street addresses, box numbers or rural route numbers ending 1, 3, 5, 7, 9, or letters N-Z.

"Palmer Index": a measure of the severity of a drought, or a wet spell, for this service area. Dry conditions are associated with negative values, wet conditions with positive values, & normal conditions have a value of zero.

"Residential Equivalent Unit (REU)": an equivalency unit defined to be equal to one single-family residence.

"SC Department of Natural Resources (SCDNR)": the State agency with primacy to implement the provisions of the Drought Response Act.

"Water Supply Shortage": lack of adequate available water to meet normal demands.

4.82

Non-essential Water Use

Non-essential water use categories may be curtailed during severe or extreme drought and/or water supply shortage. Some examples of non-essential water uses are:

A. Residential and Institutional:

1. Washing down sidewalks, walkways, driveways, parking lots, tennis courts, or other hard surfaced areas.
2. Washing down buildings or structures for purposes other than immediate fire protection.
3. Flushing gutters or permitting water to run or accumulate in any gutter or street.
4. Washing any motor bike, motor vehicle, boat, trailer, airplane, or other vehicle in public or private garages or elsewhere.

5. Maintaining fountains, reflection ponds and decorate water bodies for aesthetic or scenic purposes, except where necessary to support aquatic life.
6. Filling public or private swimming pools.
7. Watering lawns, plants, trees, and other flora on private or public property.

B. Commercial and Industrial:

1. Serving water routinely in restaurants.
2. Increasing water levels in scenic and recreational ponds and lakes, except for the minimum amount required to support fish and wildlife.
3. Irrigating golf courses and any portion of its grounds.
4. Obtaining water from hydrants for construction purposes, fire drills, or for any purpose other than firefighting.
5. Serving a customer who has not repaired a leak in his water piping system.
6. Expanding commercial nursery facilities, placing new irrigated agricultural land in production, or planting or landscaping when required by site design review process.

4.83 Responses to Moderate, Severe and Extreme Drought Alert Phases

Levels of drought, as set forth in the South Carolina Drought Response Act of 1985, are moderate, severe and extreme. Resolutions adopted by the Commission will coordinate and appropriate response to the level of drought and/or the Commission's water supply shortage.

Resolutions adopted by the Commission setting forth responses to the various drought alert phases are to be based upon the Commission's available water supply from the Table Rock Reservoir, the North Saluda Reservoir and Lake Keowee.

A. Moderate Drought Alert Phase:

1. Goal:

- (a) A 20% voluntary water use reduction for residential customers.
- (b) A 15% voluntary water use reduction for commercial, industrial and institutional purposes.

2. General Responses:

- (a) Issue a Public Notice of Drought Conditions on water demand and supply in the newspaper. This notice will include a list of non-essential water uses.
- (b) Encourage Customers of the Commission to comply with the listed voluntary water-use restrictions in all categories while moderate drought and/or water supply shortage conditions exist within the Commission's service area.
- (c) Provide written information to the SCDNR concerning conservation efforts and water use restrictions, if any.

3. Water-Use Restrictions

(a) Residential:

- * Reduce water use to 75 gallons per person per day and a maximum of 300 gallons per household per day or REU.

- * Reduce domestic, landscaping and water-based recreational activities such as swimming pools, water slides and other related water activities.

(b) Commercial, Industrial and Institutional:

- * Reduce aesthetic, domestic, landscaping and water-based recreational activities such as swimming pools, water slides and other related water activities.

B. Severe Drought Alert Phase:

1. Goal:

(a) A 25% water use reduction for residential.

(b) A 20% water use reduction for commercial, industrial and institutional purposes.

(c) 20% overall.

2. General Responses:

(a) Issue a Public Notice of Drought Conditions on water demand and supply in the newspaper. This notice will include a list of water use curtailment measures.

(b) Require customers of the Commission to comply with the listed water use restrictions in all categories while severe drought conditions exist within the Commission's service area.

(c) Provide written information to the SCDNR concerning conservation efforts and water use restrictions, if any.

3. Water-Use Restrictions:

(a) Residential and Institutional:

* Restrict water use to 65 gallons per person per day, and a maximum of 250 gallons per household per day or REU.

* Limit water-based recreational activities to new facilities that require filling such as swimming pools, water slides and other related water activities.

* Use low-volume hand-held applications only and prohibit sprinklers, other remote broadcast devices, and water runoff in landscape design and maintenance.

* Restrict landscape watering to Wednesday and Saturday for odd-numbered addresses, and Thursday and Sunday for even-numbered addresses.

(b) Commercial, Industrial and Institutional:

* Prohibit aesthetic water use.

* Reduce domestic water use to minimum levels necessary for maintaining health and safety.

* Limit water-based recreational activities to new facilities that require filling such as swimming pools, water slides, and other related water activities.

* Use low-volume hand-held applications only and prohibit sprinklers, other remote broadcast devices, and water runoff in landscape design and maintenance.

* Restrict landscape watering to Wednesday and Saturday for odd-numbered addresses, and Thursday and Sunday for even-numbered addresses.

C. Extreme Drought Alert Phase:

1. Goal:

(a) A 30% water use reduction for residential customers.

(b) A 25% water use reduction for commercial, industrial and institutional purposes.

(c) A 25% overall.

2. General Responses:

(a) Issue a Public Notice of Drought Conditions on water demand and supply in the newspaper. This Notice will include a list of water use curtailment measures.

(b) Require customers of the Commission to comply with the listed water-use restrictions in all categories while severe drought conditions exist within the Commission's service area.

(c) Provide written information to the SCDNR concerning conservation efforts and water use restrictions, if any.

3. Water-Use Restrictions:

(a) Residential:

* Restrict water use to 55 gallons per person per day, and a maximum of 225 gallons per household per day or REU.

* Reduce domestic water use to minimum levels necessary to maintain health and safety.

* Prohibit water use for water-based recreational activities except water use required to satisfy public health requirements.

* Use low-volume hand-held applications only and prohibit sprinklers, other remote broadcast devices, and water runoff in landscape design and maintenance.

* Restrict landscape watering to Wednesday and Saturday for odd-numbered addresses and Thursday and Sunday for even-numbered addresses.

(b) Commercial, Industrial and Institutional:

* Prohibit aesthetic water use.

* Reduce domestic water use to minimum levels necessary to maintain health and safety.

* Prohibit water use for water-based recreational activities except water use required to satisfy public health requirements.

* Use low-volume hand-held applications only and prohibit sprinklers, other remote broadcast devices, and water runoff in landscape design and maintenance.

* Restrict landscape watering to Wednesday and Saturday for odd-numbered addresses, and Thursday and Sunday for even-numbered addresses.

4.84 Adjustment of Water Rates

In the event of an extreme drought-related water shortage, the Commission will monitor water use and limit households to 220 gallons per household per day. Water use above this limit will be subject to a surcharge of 10 cents per gallon. Institutional, commercial, industrial, and recreational users will be subject to water use surcharges of \$1.00 per 1,000 gallons of water used if the Commission deems that adequate conservation measures have not been implemented.

4.85 Rationing

In the event that a drought threatens the preservation of public health and safety, the Commission may require the rationing of water.

4.86 Fines and Penalties

After issuing one warning by certified mail, the Commission may disconnect the water service of any customer whenever it is determined that such person has failed to comply with the provisions of the rules and regulations of the Commission. Services disconnected under such circumstances will be restored only upon payment of a reconnection charge, hereby established at \$50.00, any other cost incurred by the Commission in discontinuing service. In addition, suitable assurances must be given to the Commission that no further violations of these drought rules and regulations shall be repeated during the drought and/or water supply shortage.

4.87 Variances

Persons not capable of immediate water use curtailment because of equipment damage or other extreme circumstances shall commence gradual curtailment of water use within 24 hours of the adoption of the Resolution by the Commission and shall apply for a variance from curtailment. Persons requesting exemption from the provisions of the rules and regulations shall file a petition for variance with the Commission within 10 days after such curtailment becomes effective.

The Commission will respond to the petition for variance within 5 days of receipt of the request. Petitions shall contain the following:

- a. Name and address of the petitioner(s).
- b. Purpose of water use.
- c. Specific provision from which the petitioner is requesting relief.
- d. Detailed statement as to how the curtailment declaration adversely affects the petitioner.
- e. Description of the relief desires.
- f. Period of time for which the variance is sought.
- g. Economic value of the water use.
- h. Damage or harm to the petitioner or others if petitioner complies with these rules and regulations.
- i. Restrictions with which the petitioner is expected to comply and the compliance date.
- j. Steps the petitioner is taking to meet the restrictions from which variance is sought and the expected date of compliance.
- k. Other pertinent information.

The Commission may, itself, or through the General Manager, in writing, grant temporary variances for existing water used otherwise prohibited under these rules and regulations if it is determined that failure to grant such variances would cause an emergency condition adversely affecting health, sanitation, or fire protection for the public or the petitioner and if one or more of the aforementioned conditions is met. The Commission shall ratify or revoke any such variance at their next scheduled meeting. Any such variance so ratified may be revoked by later action of the Commission.

No such variance shall be retroactive or otherwise justify any violation of these rules and regulations occurring prior to the issuance of the variance.

Variances granted by the Commission shall be subject to the following conditions, unless waived or modified by the Commission:

(a) Variances granted shall be include a timetable for compliance.

(b) Variances granted shall expire when the water shortage no longer exists, unless the petitioner has failed to meet specified requirements.

ARTICLE 5. SERVICE CONNECTIONS AND LINES

5.10 General Provisions - Tapping Charges

All water service connections shall be made by the System upon application and payment of Tapping Charges as established by the Commission. The current Schedule of Tapping Charges is shown in Appendix "B", included at the end of these Rules and Regulation. The System reserves the right to determine the size of all taps and service lines.

5.20 Installation Provisions

The System shall furnish and install the corporation stop (tap on the water main), a meter setter or yoke with a valve and a meter box after notification by the plumber that the installation is ready. For vault meter settings, see Section 6.30. The property owner is responsible for furnishing and installing the service line (tubing or piping), including that portion extending from the water main tap to the meter (setter or yoke), in accordance with System specifications that are available at its Engineering Office.

5.30 Maintenance Provisions

After installation, the System will maintain the service line between the water main tap and the outlet of the single check valve, meter setter or meter yoke. The property owner will be responsible for the maintenance of that portion of the service line extending from the outlet of the single check valve, or the outlet coupling of the meter setter, to all points of usage on his premises. Leaks in a customer's service lines must be repaired promptly by the property owner or customer and, if not repaired within a reasonable time after notice, the water will be turned off without any liability on the part of the System for damages resulting from said turn-off.

5.40 Service Connections Prior to Paving (Tap to Curb)

Developers or property owners may install a service line with curb stop from the main to the normal meter locations, for future water service to a lot or tract to accommodate paving improvements, etc., upon application to, and approval by the System's Engineering Office for a "tap to curb" installation and payment of the applicable Tapping Fee. The curb stop for such service line shall remain closed until service is turned on by the System as a result

of an application for service and the applicable meter installation charge is paid. For unauthorized turn-on of such "tap to curb" installation, all applicable charges and costs will be assessed and collected before a meter will be set and service rendered at such location. (See Sections 4.44, 4.58 and 4.60 for applicable fees, charges and costs.)

5.50 System's Control Valve

A curb stop or meter cut-off valve is located in each meter box or meter vault for the exclusive use of System personnel to control water service to the customer.

5.60 Customer's Control Valve

A separate valve or cut-off on the customer's premises before the first point of usage, is to be installed by the property owner for the customer's use to control his water supply.

5.70 Killing Old Service Connections - Reimbursement Policy

Where an old service connection (tap) is being permanently discontinued, the System will "kill" the old tap at the main, upon application to the System's Engineering Office. The property owner may be reimbursed a depreciated amount of the meter installation charge originally paid, depreciated at a rate of 10 percent per year, but shall not exceed 50 percent of the original amount paid.

ARTICLE 6. METERING REQUIREMENTS

6.10 Installation, Ownership and Maintenance

All meters shall be provided, installed, tested, repaired removed and owned by the Commission. The Commission shall provide, install and maintain all meter boxes. Frames and covers may be furnished for the smaller meter vaults. For installation of meters in vaults, see Section 6.30, hereinafter.

6.20 Sizing and Location Requirements

The System reserves the right to determine the size and type of all meters installed. Water meters are to be set at a convenient location as designated by the System. They are to be located on, or adjacent to, the public street or road right of way contiguous to the lot or tract to be served, be accessible at all reasonable hours of the

day and shall not be placed in driveway. In the event the customer desires any change in the location or position, if approved, shall be made by the System at the expense of the customer or property owner.

6.30 Meter Vaults

Meter vaults for large meter installations shall be constructed by the property owner or contractor and shall conform to the System's specifications. The System may furnish its approved standard pit frame and cover for meter vaults housing 1-1/2 inch through 4-inch meter installations. Frames and covers, conforming to System specifications, shall be furnished by the property owner or contractor for vault installations of 6-inch, and larger, meters.

6.40 Protection of Meter and Commission's Property

It shall be unlawful for anyone to tamper with or damage a meter, the meter seal, curb stop or valves, meter setter, meter box or meter vault. It shall be unlawful for anyone to interfere with or prevent the proper registration of a meter, remove a meter or meter register or install any pipe or other device which will cause water to be received without being properly registered by the meter. The property owner, and/or customer shall exercise proper care to protect the meter, meter box and other System property serving his premises from damage or from any other cause, and in the event of loss or damage thereto arising from neglect or other cause, shall pay the estimated cost of any water received illegally, the costs involved in making inspection and the costs of repairing or replacing the damaged items before further service will be provided the customer at such location. See City of Greenville Code, Chapter 36, Sections 36-1, 36-67, and 36-69 and State Code Section 16-13-385.

6.50 Metering Requirements Relating to Customer Service Classification

6.51 Single Point Delivery

Each residence, housing unit or building (commercial, industrial or institutional, etc.) - under the same roof - shall have an individual tap and meter. No resale or master-metering of water will be permitted unless expressly authorized by the Commission. If service is rendered to

any customer or premises through more than one delivery point, each delivery point shall be metered and billed as a separate service.

6.52 Multiple Service Through a Single Meter

No property owner or customer shall supply water service to more than one premise, dwelling, dwelling units or business building under separate roofs from a single service line and/or meter without the prior written permission of the Commission. When more than one party is served through a single meter, the account shall be in the name of the property owner, or his agent, who will be responsible for the payment of the water bills.

6.53 Mobile Homes

Each mobile home that occupies a single lot or lot not designated as a mobile home court or park, must have an individual tap and meter. A lot or tract designated as a mobile home court or park may be served by one meter.

6.60 Testing Meters

6.61 Routine Tests of meters are made by the System, at its own expense, when such tests are considered desirable by the System.

6.62 Allowable Accuracy Standards

In testing meters, the water passing through the meter will be measured at various rates of discharge. To be considered accurate, the registrations of all meters, except compound and fire line meters, shall check with the measured amounts of water within 2 percent. Compound and fire line meters shall test within 3 percent.

6.63 Customer's Request

The System will make additional tests or inspections of its meters at the request of customers. Where the test results of such requested meter test indicate the meter to be within the established accuracy limits, stated in Section 6.62, the customer shall pay the established testing charge as shown in Appendix "D", included at the end of these Rules and Regulations. If such test shows the meter not to be within the above accuracy limits, the cost of such test shall be borne by the System and the water billing for the affected billing periods, may be adjusted as follows:

- (a) Fast Meters. When a meter is found to be registering more than the allowable limit, under conditions of normal operation, the customer will be refunded the full amount of the overcharge as calculated for the affected preceding billing periods, not exceeding a period of twelve months duration.

- (b) Slow Meters. When a meter is found to be registering less than the allowable limit, the System may bill the customer for the amount of the calculated undercharge for the affected billing periods immediately preceding such tests, not exceeding a period of twelve months duration.

6.70 Increasing Size of Meter

Whenever the owner of any premises desires to increase the size of a meter installation, an application shall be made to the System's Engineering Office and, upon approval, the exchange will be made at the expense of the owner. The exchange cost will be based on the difference between the current meter installation charges established for the new and existing meter installation and the cost of any required larger service connection fee. Whenever a new service connection (tap) is required to serve the larger meter, the applicant shall locate the new tap as close to the old tap as practical to minimize the cost of killing the old tap.

Whenever the consumption or measured flow rates, exceeds the capacity of an installed meter, the System shall notify the customer or owner of this situation and advise the responsible party of the correct size of meter required to give proper service without damage to the meter. The cost of the exchange shall be at the customer's expense, on the same basis as outlined above. If the customer or property owner fails to make the necessary arrangements for the meter exchange within the stipulated time, the System may install the sized meter and required appurtenances, charging the total cost to the customer or property owner, and may discontinue service until all costs involved are received by the System.

6.80 Reducing Size of Meter

Whenever a customer desires to decrease the size of a meter, an application shall be made to the System's Engineering Office and, if approved, the exchange will be made by the System at its expense. Approval shall be based on an analysis of the customer's water usage requirements and the meter shall be sized to meet anticipated peak usage rate requirements.

ARTICLE 7. REQUIREMENTS RELATING TO CUSTOMER'S PREMISES EQUIPMENT

7.10 Pressure Reducing Devices

Where the water pressure exceeds 80 pounds per square inch, the System recommends that a pressure reducing valve be installed by the property owner on the service line, between the meter and the first usage point.

7.20 Pressure Increasing Devices

Any equipment, to be installed by the property owner, the customer, to increase water pressure, shall be approved by the System's Engineering Office prior to installation.

7.30 Pollution of Water Supply - Cross Connection

It shall be unlawful for any person, firm or corporation to pollute the water supply. Cross-connections between the System's water supply and other supplies are prohibited by the regulations of both the United States Environmental Protection Agency and the South Carolina Department of Health and Environmental Control. Either a single check valve, **a dual-check valve**, a double check valve assembly or a reduced pressure principle backflow prevention device is required on all service lines, depending on the degree of health hazard at each location. A minimum of one check valve must be installed directly at

the outlet of all meters and before any branch outlets are taken off the service line. A minimum of a double check valve assembly must be installed near the public or street right of way on all lines serving private fire protection systems. Should the property owner not comply with these requirements within a reasonable time after notice, the water will be shut off without any liability of the System.

7.31 Low Hazard Residential Irrigation Systems - New Installations

All new connections supplying low-hazard residential irrigation systems shall have, at a minimum, a dual check valve at an appropriate location, as designated by the Greenville Water System, on the customer's side of the water meter in order to protect the public water supply. Customers will be responsible for replacing the dual check valve with a new dual check valve once every five years. This policy in no way precludes the Greenville Water System from requiring the replacement of the dual check valve with a new dual check valve, at the customer's expense, more often than once per five years. Greenville Water System staff shall pursue the necessary actions and maintain the appropriate records to implement this policy.

7.32 Low Hazard Residential Irrigation Systems - Existing Installations

Existing customers who have low-hazard residential irrigation systems where double-check valve assemblies are already in place shall have these devices tested once every five years. This policy in no way precludes the Greenville Water System from requiring the testing of double-check valve assemblies used for this purpose more often than once per five years at the customer's expense. Greenville Water System staff shall pursue the necessary actions and maintain the appropriate records to implement this policy.

7.40 Pressure Relief Valve

Since each service line is required to have a minimum of one check valve installed at the outlet of the meter, a suitable pressure relief is recommended to be installed by the property owner between the said check valve(s) and the water heater as protection to the customer's plumbing system.

7.50 Access to Customer's Premises

Authorized System personnel shall have the right of access to the premises supplied with water or private fire protection service during all reasonable hours for the purpose of reading and maintaining its meters, examining fixtures, piping, valves and other related equipment; for observing the manner of water usage; for checking potential pollution hazards and cross-connections; for examining backflow prevention devices and for any other purpose which

is proper and necessary in the conduct of the Commission's business and to insure compliance with these Rules and Regulations.

ARTICLE 8. PUBLIC FIRE HYDRANTS

8.10 Use of Fire Hydrants

No person or persons, other than those designated and authorized by the Commission or Management of the System shall open any fire hydrant, attempt to draw water from it or in any manner damage or tamper with it. Any violation of this regulation will be prosecuted according to law. The use of water for temporary construction purposes from a public fire hydrant may be approved by the System's Engineering Office, upon proper application. Charges for the used of such hydrants and for the water used (measured or estimated) shall be as fixed by the Commission. The users of such hydrants shall be liable for any damages to hydrants or other System facilities as a result of such usage.

8.20 Inspection of Fire Hydrants

Personnel of fire departments are authorized to open the System's fire hydrants located within their respective districts for the purpose of inspection to meet the requirements of the Insurance Services Office, subject to the following requirements:

- (a) Notification shall be made to, and approval obtained from, the System's Engineering Office prior to opening any fire hydrant for such inspections.
- (b) Opening of fire hydrants for inspection purposes shall be restricted to the hours for 9:00 a.m. to 4:00 p.m. on the System's normal work days.
- (c) Hydrants shall be opened and closed at a slow rate to minimize damage to System facilities and inconvenience to System customers.
- (d) Hydrants opened to the full open position shall be limited to the minimum time necessary to determine there are no obstructions that could interfere with hydrant operation or the time necessary to obtain needed water flow information

- (e) Water flowing from a fire hydrant should be clear before closing. Any unusual difficulty experienced in clearing shall be reported to the System's Engineering Office.
- (f) Hydrants shall be left in the fully closed position.
- (g) Any condition requiring hydrant maintenance shall be reported to the System's Engineering Office.
- (h) A fire department conducting such inspections shall be liable for any damages caused by improper operation of fire hydrants by its personnel.

8.30 Moving a Fire Hydrants

When a fire hydrant has been installed in the location specified by the System and a property owner requests a change of location, the property owner shall make application for such relocation to the System's Engineering Office. If approved, the hydrant will be relocated by the System at the expense of the requesting property owner, upon payment of the estimated cost of such relocation.

ARTICLE 9. PRIVATE FIRE PROTECTION SYSTEMS

9.10 Purpose and General Requirements

Private fire protection systems provide additional on-site, protection to larger area buildings, tall structures, basements with limited accessibility and high-risk facilities such as warehouses, hotels, hospitals, etc. Such private fire protection facilities may consist of either an automatic sprinkler system, in-house hose connection(s), on-site fire hydrant(s), or a combination of either two or all three of these facilities.

Generally, a private fire system is completely independent of the customer's internal domestic water system. A common system may be utilized, providing it is controlled by a fire-line type meter to measure all water used, including water used for testing and firefighting, for billing purposes.

Application and Contract for Service

An applicant for private fire protection service is required to apply at the System's Engineering Office and sign a special Contract provided for that purpose. In executing the Contract, the applicant agrees to abide by all applicable provisions of these "Rules and Regulations for Water Service", including the following specific requirements.

- (a) No installation of a private fire protection system or alterations, additions or connections thereto shall be made without the prior submission of plans to, and approval by, the System's Engineering Office.
- (b) To install and maintain the system in such a manner as to prevent leakage, waste and backflow into the Commission's system. See Article 7 for additional related and applicable requirements.
- (c) Where such system is unmetered, no water shall be used from any hydrant or connection thereto except to fight fire or for official fire insurance inspection and testing purposes. Where water is wasted or used for unauthorized purposes, the Commission reserves the right to install a meter at the customer's or applicant's expense and to bill the customer or applicant at the established rate for such water usage.
- (d) Violation of any of the above requirements or other applicable provisions of these "Rules and Regulations for Water Service" constitutes grounds for the System to immediately cancel the contract for this service. Attention specifically directed to Sections 4.45 and 4.50 through 4.55.
- (e) To assume all responsibility for the condition and sufficiency of the applicant's supply main and to indemnify and hold harmless the System from any and

all claims for loss or damage caused by fire or any other cause relating to the existence of the fire protection service. Refer to Section 9.50 "Private Fire Service Liability/Disclaimer" at the end of this Article.

9.30

Charges

A Schedule of Charges for private fire protection service is shown in Appendix "A", included at the end of these Rules and Regulations. These charges are applicable to all unmetered connections supplying sprinkler systems, building hose connections and/or on-site private fire hydrants, subject to the following approved exception: apartment, condominium and/or shopping center complexes where such a connection supplies privately owned and maintained fire hydrants from private water mains located in and along private driveways within such complexes; provided such private water mains also supply individually metered water service accounts of the System, meters for which are location on approved and accepted easements provided by the said complexes. However, the established charges shall apply to any such unmetered connection supplying a building sprinkler system and/or a fire hose connection therefrom.

9.40

Installation Requirements and Connection Charges

Plans showing the site piping, valving, vault construction and required backflow prevention equipment are required to be submitted to the System's Engineering Office for approval prior to installation or revision of a private fire protection system. The connection to serve a private fire protection system will not be made by the system until all required plans have been received and approved by its Engineering Office and the specified vault construction requirements have been met. Schedules of applicable Tapping Fees are shown in Appendix "B", included at the end of these Rules and Regulations.

9.50

Private Fire Service Liability/Disclaimer

While the Commission does attempt to provide water pressure and flow rates generally adequate for fire protection needs, where financially and physically feasible, it has no legal responsibility to do so outside of the City of Greenville. The Commission performs no fire-fighting service and is not an insurer against loss or damage by fire; consequently, it does not assume liability

for any such damages. See Article 11, hereinafter for additional provisions relating to the liabilities of the Commission and the customer (or applicant), respectively.

ARTICLE 10. WATER MAIN EXTENSION POLICIES

10.10 Policy Inside the City of Greenville

10.11 General Information

The Commission operates the municipally-owned System and, under State Statutes, has a legal responsibility to provide the residents of the City of Greenville with adequate water service, including its public fire protection water requirements. To prevent the expenditure of public funds in such a manner as to promote private speculative development ventures and to treat all customers and developers as fairly as possible, certain basic policies relating to the financing of water main extension within the City have been adopted by the Commission.

10.12 Existing Streets and Roads

Along existing publicly-dedicated and maintained streets and roads, as of the date of annexation of the property along such streets and roads that have been publicly dedicated and maintained for minimum of 20 years, adequately-sized mains will be extended and hydrants installed by the Commission, when and as needed. Where a main larger than 8-inch, as determined by the Commission, is required solely to provide adequate water service and/or fire flows to meet the specific needs of and applicant/developer, such additional cost of providing the larger main will be at the applicant/developer's expense.

10.13 New Streets

Where new public streets are opened, approved and accepted for maintenance by the City, the applicant/developer is responsible for all costs to install the water main extension, up to 8-inch pipe size, along such streets under a standard "Reimbursement Agreement" with the Commission. The Agreement requires that the water main extension be deeded to the Commission prior to the acceptance of an application for water service supplied by the extension. The Agreement provides for payment to the applicant equal to \$20 per foot for an 8-inch line, \$12 per for a 6-inch or smaller line at such time as the annual revenue produced by the main(s) extended under the Agreement equals, or exceeds fifteen percent (15%) of the funds subject to payment. Such payment is subject to the same limitation imposed by the last sentence of Section 10.12 above.

10.14 Private Roads

The installation of water distribution mains is permitted in private roads by developers provided: (1) such private roads are constructed in accordance with the Greenville County Planning Commission's subdivision regulations, (2) the water mains are constructed to the System's specifications, shall remain the property of the developer who shall be fully responsible for the maintenance thereof and (3) an appropriate easement agreement is granted to the System for the purpose of installing, reading, operating, maintaining and replacing water meters and other appurtenances related thereto.

10.20 Policy Outside the City of Greenville

10.21 General Information

There is no legal obligation for the Commission to provide water services outside of the City limits of Greenville; however, such service is legally permissive at the Commission's option. Prior to 1961, water service had been provided to only those outside users that either resided in one of several special-purpose districts or were connected to a private line extending from the City or connected to one of the Commission's transmission mains. In July of 1961, the Commission assumed long-range responsibility for providing water service throughout Greenville County—within certain feasibility, timing and funding limitations—by the adoption of a policy to: (1) disapprove the formation of additional water districts except with provision for their acquisition on demand, and (2) negotiate the acquisition of all existing water districts being served. Provisions for water main extensions within the acquired districts were set by the acquisition agreements. Development of policies to extend mains to unserved County areas, outside of the existing districts, began in 1963 with the Commission approved a requirement that applicant(s)/developer(s) finance the installation of distribution mains, as approved by the Commission, along any new and publicly-dedicated streets and roads, deeding such mains to the Commission for maintenance. At the same time, the Commission assumed the ultimate responsibility for providing adequately-sized mains along existing, publicly-dedicated and maintained streets and roads in the County, where and when needed, subject to economic feasibility and available financing.

Accordingly, the following policies governing water main extensions outside the City of Greenville, have been developed and adopted by the Commission.

10.22

Existing Streets and Roads

A. Within Acquired Districts By agreement, adequately-sized mains will be extended and hydrants installed along existing publicly-dedicated and maintained streets and roads within acquired districts, as of the date of acquisition by the Commission, when and a needed. Contribution in Aid of Construction Fees are not applicable for connections to mains within such districts. (Exceptions: Mains either within the Paris Mountain District or served from the system acquired for the Paris Mountain District.) Where a main larger than 8-inch, as determined by the Commission, is required solely to provide adequate water service and/or fire flows to meet the specific needs of an applicant/developer, such additional cost of providing the larger main will be at the applicant/developer's expense.

B. Other County Areas. Alternate water main extension policies are available to applicant/developers along existing publicly-dedicated and maintained streets and roads, that have been publicly dedicated and maintained for a minimum of 20 years, in areas located outside of the City of Greenville and the acquired districts.

1. The applicant/develop is required to advance funds for the water main extension up to 8-inch in size, at \$20 per foot under a standard "Reimbursement Agreement" with the Commission and is permitted to collect fees in accordance with the Commission's "Tapping Permit Privilege Policy" (See Appendix "C"). The applicant/developer's privilege to collect such fees and issue a tapping permit to a non-participating property owner will terminate at the time the reimbursement is made. The Agreement stipulates that full reimbursement of funds advanced and subject to reimbursement, less any fees due from, and/or collected by, the applicant/developer, will be made to the applicant/developer at such time as the annual revenue produced by the mains extended under the Agreement, equals, or exceed, fifteen percent (15%) of

the net funds subject to reimbursement. Where the Commission requires a main(s) larger than 8-inch along such streets to serve property beyond the applicant/developer's property, the Commission will assume the additional cost involved; however, where the Commission determines that the larger mains(s) is needed solely to provide adequate service and/or fire flows to meet the applicant/developer's property needs, such additional cost of providing the larger main(s) will be at the applicant/developer's expense.

2. The applicant(s)/developer(s) (area residents) pay, in advance of construction, a non-refundable "Contribution in Aid of Construction Fee" (see Appendix "C"), a non-refundable "tap fee" (see Appendix "B"), and a non-refundable meter installation fee (see Appendix "B"), for each connection to be made to the proposed water main extension. The System will install a maximum of 100 feet of water main for each set of fees paid to the System. The provisions contained in the last sentence of 10.22 (b) 1, above also apply to extensions along new streets and roads.

10.23 New Streets and Roads

Where new public streets are opened, approved and accepted by the appropriate approving authority, the applicant/developer is required to finance the entire cost of the approved water main extension, up to 8-inch water main size, along such streets and roads and deed same to the Commission for maintenance. Contribution in Aid of Construction Fees are not applicable for connections to mains so extended along new streets and roads, except within the Paris Mountain District as per Agreement. The provisions contained in the last sentence of 10.22 (b) 1, above, also apply to extensions along new streets and roads.

10.24 Private Roads

The installation of water distribution mains is permitted in private roads by developers provided: (1) such private roads are constructed in accordance with the Greenville County Planning Commission's subdivision regulation, (2) the water mains are constructed to the System's specifications, shall remain the property of the developer who shall be fully responsible for the maintenance thereof, and (3) an appropriate easement agreement is granted to the System for the purpose of

installing, reading, operating, maintaining and replacing water meter and other appurtenances related thereto.

ARTICLE 11. LIABILITY OF COMMISSION

11.10 General

These "Rules and Regulations" and attached "Schedules of Rates and Charges" are apart of all arrangements for receiving water service, private fire protection service and/or other services billed through the Systems and apply to all such services whether the service is based upon contract, agreement, signed application, or otherwise. In accepting an application for water service, the Commission shall not be responsible for any loss or damages resulting from the breaking of any pipeline, service line or appurtenance; high, low or fluctuating pressure; interruption of water service, or for any cause whatsoever.

11.20 Interruptions of Service

The Commission will make reasonable efforts to avoid interruptions of service, but does not guarantee to the customer any fixed pressure or continuous service. When service interruptions occur, service will be reestablished within the shortest time practicable, consistent with safety. The Commission reserves the right to stop and restrict the supply of water whenever it may be found necessary, and the Commission shall not be liable under any circumstances for a deficiency or failure in the supply of water, whether occasioned by shutting off water to make repairs or connections, or for any cause whatsoever.

In connection with the operation, maintenance, repair and/or extension of the Commission's water system, the water supply may be shut off without notice, when necessary or desirable; and each customer assumes the risk of such emergencies. The Commission shall not be held liable for any damages from such interruption of service or for damage from the resumption of service without notice after any such interruption. Planned interruption, where practical, will be made at times that will not cause unreasonable inconvenience to customers and reasonable efforts will be made to give prior notice to those customers who will be affected. Failure to notify a customer of such interruption, however, shall not be grounds for damages.

11.30 Pressure Fluctuations

The Commission shall not be liable for any damages to a customer's plumbing or property caused by high pressure, by low pressure, or by fluctuation in pressure in the Commission's water mains.

11.40 Fire Protection

Where a planned interruption of service affecting either public or private fire protection systems is to be made, the System will notify the appropriate officials or affected customers. Prior notice of emergency interruptions cannot be given; however, all reasonable efforts will be made to restore service as soon as practical, consistent with safety. The Commission performs no fire fighting service and is not an insurer against loss or damage by fire; consequently, it does not assume liability for any such damage.

ARTICLE 12. ADMINISTRATIVE DETERMINATIONS AND PROCEDURES

The Commission hereby authorizes the General Manager to make such administrative determinations and to establish such administrative procedures, supplemental regulations and specifications as are deemed necessary for the proper operation of the System and administration of these Rules and Regulation and Extension Policies; provided such determinations, procedures, supplemental regulations and specifications are not inconsistent with these Rules and Regulations and Extension Policies.

ARTICLE 13. REVISIONS AND AMENDMENTS

These Rules, Regulations Policies and Schedules (Rates, Fees and Charges) may be revised, amended, supplemented, or otherwise changed from time to time by the Commission. Such changes, when effective, shall have the same force as the present Rules, Regulations, Policies, and Schedules.

ARTICLE 14. SEPARABILITY

If any clause, sentence, paragraph, section or part of these Rules, Regulations, Policies, and Schedules (Rates, Fees, and Charges) shall be declared invalid, or unconstitutional, it shall not affect the validity of the remaining parts of these Rules, Regulations, Policies and Schedules.

ARTICLE 15. FILING AND POSTING

A copy of these Rules and Regulations and Extension Policies, together with a copy of the attached Schedule of Rates, Fees and Charges, shall be kept on file and open to inspection at the offices of the System.

A P P E N D I X

SCHEDULES OF RATES, FEES AND CHARGES

- A. Schedule of Retail Water Rates
and Private Fire Protection
Service Charges
- B. Schedules of Tapping Fees, Meter
Installation and Service Inspection
Fees
- C. Contribution in Aid of Construction
Fees and Tapping Permit Privilege
Policy
- D. Miscellaneous Service Related Charges

APPENDIX "A"

(Insert current rate chart here)

APPENDIX "B"

SCHEDULES OF TAPPING FEES, METER INSTALLATION
AND SERVICE INSPECTION CHARGES

Adopted Oct. 12, 2009
Effective February 1, 2010

TAPPING FEES (Applicable Inside and Outside City Limits):

<u>Connection Size</u>	<u>On 48" and Above Pipe</u>	<u>All Other Pipe</u>
3/4 Inch	\$100	\$100
1 Inch	110	110
1-1/2 Inch	300	300
2 Inch	450	450
4 Inch	Estimated Cost	1,300
6 Inch	Estimated Cost	1,700
8 Inch	Estimated Cost	2,100
10 Inch	Estimated Cost	2,300
12 Inch	Estimated Cost	3,100

Note: For taps of 4-inches or larger on lines of 48" or larger, the tap fee will be based on the estimated actual cost as determined by the GWS.

METER INSTALLATION CHARGES (Applicable Outside City Limits Only):*

5/8 Inch Meter (Including Box)	\$ 350
1 Inch Meter (Including Box)	525
1 1/2 Inch Meter	450
2 Inch Meter	1,600
3 Inch Meter	2,800
4 Inch Meter	4,000
All Others	Actual Cost

Note: The Water System reserves the right to determine the size and type of all meters installed.

SERVICE INSPECTION FEES are applicable where the Water System is notified by the plumber that the job is ready for tapping and/or meter installation but does not meet the Water System's specifications, thereby requiring extra trips. Each such additional trip is subject to the following Inspection Fee, payable in advance:

Inside and Outside City Limits - \$40

* See Appendix "B-1"

APPENDIX "B-1"

ADDITIONAL AND SEPARATE METER INSTALLATION CHARGES

Any user, who requests an additional and separate water meter to be dedicated solely to measurement of water used but no discharged into a sewer system, shall be required to pay a meter installation charge and any applicable Capacity Fee according to the follow schedule:

5/8 Inch Meter (Including Box)	\$ 350
1 Inch Meter (Including Box)	525
1 ½ Inch Meter (Including Pit Frame and Cover)	450
2 Inch Meter (Including Pit Frame and Cover)	1,600
3 Inch Meter (Including Pit Frame and Cover)	2,800
4 Inch Meter (Including Pit Frame and Cover)	4,000
6 Inch Meter	Estimated Cost
8 Inch Meter	Estimated Cost
10 Inch Meter	Estimated Cost

APPENDIX "C"

CONTRIBUTION IN AID OF CONSTRUCTION FEES
AND
TAPPING PERMIT PRIVILEGE POLICY
(Revised October 11, 2004)
(Effective February 1, 2005)

Contribution in Aid of Construction Fees

Connection Size

¾ Inch and 1 Inch	\$1,000
1 ½ Inch and 2 Inch	1,500
3 Inch and 4 Inch	2,000
6 Inch	2,500
8 Inch and Over	3,000

Tapping Permit-Policy and Fees

The tapping Permit Privilege Policy for a person financing water main extensions permits a person to issue a tapping privilege permit to a non-participating property owner on the basis of either (a) a tapping privilege fee equal to the Commission's applicable established Contribution in Aid of Construction Fee (see above schedule), or (b) a tapping privilege fee calculated by dividing the established Contribution in Aid of Construction Fee for a ¾ inch connection (currently \$1,000) by 100 feet and multiplying the resulting unit cost per foot by the distance the property to be served actually fronts on the extended water main.

APPENDIX "D"

MISCELLANEOUS SERVICE RELATED CHARGES

Adopted October 12, 2009 - Effective February 1, 2010

<u>Special Turn-On Charge</u>		\$ 40.00
<u>Delinquent Charge</u>	5% of bill with a minimum of	\$ 7.50
<u>Non-Pay Service Charge</u>		\$ 40.00
<u>Locked Meter Charge</u>		\$ 40.00
<u>Meter Testing Charge</u>		\$ 60.00
<u>Returned Check Charge</u>		\$ 30.00
<u>Unauthorized Water-Use</u> (Minimum Plus Costs)		\$100.00