

**MARYLAND AMERICAN WATER COMPANY  
BEL AIR AND SEVERN, MARYLAND**

**Rates and Rules Governing the Distribution and  
Sale of Water in Bel Air, Severn, and  
Other Territory Adjacent Thereto**

This tariff shows the addition of Severn, Maryland to the Company's service territory. (See Page No. 2)

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Issued: May 17, 2024

Effective: November 19, 2024

By: Barry L. Suits  
President

**CHECK SHEET**

Sheets 1 through 33 inclusive of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

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**LIST OF CHANGES MADE BY THIS TARIFF**

**CHANGES TO SERVICE TERRITORY, ADDITION OF RATE SCHEDULE**

This tariff reflects the inclusion of Severn, Maryland in the Company's service territory and adopts the Severn Water Company Rate Schedule and Terms and Conditions pursuant to an Asset Purchase Agreement and Franchise Transfer between Severn Water Company and Maryland American Water Company.

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Issued: May 17, 2024

Effective: November 19, 2024

By: Barry L. Suits  
President

**METERED WATER SERVICE**

**AVAILABILITY**

This rate is available for service rendered within the Bel Air service territory of the Maryland-American Water Company. Rates are applicable for all domestic (residential), commercial, other public authority and industrial rate classifications, except fire protection, subject to the Rules and Regulations of the Company.

**RATE**

**CAPACITY CHARGE**

Rate Per  
100 Gal.

All Capacity

\$1.0913

**USAGE CHARGE**

Rate Per  
100 Gal.

All usage

\$.09110

**BASE CHARGE**

	<u>Quarterly Bills</u> <u>Base Charge</u>	<u>Monthly Bills</u> <u>Base Charge</u>
5/8"	\$30.00	\$ 10.00
3/4"	39.15	13.05
1"	57.48	19.16
1-1/2"	103.29	34.43
2"	158.28	52.76
3"	286.56	95.52
4"	469.83	156.61
6"	927.99	309.33
8"	1,477.80	492.60

**TERMS OF PAYMENT**

Bills will be rendered quarterly or monthly and are payable on presentation. If the bill is not paid within twenty [20] days of the mailing date, service may be discontinued after ten [10] days written notice.

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Issued: May 17, 2024

Effective: November 19, 2024

By: Barry L. Suits  
President

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**FLAT RATE WATER SERVICE**

**AVAILABILITY**

This rate is available for residential and commercial service rendered within the Severn service territory of the Maryland-American Water Company.

**FLAT RATE PER QUARTER** \$51.74 per dwelling unit

**TERMS OF PAYMENT**

Bills for water service will be rendered quarterly and must be paid within fifteen (15) days from the date of the bill, after which a 5% penalty is added to the bill.

**OTHER CHARGES**

A turn-on and turn-off fee of \$50 per dwelling unit may be charged when requested by the customer or as provided under COMAR 20.70.04.07 and 20.70.04.08. Service may be discontinued under 20.70.04.08 after five days' written notice.

**SYSTEM CONNECTION CHARGES**

Single Family Residence	\$1,000.00
Mobile Home or Trailer (per Unit)	\$300.00
Multifamily Dwelling (for the first Unit)	\$500.00
(For each additional Unit)	\$300.00

**DEFINITIONS OF LEAKS IN ROADWAYS**

(Condominium Owners and Homeowners are responsible for repairs of house connections)

**MAJOR LEAK** - A major water leak is one that results in the continual decline of water system pressure and the inability of the Company to maintain adequate water pressure throughout the water system, thereby, hindering the Company's ability to provide water service to its customers, provide fire suppression and possibly resulting in damage to the Company's equipment. A major water leak is also defined as one which does not result in the continual decline of water system pressure, but creates an erosive flow of water of such a magnitude that destruction to the surrounding area is imminent resulting in the creation of a hazardous situation to the general public such as the collapse of roadways, formation of major sinkholes, undermining of building foundations and further destruction to other components of the Company's water system infrastructure.

**MINOR LEAK** - Any other visually detectable leak besides the Major Leak defined above is deemed a Minor Leak and such that if leak is left un-remediated, it will result in a wastage of water.

(continued)

### COMPENSATION FOR REPAIRS

For Major Leaks, the Company may make repairs of condominium association (“COA”) and or homeowners’ association (“HOA”) customer owned facilities on an as needed basis to maintain system integrity in the case of a Major Leak or in case of an emergency.

Prior to commencing any repair, the Company will notify the COA and or HOA representatives in order to allow them to make immediate repairs to the system. Should the COA and/or HOA not move forward with immediate repair to the system, the Company will make the requisite repair. The applicable COA and/or HOA will be invoiced for the repair. The Company will allow the customer COA and/or HOA to reimburse the Company for the repairs over a period no longer than one year. Invoices for these repairs will be forwarded to the customer COA and/or HOA, which will include the costs of the repairs plus 15% for operational and overhead expenses, A 5% monthly late fee shall be charged for non-payments.

For Minor Leaks, the Company will provide five (5) days written notice to the COA and/or HOA of the leak. The Company may elect to deny service based on COMAR 20.70.04.08A (7) should the COA or HOA not correct the Minor Leak after the written notice. Should the COA and/or HOA not correct the Minor Leak within an additional ten (10) days, the Company may correct the Minor Leak and shall be reimbursed based on the above described compensation tariff policy for Major Leaks.

RECONNECTION FEE

If service is terminated for any reason, all outstanding charges and a reconnection fee of \$25.00 shall be paid before service will be restored during business hours.

The Company's regular business hours for reconnections are from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding holidays. When it is necessary to turn water back on outside of the Company's regular business hours, the charge is \$120.00, payable in advance.

NEW SERVICE ACTIVATION FEE

A \$25.00 new account charge is required for new customers applying for service in new or existing homes.

RETURNED CHECK CHARGE

If a check is returned by a customer's bank for insufficient funds or any other reason, a bad check charge of \$15.00 will be imposed upon the customer, and shall be due and payable immediately. (One charge per check each time it is returned.)

SPECIAL PROVISIONS

Limited Area Sprinkler Systems

Any customer receiving metered water service through either a 1" or 2" meter may also receive through such meter a supply of water for a fire protection sprinkler system not exceeding a total of 20 sprinklers (hereinafter "Limited Area Sprinkler System"). Prior to receiving metered water service to any premises which contains a Limited Area Sprinkler System, the customer shall apply to the Company for such service on a form to be provided by the Company, and such service shall be subject to the terms set forth on the application and to all applicable rules and regulations of the Public Service Commission. All Limited Area Sprinkler Systems must be installed and maintained in accordance with all applicable health standards and building and fire codes and must include a backflow prevention device or devices approved by the Company. Applicants for service shall establish, at the time of application and to the satisfaction of the Company, that all such codes and standards have been met.

SERVICE CONNECTION

Installation of Service Connections 3/4 -inch and larger diameter.....Actual cost to Company including labor, materials, and other costs including overhead and income taxes shall be paid to the Company prior to installation of the service connection.

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ADDITIONAL TERMS AND CONDITIONS

The Rules and Regulations shall constitute part of the contract with each Customer of the Company, and every such Customer shall be considered as having expressed consent to be bound by these Rules and Regulations as if they were copied and embodied in all contracts and applications for Water Service. The Company reserves the right to waive any such rule (not otherwise mandated by law, or regulation) in its sole discretion, and no such waiver shall be deemed as a waiver of such rule in regard to any other Customer or occurrence.

OWNERSHIP OF PROPERTY

- (A) Except as otherwise provided in these Rules and Regulations, all pipe, fittings, equipment, meters, or other appurtenances, except for the Customer Service Pipe, shall at all times be and remain the property of the Company, and may at any time during reasonable hours be inspected by the Company and/or removed by it for repairs or replacements, or upon the discontinuance of service.
- (B) In case of damage to the Company's property on the Customer's Premises and/or damage to the control valve installation on the service connection to the Customer, including obstruction, burying and filling thereof, the cost of repair shall be billed to and paid by the Customer.

LIABILITY OF COMPANY

- (A) No employee or agent of the Company shall have the right or authority to bind it by any promise, agreement, or representation contrary to the letter or intent of these Rules and Regulations.
- (B) The Company will use reasonable diligence in attempting to furnish a regular and uninterrupted supply of clean, potable water, but the Company does not guarantee uninterrupted service. The Company reserves the right, at any time and without notice, (i) to shut off or limit the flow of water in its mains, treatment, and storage facilities; (ii) to issue or request the issuance of a boil water, conservation, curtailment, restriction of use, or other notice under appropriate circumstances governed by the water quality and health regulations applicable to the Company; or (iii) otherwise to instruct customers and other water users to limit or modify their use of water to enable the Company to make repairs, improvements, and extensions, or to respond to emergency events or system conditions.
- (C) The temporary shutting off of water from any Premises for any cause, including nonpayment of bills, leaking pipes, fixtures, or a cause specified in subpart (B), above, shall not entitle the Customer to a deduction in the amount of water charges during the time of such temporary shut-off. The shutting off of water temporarily shall not cancel a contract for water supply except at the option of the Company or upon notice from the Customer.



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ADDITIONAL TERMS AND CONDITIONS (cont'd)

- (D) The Company shall not in any way or under any circumstances be held liable or responsible to any person or persons for any loss or damage in any event:
- i. from any excess or deficiency in the pressure, volume, or supply of water, due to any cause whatsoever; or
  - ii. during which the supply or quality of clean, potable water fails or is interrupted, contaminated, reduced, constrained, or otherwise made unavailable, or any change in, insufficiency of, or increase in water pressure arises, in any such case by reason of an act of God, the public enemy, accidents, labor disputes, orders or acts of civil or military authority, failures of or injury to any water treatment plant, distribution system facilities, or other equipment or facilities of the Company, the need to conduct extraordinary repairs, or any occurrence beyond the Company's control; or that does not involve a breach of a duty of the Company, including where the Company does not receive actual notice, either written or oral, that a Company facility (located within the public right-of-way, in a sidewalk or on a Customer's property) is in need of repair, including but not limited to the condition or elevation of a curb box or valve box that is not proven to have been in that condition at the time of installation or that is caused by a plumber, developer, or other person or event; or
  - iii. that does not involve or is not directly associated with the Company's facilities, including breaks or leaks on facilities that are not owned by the Company, such as breaks, leaks, defects or condition in the customer's service pipe, customer's meter vault, pressure reducing valve, back flow control valve, internal plumbing or fixture, or due to the materials out of which those facilities are made; or
  - iv. under which an interruption in service is necessary in the Company's judgment to prevent or limit any disturbance in the water system of the Company or water systems interconnected with the Company or to ensure the safety of the public or its employees or contractors; or
  - v. in which the Company, its employees, agents, or contractors, or the employees, agents or contractors of its affiliates, provide voluntary assistance of any kind to another public utility (whether publicly or privately owned, and whether or not at the request of the utility or a governmental entity) or its customers to aid in the public utility's efforts to resume or continue public utility service or the provision of other essential services (including the provision by whatever means of potable water supplies).

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ADDITIONAL TERMS AND CONDITIONS (cont'd)

- (E) The Company assumes no responsibility for the clogging of interior house plumbing or flooding that may occur during or after interruption of service or repairs to services, meters or mains. The Company shall not be responsible for accidents or damages to appliances, resulting from the discontinuance of service for any cause, nor by reason of the breaking of any main, water pipe, fixture or appliance whether owned by the Company or Customer, and no person shall be entitled to damages nor have any portion of a payment refunded for any interruption of service. The Company will exercise every care in this matter, and in the event of the necessity of turning off water, every reasonable effort will be made to notify the Customer.
- (F) The Company shall not be considered in any manner an insurer of property or persons, or to have undertaken to extinguish fire or to protect any persons or property against loss or damage by fire, or otherwise. The Company agrees to furnish such supply of water as shall then be available and not other or greater, and it shall be free and exempt from any and all claims for damages on account of any injury to property or persons by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever.
- (G) Any expense for repairs or damage caused by persons operating fire hydrants shall be paid for by such persons.
- (H) Any person operating a fire hydrant shall indemnify and save the Company harmless from any and all damage or liability, including any attorney's fees incurred by the Company resulting from such operation.
- (I) The Company's water mains and service connections are not intended to be used as electrical grounding devices for electrical circuits and devices located on Customer Premises. This method of grounding involves an element of danger. The Company will not be liable for the adequacy of this electrical grounding system and reserves the right to make any structural or material changes it so desires in the installation of the Company's water mains and water service connections without regard to the effect such changes may have on the adequacy of any electrical grounding system utilizing the owner's/Customer's service pipe and plumbing system. The Company will not be liable for the safety of any person who makes contact with the owner's/Customer's service pipe and plumbing system that is used as an electrical ground system.

## **CROSS-CONNECTIONS**

### **Definition:**

A cross-connection is any pipe, valve or other physical connection, or other arrangement or device connecting the pipelines of the Company, or facilities directly or indirectly connected therewith, to and with pipes or fixtures by which any contamination might be admitted or drawn from lines other than the Company's into the distribution system of the Company, or into lines connected therewith.

A: In the event of any new construction, Maryland American Water Company "MAWC" requires the owner and /or Contractor to protect each water service connection with an approved backflow device/ assembly after the meter and prior to any unprotected take offs for the purpose of containment.

B: Existing premise shall receive a survey notification to be completed and returned to MAWC. MAWC will then determine the course of action based on the degree of hazards.

C: The owner and/or customer will be responsible for any fees such as installations, permits, annual testing, repairs, upgrades and /or any replacements to any backflow devices / assemblies.

D: MAWC shall have the right to terminate water service due to non-compliance of rules covering Cross-Connections.

E: Existing backflow devices / assemblies that have been approved at the time of installation shall continue in service unless the degree of hazard has superseded the present backflow device / assemblies.

F: Fire Service, Sprinkler Systems, Irrigation and By-Pass lines shall be equipped with an approved backflow device / assembly and shall provide equal amount of protection as the main device / assemblies.

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**SURCHARGE TO RECOVER FUTURE PURCHASED WATER  
EXPENSES FROM HARFORD COUNTY DURING PERIODS OF  
WATER RESTRICTION ON WINTER'S RUN**

**APPLICABILITY**

This rate is applicable to all customers of the Company whose billings are based upon metered water service.

**PURCHASED WATER SURCHARGE**

In addition to the charges set forth on Page Nos. 3(a) and 3(b), the Company shall charge, as a separate line item on the customer's bill, for one hundred percent (100%) of the cost of water purchased by the Company based on each customer's metered consumption. The Company has the right to impose the surcharge immediately upon imposition of flow by restrictions on Winters Run as a result of drought. The Company shall notify customers of the surcharge in the first bill delivered after the date flow by restrictions are imposed. The surcharge shall appear on the next bill with respect to the cost of water purchased in the preceding month. The calculation of the surcharge is as set forth below under Surcharge Rate. On a quarterly basis, the Company shall submit water sold and water purchased data to the Maryland Public Service Commission for the purpose of reconciling total water sold and total water purchased. Estimated costs will be reconciled with actual costs at the quarterly true-up. Under collections and over collections of purchased water costs will be charged or credited to the first bill following the P.S.C. audit of the true up. In the event that the true-up of under collected purchased water costs results in an increase in the average water bill of greater than 10%, the charges for under collected purchased water costs shall continue on subsequent billings, limited to a maximum of 10% of the average bill, until eliminated.

**SURCHARGE RATE**

Rate charged per 100 gallons or 100 cubic feet will be calculated using the following formula:

$$\frac{(A \times (B-C))}{D} = E$$

- A 100 Gallons purchased from Harford County
- B Cost per 100 gallons of water purchased from Harford County
- C Production cost per 100 gallons embedded in general water service tariff
- D Budgeted one month water sales
- E Purchased Water Surcharge

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**SURCHARGE TO RECOVER FUTURE PROPERTY TAX  
EXPENSES FOR BEL AIR IMPOUNDMENT PROJECT**

**APPLICABILITY**

This rate is applicable to all domestic (residential), commercial, other public authority, and industrial rate classifications, and fire protection customers of the Company.

**BEL AIR IMPOUNDMENT PROPERTY TAX RIDER**

In addition to the charges set forth on Page Nos. 3, 3(a), 3(b), 3(c), 4, and 5, the Company shall charge, as a separate line item on the customer's bill, for one hundred percent (100%) of the cost of property taxes incurred associated with the Bel Air Impoundment Project based on each customer's connection size. The amount of the surcharge, subject to updates for actual property taxes billed, is as set forth below under Surcharge Rate. On an annual basis, the Company shall submit total incurred costs to the Maryland Public Service Commission for the purpose of reconciling total property tax amounts. Under collections and over collections of property taxes associated with the Bel Air Impoundment Project will be charged or credited to the first bill following the P.S.C. audit of the true up. In the event that the true-up of property tax amounts results in an increase in the average water bill of greater than 10%, the charges for under collected property tax costs shall continue on subsequent billings, limited to a maximum of 10% of the average bill, until eliminated.

**SURCHARGE RATE**

For Residential, Commercial, Other Public Authority, and Industrial classifications:

	Monthly Bills <u>Surcharge</u>
5/8"	\$1.48
3/4"	1.93
1"	2.83
1-1/2"	5.09
2"	7.79
4"	23.13
6"	45.68
8"	72.75

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Issued: August 1, 2023

Effective: August 1, 2023

By: Barry L. Suits  
President

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**SURCHARGE TO RECOVER FUTURE PROPERTY TAX  
EXPENSES FOR BEL AIR IMPOUNDMENT PROJECT**  
**(continued)**

For Private Fire Protection Service:

	Quarterly Bills <u>Surcharge</u>
For each 4" connection, or less:	\$22.75
For each 6" connection:	\$115.42
For each 8" connection:	\$154.19

For Public Fire Protection Service:

	Annual Bills <u>Surcharge</u>	Semi-Annual Bills <u>Surcharge</u>
For each public fire hydrant:	\$25.28	\$12.64

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Issued: August 1, 2023

Effective: August 1, 2023

By: Barry L. Suits  
President

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**PRIVATE FIRE PROTECTION**

PRIVATE FIRE PROTECTION

AVAILABILITY

This rate is available for Private Fire Protection Service, subject to the Rules and Regulations of the Company. The rates providing for this type of service shall be available only for service connections used exclusively in the extinguishment of fires. If water is used for any other purpose, then the schedule of metered rates shall apply to such consumption in addition to the fire line service charge provided for herein.

<u>RATE</u>	<u>Quarterly</u>	<u>Monthly</u>
For each 4" connection, or less, per year . . . .	\$ 148.32	\$ 49.44
For each 6" connection, per year . . . . .	752.40	250.80
For each 8" connection, per year . . . . .	1,005.12	335.04

TERMS OF PAYMENT

Bills will be rendered quarterly in advance and are due and payable upon presentation, and if not paid within twenty [20] days of the mailing date as evidenced by the mark of the canceling Post Office, service may be discontinued after ten [10] days written notice. The Company has the option to revise the billing period to monthly, bi-monthly or quarterly at its discretion.

LIMITATION OF LIABILITY

The water provided to the Customer for Private Fire Service during times of fire on the Premises shall be such supply as is available from the Company's distribution main and from no other or greater supply. The Company shall not be considered, in any manner, an insurer of property or persons, or to have undertaken to extinguish fires, or to protect any persons or property against loss or damage by fire, or otherwise, and it shall be free and exempt from any and all claims for damages on account of any injury to property or persons by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever.

SPECIAL PROVISIONS

All water shall be used for fire purposes only.

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**PUBLIC FIRE PROTECTION SERVICE**

**AVAILABILITY**

This rate is available to any political subdivision for service rendered inside and outside of the town limits of Bel Air and within the service limits of The Maryland-American Water Company.

**RATE**

	Annual	Semi-Annual	Monthly
For each public fire hydrant-	\$164.75	\$82.375	\$13.729

**TERMS OF PAYMENT**

Bills will be rendered semi-annually in arrears on the first days of March and September in each year. Bills are due and payable upon presentation, and if not paid within twenty (20) days of the mailing date as evidenced by the mark of the canceling Post Office, service may be discontinued after ten (10) days written notice. The Company has the option to revise the billing period to monthly or quarterly at its discretion.

**SPECIAL PROVISION**

Hydrants will be installed by the Company on locations selected by the appropriate municipal or county officials. The cost of any change in location after the hydrant has been installed shall be paid by the municipality or county, as applicable.

**LIMITATION OF LIABILITY**

The water provided for Public Fire Service shall be such supply as is available from the Company's distribution system and from no other or greater supply. The Company shall not be considered, in any manner, an insurer of property or persons, or to have undertaken to extinguish fires, or to protect any persons or property against loss or damage by fire, or otherwise, and it shall be free and exempt from any and all claims for damages on account of any injury to property or persons by reason of fire, water, failure to supply water or pressure, or for any other cause whatsoever.

Any expense for repairs or damage caused by persons operating fire hydrants shall be paid for by such persons.

Any person operating a fire hydrant shall indemnify and save the Company harmless from any and all damage or liability, including any attorney's fees incurred by the Company resulting from such operation.



MAIN EXTENSIONS

Extensions to New Subdivisions and other Developments.

Applicants for main extensions shall have the following options:

1. No refund Option. Under this option the applicant will be required to advance the estimated cost of the project to the company; the Company will pay the federal and state income taxes incurred by the advance; and no refund will be made to applicant of any portion of the advance; or

2. Refund Option. If the applicant believes that there will be sufficient customers attaching to the extension to warrant electing the refund option, it will be required to advance to the Company the estimated cost of the project and the federal and state income taxes incurred by the advance. The applicant will receive refunds of the total advance made for a ten year period or until the total advance has been recaptured, whichever is sooner.

Contributions in Aid of Construction

Applicants who make contributions in aid of construction to the Company will be required to make such contributions under the No Refund Option set forth above.

Issued: Effective:

3/26/87

By: E. W. Limbach, President

*W. B. Rafferty, atty*

MAR 27 1987

PUBLIC SERVICE COM'N  
OF MARYLAND

Maryland American Water Company  
Bel Air, Maryland

Water-P.S.C. MD No. 11  
New Page No.7  
Cancelling  
Water-P.S.C. MD No. 10

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The Regulations of the Public Service Commission as set forth in the Code of Maryland Regulations, COMAR, Vol. XIX, Title 20, Subtitle 70, sections 20.70.01 to 20.70.08, incl., and Subtitle 73, sections 20.73.01 to 20.73.05, incl., are adopted by the Company and incorporated by reference as though fully set forth herein, with the following exceptions:

COMAR, Vol. XIX, Sections 20.70.02.10 L, M and N are modified under COMAR XIX, 20.70.01.- 02 C to the extent necessary to provide for the No Refund and Refund Options for Extensions to New Subdivisions and Other New Developments and the No Refund Option for Contributions in Aid of Construction set forth on page 6 of this tariff.

Issued:

Effective: 3/26/87

By: E. W. Limbach, President

3/26/87

**FILED**

MAR 27, 1987

*Wm. B. Rupperty, Atty*

PUBLIC SERVICE COMN  
OF MARYLAND

**PUBLIC SERVICE COMMISSION OF MARYLAND**  
**REGULATIONS GOVERNING SERVICE**  
**SUPPLIED BY WATER COMPANIES**

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ORDER NO. 57171  
IN THE MATTER OF THE REGULATIONS \* BEFORE THE GOVERNING  
SERVICE SUPPLIED BY \* PUBLIC SERVICE COMMISSION  
WATER COMPANIES \* OF MARYLAND  
\* CASE NO. 6201

WHEREAS, the Commission by its Order No. 55723, entered on December 16, 1964, modified the rules and regulations governing service supplied by water companies which were adopted by Order No. 54940, on June 27, 1962, in lieu of the regulations established by order No. 38410, entered on June 10, 1942, in case No. 4520; and

WHEREAS, the Commission's Chief Engineer, in a memorandum to the Commission under date of February 27, 1968, recommended the adoption of revised rules and regulations in order to give effect to legislation enacted subsequent to the adoption of the present rules, and also to adjust for a provision which was in conflict with the recently revised rules of the State Department of Health; and

WHEREAS, the matter of the establishment and promulgation of new regulations to supersede the regulations established by the Commission's said Order No. 54990, as subsequently modified by Order No. 55723, having been the subject of a hearing before the Commission on May 15, 1968, after due notice, and it being the opinion and finding of the commission that the rules and regulations adopted under Order No. 54940, as subsequently modified, are inadequate,

IT IS THEREFORE, this 29<sup>th</sup>-day of May, in the year Nineteen-Hundred and Sixty-eight, by the Public Service Commission of Maryland,

ORDERED: (1) That the rules and regulations for water companies as set forth in the Commission's Order No. 54940, entered June 27, 1962, and modified by Order No. 55723, entered on December 16, 1964, shall cease to be effective on and after July 1, 1968.

(2) That the following regulations are hereby adopted to govern service supplied by water companies as hereinafter further provided and more fully set forth to become effective July 1, 1968, and to continue in force unless and until revoked or amended by further order of the Commission:

REGULATIONS GOVERNING SERVICE SUPPLIED BY  
WATER COMPANIES

1. GENERAL

1.1 AUTHORIZATION OF RULES

The Public Service Commission Law provides that the commission shall have the power to make such reasonable rules as it deems necessary to carry out the provisions of this law and any other law relating to the Commission.

1.2 APPLICATION OF RULES

- 1.2.1 Application. These rules shall apply to any water utility operating within the State of Maryland, under the jurisdiction of the Public Service Commission.
- 1.2.2 Purpose. These rules are intended to promote safe and adequate service to the public, to provide standards for uniform and reasonable practices by utilities, and to outline the responsibility of the public in requesting and receiving service from the utilities.
- 1.2.3 Exemption. If unreasonable hardship to a utility or to a customer results from the application of any rule herein prescribed, application may be made to the Commission for the modification of the rule or for temporary or permanent exemption from its requirements.
- 1.2.4 Modification. The adoption of these rules shall in no way preclude the Commission from altering or amending them, or from making such modifications with respect to their application as may be found necessary to meet exceptional conditions.
- 1.2.5 Duties Under Other Statutes. These regulations shall in no way relieve any utility from any of its duties under the laws of this State.

1.3 DEFINITIONS

The following words and terms, when used in these rules, shall have the meaning indicated:

- 1.3.1 Commission – the Public Service Commission of Maryland.
- 1.3.2 Customer – any person, partnership, association, corporation or governmental agency being provided with water services by a utility.
- 1.3.3 Main – water pipe, owned, operated, or maintained by a water company, which is used for the transmission or distribution of water, but does not include “service pipe.”
- 1.3.4 Meter – without other qualification, means any device or instrument which is used by a utility in measuring a quantity of water for billing purposes.

- 1.3.5 Premises – a tract of land or real estate, including buildings and other appurtenances thereon.
- 1.3.6 Service pipe – the pipe which runs from the main to the customer’s premises.
- 1.3.7 Utility – a “water company” as defined in Section 2, Article 78 of the Public Service Commission Law of Maryland.
- 1.3.8 Water Plant – plant and property owned by a water utility, used in its business operations of providing water service to its customers.

## 2. ENGINEERING

### 2.1 AUTHORIZATION FOR CONSTRUCTION

No individual, corporation, firm, partnership, association, company, cooperative, joint stock company or association or any other form of business enterprise shall commence any construction of a water system for public use without the prior authorization of the Commission, which shall be granted only upon a finding by the Commission that to do so is in the public interest.

### 2.2 GOOD ENGINEERING PRACTICE

The water plant of the utility shall be constructed, installed, maintained and operated in accordance with accepted good engineering practice in the water industry to assure, as far as reasonably possible, continuity of service, uniformity in the quality of service furnished, and the safety of persons and property.

### 2.3 DESIGN AND CONSTRUCTION REQUIREMENTS

The design and construction of the water plant shall conform to the requirements of the Maryland State Department of Health.

### 2.4 INSPECTION OF WATER PLANT

Each utility must adopt a program of inspection of its water plant in order to determine the necessity for replacement and repair. The frequency of the various inspections shall be based on the utility’s experience and accepted good practice. Each utility shall keep sufficient records to give evidence of compliance with its inspection program.

### 2.5 MAINS

- 2.5.1 Depth of Mains. Water mains should be installed below the frost line or be otherwise protected to minimize the possibility of freezing and shall have not less than 30 inches of cover except where such depth is not feasible due to underground obstructions or rocky or hardpan conditions.

- 2.5.2 Dead Ends. The utility should design its distribution system so as to avoid dead ends in its mains. Where dead ends cannot be avoided the mains shall be flushed as often as necessary to maintain the proper quality of the water.
- 2.5.3 Segmentation of System. Valves shall be provided at reasonable intervals in distribution mains so that in case of breaks or repairs a minimum number of customers will be affected. When feasible, valves shall be provided in the mains at intervals not to exceed one continuous block or 500 feet, whichever is greater, except where a dead end run is not intended to serve any intervening customers.
- 2.5.4 Grid Systems. The distribution system should be laid out in a properly segmented grid so that in case of breaks or repairs a minimum number of customers will be affected.
- 2.5.5 Minimum Pipe Sizes. The distribution system shall be of adequate size and designed to maintain the pressures within the range required by Rule 7.2. The pipe used in the system should be at least 6 inches in size. In special cases pipes of the sizes listed below may be installed. However, the maximum length from any connecting main at least 6 inches in size should not exceed the following:

1-inch _____	150 feet
1-1/2-inch _____	300 feet
2-inch _____	500 feet

## 2.6 SERVICE PIPE

- 2.6.1 Utility's Service Pipe. The utility shall furnish, install and maintain the following: corporation stop; service pipe from main to curb stop or outlet of outdoor meter setting; curb stop, and curb box.
- 2.6.1.1 Curb Stop. Curb stops are for the exclusive use of the utility for control of the water supply to individual customers and should not be located on the customer's property. The control of the water supply by the customer shall be by means of a separate valve, located just inside the building wall.
- 2.6.2 Customer's Service Pipe. The customer shall be responsible for furnishing, installing and maintaining the service pipe from the curb stop or outlet of outdoor meter setting to the place of consumption on his premises.
- 2.6.2.1 Construction Standards. The service pipe must be constructed of approved materials and must be installed and maintained in accordance with accepted good practice and in conformance with applicable codes or governmental regulations.
- 2.6.2.2 Cover and Size. All service pipes should be installed below the frost line or be otherwise protected to minimize the possibility of freezing and shall have at least three feet of cover. All service pipes shall be at least three-fourths inch inside diameter.



2.6.2.3 Proximity to Sewer Pipe. A water service pipe shall not be laid in the same trench with the sewer pipe.

2.6.2.4 Valve Required. Every service pipe must be provided with a valve and waste cock on the inside of the foundation wall adjacent to the location where the pipe passes through it, easily accessible, fully protected from freezing, and all pipes in the building must be laid in such a way that they can be fully drained by the waste cock.

2.6.3 Inspection. If a governmental agency requires an inspection of the customer's plumbing then the utility shall not connect the service until it receives a notice from the inspecting agency certifying that the customer's plumbing is satisfactory.

## 2.7 METERS

2.7.1 Meter Installation. The utility shall furnish, install and maintain all meters. Utilities should make available to customer's plumbers sketches of standard meter installations which show the way in which the customer's portion of the installation should be made.

2.7.2 Meter Location. The meter shall be set at a location designated by the utility on the delivery side of the curb stop, and may be inside the building or it may be outside, near the property line, in an appropriate box or vault. In the event the customer desires any change in the location or position of the meter, meter box or vault, after they have been installed, such change in location shall be made by the utility at the expense of the customer.

## 2.8 FIRE PROTECTION

Specifications, location, installation, maintenance, and ownership of fire hydrants, mains and other fire protection facilities are subject to negotiation between the utility and the applicant. Fire hydrants for public fire protection should not be connected to mains smaller than 6-inch.

## 2.9 TEMPORARY SERVICE

When the utility renders temporary service to a customer it may require that the customer bear all the cost of installing and removing the service in excess of any salvage realized.

## 2.10 MAIN EXTENSIONS

2.10.1 Applications. Applications for extensions of water mains shall be made in writing.

2.10.2 Ownership of Extensions. Any facilities installed in connection with the extension of mains shall become the property of the utility.

- 2.10.3 Construction Specifications. The size, type, quality of materials, and their location shall be specified by the utility and the actual construction shall be done by the utility or by a constructing agency acceptable to do it.
- 2.10.4 Calculating Length of Extension. In arriving at the length of main extension necessary to render service at any point, the distance from such point to the nearest main shall be considered along lines of proper construction, due consideration being given to the general layout of the system.
- 2.10.5 Electing Alternate Route. Where the property of the applicant is located adjacent to a street or highway exceeding 70 feet in width, or a freeway, waterway, or railroad right-of-way, the utility may elect to install a main extension on the same side thereof as the property of the applicant, and the estimated cost in such case may be based on such an extension.
- 2.10.6 Established Grades Required. The utility shall not be required to make extensions where grades have not been brought to those established by public authority.
- 2.10.7 Requirements of Public Authorities. Where an extension must comply with an ordinance, regulation or specification of a public authority, the estimated cost of the extension shall be based upon the facilities needed to comply with such requirements.
- 2.10.8 Utility's Portion of Extension. The utility shall extend its water mains to serve new customers, other than subdivisions, housing projects, industrial developments, etc., at its own expense, when the cost of the required total length of main extension is not in excess of three times the estimated annual revenue to be derived from such extension, which amount shall be designated the "allowance."
- 2.10.9 Estimated Annual Revenue. For the purpose of these rules, the estimated annual revenue for residential service shall be the utility's average annual revenue per residential customer for the prior calendar year, such average to be effective on April 1<sup>st</sup> and used until the following April 1<sup>st</sup>. In unusual cases and for other classes of service the utility may estimate the annual revenue to be derived in each case.
- 2.10.10 Customer's Portion of Extension. If the estimated cost of the required total length of main extension is in excess of the "allowance" for the service connections applied for, the applicant for such service shall be required to advance to the utility before construction is commenced that portion of the estimated cost of such extension over and above the "allowance." The amount of the advance to the utility shall not include any costs of increasing the size or the capacity of the utility's existing mains or any other facilities used or necessary in connection with the proposed extension, except as provided in Rule 2.10.12. If the actual cost of the extension is less than the estimated cost then the utility shall promptly refund to the applicant any overpayment.

- 2.10.11 Division of Customer's Portion of Extension. When more than one applicant is involved and an advance is required in payment for a main extension in excess of the "allowance" then the amount of the advance shall be divided equally among the applicants, except that some different allocation may be approved by the utility under special conditions.
- 2.10.12 Extension to Subdivision, Etc. An applicant for a main extension to serve a new subdivision, tract, housing project, or industrial development shall be required to advance to the utility before construction is commenced the estimated reasonable cost of installation of the mains, from the nearest existing main at least equal in size to the main required to serve such development, including necessary service stubs or service pipelines, fittings, valves and housings therefor, and including fire hydrants when requested by the applicant or when required by public authority, exclusive of meters. If additional facilities are required specifically to provide supply, storage, or pressure exclusively for the service requested, the cost of such facilities may be included in the advance upon approval by the Commission.
- 2.10.13 Basis For Refunds. For each new customer connected to an extension on which the utility holds refundable deposits, the utility shall refund three times the estimated annual revenue to be derived from such customer. Refunds shall be made within 90 days after the new customer's service is connected and shall be made to the depositors who advanced the money for the extension. If more than one depositor is entitled to receive a refund then the total amount shall be divided in proportion to the amount of the unrefunded advance of each depositor.
- 2.10.14 Disposition of Advances. Advances which may be required from applicants in payment for extensions will be held by the utility without interest. Refunds shall be made in accordance with these rules and no depositor will have refunded to him an amount in excess of the amount of his advance. Any amount remaining unrefunded at the end of 10 years from the date the advance was received by the utility shall be retained by the utility and transferred to the Contributions in Aid of Construction account.

### 3. RECORDS AND REPORTS

#### 3.1 AVAILABILITY OF RECORDS

All records required by these rules or necessary for the administration thereof shall be available for examination by the Commission or its authorized representatives.

#### 3.2 RETENTION OF RECORDS

Unless otherwise specified by the Commission all records required by these rules shall be preserved for the period of time specified in the current edition of the National Association of Railroad and Utilities Commissioners' publication "Regulations to Govern the Preservation of Records of Electric, Gas and Water Utilities."

### 3.3 TARIFF

Each utility shall file with the Commission a copy of its tariff which shall include:

3.3.1 Rates. Each schedule of rates for service.

3.3.2 Rules. The utility's rules, or terms and conditions, describing the utility's policies and practices in rendering service.

### 3.4 INFORMATION TO BE FILED WITH THE COMMISSION

3.4.1 Special Contracts. Each utility shall file with the Commission a copy of each contract for service not covered by the utility's filed tariff.

3.4.2 Installation Rules. Each utility shall file with the Commission a copy of the utility's rules, if any, designed by the utility for the use of engineers, architects, contractors, etc., covering service installations.

3.4.3 Bill Forms. Each utility shall file with the Commission a sample of each type of customer bill form, which shall include the information normally shown on a customer's bill for service.

3.4.4 Map of System. Each utility shall file with the Commission a map showing the utility's water system. This map shall be revised annually unless such revision is unnecessary, in which event the utility shall notify the Commission that the map on file is current. If practicable, the map should show:

- (1) Location of pumping stations, treatment plants and sources of supply
- (2) Storage facilities
- (3) Mains by size
- (4) Location of valves and fire hydrants
- (5) Service area
- (6) Names of all communities (Post Offices) served

3.4.5 Persons to Contact. Each utility shall file with the commission the name, title, address, and telephone number of the person who should be contacted in connection with the following areas of operation, and shall notify the Commission promptly of any changes.

- (1) Management
- (2) Customer relations (complaints)
- (3) Engineering
- (4) Meter tests and repairs
- (5) Emergencies during non-office hours

- 3.4.6 Fatal Accident Notice. In the event of a fatal accident prompt notice shall be given to the Commission by telephone or telegraph.
- 3.4.7 Accident Notice. Each utility shall file with the Commission an "Accident Notice" report, on forms provided by the Commission, within 30 days after the end of any month during which an accident occurred.
- 3.4.8 Construction Reports. Each utility shall file with the Commission a notification of all proposed important additions to plant, the construction of which was started by the utility during the preceding month. For the purpose of this rule an important addition to plant shall mean a single project involving the expenditure of at least \$50,000, or an amount equivalent to at least 10% of the total water plant in service, whichever is less. The notification shall be submitted, in duplicate, on forms supplied by the Commission. One copy will be numbered for identification and returned to the utility to be completed and returned to the Commission when the construction of the project has been completed to the extent that the facility was placed in operation during the preceding month.
- 3.4.9 Location of Records. Each utility shall notify the Commission of the location at which it keeps the various classes of records required by these rules.

#### 4. CUSTOMER RELATIONS

##### 4.1 APPLICATIONS FOR SERVICE

- 4.1.1 Applications. All applications for water service should be made in writing.
- 4.1.2 Application Constitutes Contract. The accepted application shall constitute a contract between the company and the applicant, obligating the applicant to pay for water service in accordance with the utility's tariff currently on file with the Public Service Commission, and to comply with the Commission's Regulations Governing Service Supplied by Water Companies.
- 4.1.3 Termination of Service. When a customer desires to have his service terminated he must notify the utility and such notification should be in writing.

##### 4.2 INFORMATION FOR CUSTOMERS

- 4.2.1 System Maps or Records. Each utility shall maintain up-to-date maps, plans, or records of its entire transmission and distribution systems, with such other information as may be necessary to enable the utility to advise prospective customers, and others entitled to the information, as to the facilities available for serving customers within its service area.
- 4.2.2 Selecting Rate Schedule. Each utility shall assist the customer or prospective customer in selecting the most economical rate schedule.

- 4.2.3 Notifying Customers. Each utility shall notify customers affected by a change in rates or schedule classification.
- 4.2.4 Tariff Notice. Each utility shall post a notice in a conspicuous place in each office of the utility where applications for service are received, informing the public that a copy of its tariff, as filed with the Commission, is available for inspection.
- 4.2.5 Meter Reading Instruction. Upon request, each utility shall inform its customers as to the method of reading meters.
- 4.2.6 Other Information. Each utility shall furnish such additional information as the customer may reasonably request.
- 4.3 DEPOSITS TO GUARANTEE PAYMENT OF BILLS
- 4.3.1 Permission to Require Deposit. Each utility may require from any customer a deposit to be applied against any unpaid balance due the utility for service at the time service is terminated.
- 4.3.2 Retention of Deposit. The utility may retain the deposit as long as it feels it is necessary to insure payment of bills for service which may remain unpaid at the time service is terminated.
- 4.3.3 Return of Deposit. If the utility has a deposit at the time service is terminated, then the deposit, plus accrued interest, less any amount owed by the customer for water service, must be returned to the customer, if possible.
- 4.3.4 Amount of Deposit. The deposit required by the utility shall not be less than \$5.00 nor more in amount than the maximum estimated charge for service for two consecutive billing periods or 90 days, whichever is less, or as may reasonably be required by the utility in cases involving service for short periods or special occasions.
- 4.3.5 Payment of Deposit. If requested by the customer the utility shall provide some means whereby a deposit amounting to \$35.00 or more may be paid by the customer in installments over a period of at least 4 weeks.
- 4.3.6 Interest on Deposits.
- 4.3.6.1 Rate and Payment of Interest. Simple interest on deposits at the rate of at least 5% per annum shall be paid by the utility to each customer required to make such deposit for the time it is held by the utility, provided that no interest need be paid unless the deposit is held longer than 12 months.
- 4.3.6.2 Time of Payment. Payment of the interest to the customer shall be made annually if requested by the customer, or at the time the deposit is returned.

4.3.6.3 Cessation of Interest. The deposit shall cease to draw interest on the date it is returned, on the date service is terminated, or on the date notice is sent to the customer's last known address that the deposit is no longer required.

4.3.7 Deposit Receipt. Each utility shall issue a receipt of deposit to each customer from whom a deposit is received, and shall provide means whereby a depositor may establish his claim if his receipt is lost.

4.3.8 Record of Deposits. Each utility shall keep records to show:

- (1) The name and address of each depositor
- (2) The amount and date of the deposit
- (3) Each transaction concerning the deposit

4.3.9 Record of Unclaimed Deposits. A record of each unclaimed deposit must be maintained for at least 3 years, during which time the utility shall make a reasonable effort to return the deposit.

4.3.10 Disposition of Unclaimed Deposits. Unclaimed deposits, together with accrued interest, shall be credited to an appropriate account.

#### 4.4 BILL FORMS

The bill forms shall show:

4.4.1 Meter Reading. The reading of the meter at the end of the period for which the bill is rendered.

4.4.2 Meter Reading Date. The date on which the meter was read.

4.4.3 Units Used. The number and kind of units metered.

4.4.4 Rate Schedule. The applicable rate schedule, or identification of the applicable rate schedule. If the actual rates are not shown, the bill shall carry a statement to the effect that, on request, the applicable rate schedule will be made available for examination.

4.4.5 Amount. The gross and/or net amount of the bill.

4.4.6 Payment Date. The date by which the customer must pay the bill in order to benefit from any discount or to avoid any penalty.

4.4.7 Estimated Bill. A distinct marking to identify an estimated bill.

4.4.8 Additional Billing Information. Any conversions from meter reading units to billing units or any calculations to determine billing units from recording or other devices, or any other factors used in determining the bill. In lieu of such information on the bill, a statement must be on the bill advising that such information can be obtained by contacting the utility's principle office.

#### 4.5 BILLING RECORDS

- 4.5.1 Retention of Records. The utility shall retain customer billing records for the length of time necessary to permit the utility to comply with Rule 4.6, but not less than 3 years.

#### 4.6 ADJUSTMENT OF BILLS

- 4.6.1 Fast Meters. Whenever a meter is tested and found to have over-registered more than 2%, the utility shall recalculate the bills for service of the last customer of record receiving service through the meter and shall make a refund if the amount of the adjustment exceeds one dollar. The refund shall be for the period that the customer received service through the meter, but for not more than the periods established below:
- 4.6.1.1 Known Date of Error. If the date on which the error first developed or occurred can be established, the bills for service shall be recalculated from that time.
- 4.6.1.2 Unknown Date of Error. If the time at which the error first developed or occurred cannot be established, it shall be assumed that the over- registration existed for a period of three years or a period equal to one-half of the time since the meter was last tested, whichever is less.
- 4.6.2 Slow Meters. Whenever a meter is found to be more than 2% slow, the utility may bill the customer one-half of the unbilled error for a period of twelve months, unless the meter has been tested within that twelve month period, in which event the utility may bill the customer one-half the unbilled error for the period since the meter was last tested. If the amount of under-registration is less than Five Dollars (\$5.00), the utility shall not adjust the bill.
- 4.6.3 Accuracy Calculations. Billing adjustments due to fast or slow meters shall be calculated on the basis that the meter should be 100% accurate. For the purpose of billing adjustment the error in registration of the meter shall be calculated and applied as specified in Rule 6.4.
- 4.6.4 Overcharge Adjustment. When a customer has been overcharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, or other similar reasons, the amount of the overcharge shall be refunded or credited to the customer, except for an overcharge resulting from an incorrect reading of the meter where the amount will automatically be corrected in a subsequent billing based on a correct meter reading.
- 4.6.5 Undercharge Adjustment. When a customer has been undercharged as a result of incorrect reading of the meter, incorrect application of the rate schedule, incorrect connection of the meter, stopped meter, or other similar reasons the amount of the undercharge may be billed to the customer. However, the utility may deny service for non-payment only for that portion of such undercharge applicable to the four months immediately prior to the discovery of the error, unless otherwise authorized by the Commission.



#### 4.7 DENIAL OF SERVICE WITHOUT NOTICE

The utility may discontinue service without notice for any of the reasons listed below, and service may not be restored until the cause for the disconnection has been corrected. A reasonable charge may be made for restoring service and customers who have been disconnected for unauthorized use of water or for damaging the utility's equipment may be charged the actual cost of reconnecting the service.

- 4.7.1 Hazardous Condition. For a condition on the customer's premises determined by the utility to be hazardous.
- 4.7.2 Adverse Effect on Service. Customer's use of equipment in such a manner as to adversely affect the utility's equipment or the utility's service to others.
- 4.7.3 Tampering with Utility Property. Customer's tampering with equipment furnished and owned by the utility.
- 4.7.4 Unauthorized Use of Service. Customer's unauthorized use of service by any method, including diversion of water around a meter.

#### 4.8 DENIAL OF SERVICE REQUIRING NOTICE

The utility may deny service for any of the following reasons provided it has notified the customer of its intent to deny service and has allowed the customer a reasonable time in which to remove the cause for denial. When water has been turned off for any of the following reasons, a charge may be made for restoring service. Such reconnection charge shall not exceed fifteen dollars for restoring service to a residential or commercial customer, unless the utility has filed a different charge with the Commission.

- 4.8.1 Non-Compliance with Rules. For violation of or non-compliance with the Commission's Regulations Governing Service Supplied by Water Companies, or for violation of or non-compliance with the utility's rules on file with the Commission.
- 4.8.2 Failure on Contractual Obligations. For failure of the customer to fulfill his contractual obligations for service or facilities subject to regulation by the Commission.
- 4.8.3 Refusal of Access. For failure of the customer to permit the utility to have reasonable access to its equipment.
- 4.8.4 Non-payment of Bill. For non-payment of bill for service provided that the utility has made a reasonable attempt to effect collection and has given the customer written notice that he has at least 5 days, excluding Sundays and holidays, in which to make settlement on his prior account or have his service denied. Except in cases where a prior attempt to gain access has been unsuccessful or where a prior promise to pay has not been kept, the utility shall not deny services on the day preceding any day on which it is not prepared to accept payment of the amount due and to reconnect services.

4.8.5 Failure to Provide Deposit. For failure of the customer to provide the utility with a deposit as authorized in Rule 4.3.

4.8.6 Failure to Comply with Service Conditions. For failure of the customer to furnish such service equipment, permits, certificates, or rights-of-way, as shall have been specified by the utility as a condition to obtaining service, or in the event such equipment or permissions are withdrawn or terminated.

4.8.7 Waste of Water. For willful waste of water by the customer.

4.8.8 Restrictions on Use of Water. For failure of the customer to comply with reasonable restrictions on the use of water, as imposed under Rule 7.5, provided that notice has been given to the customer and that written notice has been furnished to the Commission.

#### 4.9 INSUFFICIENT REASONS FOR DENIAL OF SERVICE

The following shall not constitute sufficient cause for refusal of service to a present or prospective customer:

4.9.1 Failure of a prior customer to pay for service at the premises to be served.

4.9.2 Failure to pay for merchandise purchased from the utility.

4.9.3 Failure to pay for a public utility service other than water service.

4.9.4 Failure to pay for a different class of service. For the application of this rule there shall be two classes of service:  
residential and non-residential.

4.9.5 Failure to pay the bill of another customer as guarantor thereof.

4.9.6 Failure to pay the undercharge for the period in excess of four months as described in Rule 4.6.5.

#### 4.10 RIGHT OF ACCESS

The authorized agents of the utility shall have the right of access to the premises supplied with water, at reasonable hours, for the purpose of reading meters, examining fixtures and pipes, observing the manner of using water, and for any other purpose which is proper and necessary in the conduct of the utility's business.

#### 4.11 WASTE OF WATER

4.11.1 Leakage Control. The customer shall maintain his service pipe and all piping and fixtures on or in the building so that any loss of water through leakage is kept to a reasonably small amount. If the leakage becomes excessive than it may be treated as a willful waste of water.

4.11.2 Willful Waste. Unnecessary or excessive use of water may be treated as a willful waste of water.

4.12 INVESTIGATION OF COMPLAINTS

The utility shall investigate promptly and thoroughly any complaint concerning its charges, practices, facilities or service.

4.13 RECORDS OF COMPLAINTS

The utility shall keep such records of customer complaints as will enable it to review and analyze its procedures and actions as an aid in rendering improved service.

4.14 IDENTIFICATION OF EMPLOYEES

Every employee, whose duties require him to enter the customer's premises, should wear a distinguishing uniform, or other insignia identifying him as an employee of the utility. The minimum requirement shall be a badge or identification card, carried on his person, certifying him as an employee of the utility authorized to enter the premises to perform necessary inspections or work.

5. METER REQUIREMENTS

5.1 METERING OF WATER

5.1.1 Customer Use. All water sold by a utility shall be on the basis of meter measurement.

5.1.2 Utility Use. Wherever practicable, the use of water within the utility itself, or by administrative units associated with it, shall be metered.

5.2 METER READING RECORDS

The meter reading sheets, cards, or records from which bills are prepared shall show:

- (1) Customer's name, address, and rate schedule.
- (2) Identifying number and/or description of the meter(s).
- (3) Meter Readings.
- (4) Date of meter reading.
- (5) If the reading has been estimated.
- (6) Any applicable multiplier or constant.

5.3 INVENTORY RECORDS

Each utility shall maintain records of each meter and/or associated metering device which will identify each such item as to its design, capacity and application. Such identifying information may include as applicable: manufacturer, number, type, size, capacity, multiplier and constants.

#### 5.4 HISTORY RECORDS

Each utility shall maintain records for each meter and/or associated metering device which shall show the dates of installation and removal from service, together with the location.

#### 5.5 METER TEST RECORDS

Each utility shall maintain test records for each meter, which shall include the following:

- (1) The date and reason for the test.
- (2) The reading of the meter before making any test.
- (3) The accuracy "as found" at each rate of flow.
- (4) The accuracy "as left" at each rate of flow.
- (5) In the event test of the meter is made by using a standard meter the utility shall retain all data taken at the time of the test in sufficiently complete form to permit the convenient checking of the test methods and the calculations.

#### 5.6 METER READING INTERVAL

Meters shall be read at regular intervals as specified in the utility's tariff.

#### 5.7 CONDITION OF METER

No meter shall be installed which is mechanically defective, has an incorrect correction factor or which does not meet the requirements of Rule 6.5. The capacity of the meter and the index mechanism should be consistent with the water requirements of the customer.

### 6. INSPECTIONS AND TESTS

#### 6.1 METER SHOP

6.1.1 Meter shop. Each utility shall maintain or designate a meter shop where meters may be inspected, tested and repaired. The shop shall be open for inspection by authorized representatives of the Commission at all reasonable times, and the facilities and equipment, as well as the methods of making measurements and tests, shall be subject to the approval of the Commission.

6.1.1.1 Accuracy of Test Equipment. The accuracy of the test equipment and of the test procedures shall be such that the overall error will not exceed 0.3 of 1%.

#### 6.2 WORKING STANDARDS

6.2.1 Requirements. Each meter shop maintained or designated by a utility shall have the following standards for the purposes indicated.

6.2.1.1 Calibrated Tank. At least one calibrated tank for volumetric measurement or a tank mounted upon scales for weight measurement. The tank shall be of sufficient capacity to insure an acceptable determination of the accuracy of the utilities' meters.

6.2.2 Calibration. Working standards must be checked periodically (see Rule 6.9.3) by comparison with approved secondary standards.

6.2.3 Certificates. Each standard shall be accompanied at all times by a certificate or calibration card, duly signed and dated, on which are recorded the corrections required to compensate for errors found at the customary test points at the time of the last previous test.

6.2.4 Care in Handling. Extreme care must be exercised in the use and handling of standards to assure that their accuracy is not disturbed.

### 6.3 TEST PROCEDURES

6.3.1 Procedure. The following procedures shall apply to the testing and adjusting of meters and/or associated devices.

6.3.1.1 General. The test of any unit of metering equipment shall consist of a comparison of its accuracy with the accuracy of a standard.

6.3.1.2 Adjusted to Zero. All meters and/or associated devices, when tested, shall be adjusted as closely as practicable to the condition of zero error.

6.3.1.3 Use of tolerances. All tolerances are to be interpreted as maximum permissible variations from the condition of zero error. In making adjustments, no advantage of the prescribed tolerance limits shall be taken.

6.3.2 Test Flows. For determination of minimum test flow and other normal test flows, the Commission will use as a guide the appropriate standards specification of the American Water Works Association for various types of meters. These flows for displacement type cold water meters are as follows:

<u>Meter Size</u> <u>Inches</u>	<u>Minimum Test Flow</u> <u>Gallons per Minute</u>	<u>Maximum Normal Flow</u> <u>Gallons per Minute</u>
5/8	1/4	20
3/4	1/2	30
1	3/4	50
1-1/2	1-1/2	100
2	2	160
3	4	300
4	7	500
6	12	1,000

6.3.3 Tests to Determine Error in Registration. Meters shall be tested at the following three flows:

- (1) Minimum test flow.
- (2) Approximately 10% of the maximum normal flow.
- (3) Approximately 50% of the maximum normal flow, or at the maximum flow available at normal system pressure.

#### 6.4 METER REGISTRATION

6.4.1 Pre-Installation Tolerances. No meter shall be placed in service if it registers less than 90% of the water passed through it at the minimum test flow or over- registers or under-registers more than 1-1/2% at the other test flows.

6.4.2 Calculation of Error. The percentage by which the correct registration varies from the meter registration is derived by stopping the meter test hand at the starting point and then determining the percentage variation in registration as indicated by the working standard. The formula for determining the percentage error in registration is:

$$X \frac{(\text{Volume indicated by meter}) - (\text{Volume indicated by standard})}{(\text{Volume indicated by meter})} 100$$

A positive percentage indicates that the meter is fast and a negative percentage indicates that the meter is slow.

6.4.3 Error in Registration for Billing Adjustments. The error in registration of a meter for billing adjustments shall be the algebraic average of the error in registration at the following two rates of flow:

- (1) Approximately 10% of maximum normal flow.
- (2) Approximately 50% of maximum normal flow, or at the maximum flow available at normal system pressure.

6.4.4 Application of Error for Billing Adjustments. The meter error derived in Rule 6.4.3 shall be used to calculate the correct consumption of water by applying the derived error in registration to the volume of water consumption indicated by the meter. If the meter is fast then the volume of water indicated by the meter registration shall be reduced by applying the calculated error in registration. If the meter is slow then the volume of water indicated by the meter registration shall be increased by applying the calculated error in registration.

#### 6.5 PER-INSTALLATION INSPECTIONS AND TESTS

6.5.1 Approval. A meter shall not be placed in service unless:

- 6.5.1.1 Its type and design first has been approved by the Commission.
- 6.5.1.2 It has been inspected and tested by the utility, or has been certified by the manufacturer to be correct.

6.5.1.3 Its registration is within the tolerances specified in Rule 6.4.1.

6.5.1.4 It has been sealed by the utility.

6.5.2 Re-Installation. When any meter is removed from service it must be repaired if necessary so that it conforms to the registration tolerances specified in Rule 6.4.1 before being placed in service again.

## 6.6 REQUEST TESTS

6.6.1 Request For Test. Upon request by a customer and at no charge the utility shall make a test of the accuracy of registration of the meter serving him, provided that such tests need not be made more frequently than once in 24 months.

6.6.2 Customer May Observe. The customer, or his representative, may be present when the meter is tested.

6.6.3 Report to Customer. A report of the results of the test shall be made to the customer within a reasonable time after the completion of the test, and a record of the report, together with a complete record of the test, shall be kept on file at the office of the utility for at least 3 years.

## 6.7 REFEREE TESTS

6.7.1 Application For Test. Upon written application to the Commission by a customer or a utility a test will be made of the customer's meter as soon as practicable by a representative of the Commission.

6.7.2 Deposit For Test. The application shall be accompanied by a deposit as indicated below:

(1) Water meter	-	\$2.00
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6.7.3 Notice to Utility. On receipt of such request from a customer the Commission will notify the utility and the utility shall not knowingly remove or adjust the meter until instructed by the Commission. The utility shall furnish to the Commission's representative such reasonable assistance as may be required to make the test.

6.7.4 Customer May Observe. The customer, or his representative, may be present when the meter is tested.

6.7.5 Report to Customer. A written report of the results of the test will be sent to the customer and to the utility.

6.7.6 Disposition of Deposit. If the meter is found to over-register more than 2%, calculated in accordance with Rule 6.4.3, the deposit shall be refunded by the Commission and the utility billed the amount of the deposit; otherwise the deposit will be retained and disposed of according to law.

6.8 AS FOUND TESTS

Each meter shall be tested immediately prior to or after its removal from service. Such tests shall be made before the meter is adjusted, repaired, or retired.

6.9 PERIODIC TESTS

6.9.1 General. Each utility shall make periodic tests of meters and standards to assure their accuracy. Such tests shall be scheduled within the calendar year, or earlier, when the interval is stated in years; or within the calendar month, or earlier, when the interval is stated in months. The basic periodic test interval shall not be longer than provided for in the following schedule:

(Note: Maintenance programs suggested by manufacturers of the following meters and devices should be carefully followed.)

6.9.2 Meters.

- |                             |           |
|-----------------------------|-----------|
| (1) 5/8 inch .....          | 10 years  |
| (2) 3/4 inch .....          | 8 years   |
| (3) 1 inch .....            | 6 years   |
| (4) 1-1/2 and 2 inch .....  | 4 years   |
| (5) 3 and 4 inch .....      | 2 years   |
| (6) 6 inch and larger ..... | 12 months |

6.9.3 Working Standards.

- |                           |           |
|---------------------------|-----------|
| (1) Volumetric tank ..... | 5 years   |
| (2) Scales .....          | 12 months |

7. QUALITY OF SERVICE

7.1 QUALITY OF WATER

7.1.1 General. Each utility shall provide water that is potable, and, insofar as practicable, free from objectionable odors, taste, color and turbidity. Each utility must have a permit as required by the Health Laws of the State of Maryland, and shall comply with the laws and regulations of the state and local Departments of Health.

7.1.2 Water Supply. The source of supply shall be:

- (1) Free from pollution, unless the water is subsequently purified by treatment.
- (2) Reasonably adequate to provide a continuous supply of water.
- (3) Of such quality as to meet the standards of the Maryland State Department of Health.

7.1.3 Operation of Supply System.

7.1.3.1 Free of Sanitary Defects. The water supply system, including the source of supply plant, pumping plant, water treatment plant, transmission plant, and distribution plant, shall be free from sanitary defects.



7.1.3.2 Cross Connections Restricted. Any physical connection between the distribution system of a public water supply and that of any other water supply must comply with the regulations of the State Department of Health.

7.1.3.3 Disinfection of Facilities. All new mains, pumps, tanks, wells, and other facilities for handling potable water, and insofar as practicable, repaired mains and other facilities, shall be thoroughly disinfected before being connected to the system. The method of disinfection shall be as approved by the State Department of Health.

7.1.4 Testing of Water. Each utility shall cooperate with the Maryland State Department of Health in the conduct of its water quality sampling program.

## 7.2 PRESSURE LIMITS

7.2.1 Allowable Pressures. Under normal conditions of use of water the pressure at a customer's service connection shall be:

- (1) Not less than 25 psig.
- (2) Not more than 125 psig.

7.2.2 Exceptions to Pressure Requirements. Pressure outside the limits specified will not be considered a violation when the variations:

- (1) Arise from the action of the elements.
- (2) Are infrequent fluctuations not exceeding 5 minutes duration.
- (3) Arise from service interruptions.
- (4) Are from causes beyond the control of the utility.
- (5) Arise from variations in service elevations which are local and which can be controlled in a satisfactory manner.

## 7.3 PRESSURE SURVEYS AND RECORDS

7.3.1 Pressure Gauge. Each utility having more than 100 customers must have at least one portable recording pressure gauge.

7.3.2 Point of Measurement. Pressure measurements should be made at the customer's service connection. If no outlet is available at this point then the measurement may be made at the nearest available outlet, making due allowance for any pressure differential between the point of customer's service connection (usually the curb or property line) and the point of measurement.

7.3.3 Survey by Utility. Each utility shall make a sufficient number of pressure measurements in order to determine if pressures throughout the system are in compliance with the requirements of Rule 7.2.

7.3.4 Survey Records. Pressure records obtained under Rule 7.3.3 shall be retained by the utility for at least 2 years and shall be available for inspection by the Commission's representatives at all times. Notation of each pressure record shall indicate the following:

- (1) The location where the pressure was taken.
- (2) The time and date of the test.

#### 7.4 INTERRUPTION OF SERVICE

7.4.1 Endeavor to Avoid Interruptions. Each utility shall make responsible efforts to avoid interruptions of service but when interruptions occur, service shall be re-established within the shortest time practicable, consistent with safety.

7.4.2 Notification to Commission. Each utility shall notify the Commission by telephone or telegraph of any interruption to the service of a major portion of its distribution system when such interruption lasts for more than 6 hours.

7.4.3 Notification to Public Officials. If an interruption affects the service to any public fire protection device, the utility shall immediately notify the public official responsible for fire protection.

7.4.4 Standby Pumping Equipment. When the system pressure is provided through mechanical means, emergency standby pumping equipment or other adequate facilities shall be available to maintain pressure in the mains in the event of failure of the primary pumping facilities.

7.4.5 Planned Interruptions. Planned interruptions shall be made at a time that will not cause unreasonable inconvenience to customers and shall be preceded, if feasible, by adequate notice to those who will be affected.

7.4.6 Record of Interruptions. Each utility shall keep records of interruptions of service on its system and shall make an analysis of the records for the purpose of determining steps to be taken to prevent recurrence of such interruptions. Such records should include the following information concerning the interruptions:

- (1) Cause
- (2) Date and time
- (3) Duration

#### 7.5 RESTRICTIONS ON THE USE OF WATER

7.5.1 Restrictions on Outdoor Use. The utility may impose reasonable restrictions on the outdoor use of water during periods of shortage of supply, excessive demand or other difficulty which jeopardizes the supply of water to any group of customers.

7.5.2 Restrictions on Large Use Customers. The utility may impose reasonable restrictions on the use of water by customers who use large quantities of water and thereby create conditions which prevent the company from supplying satisfactory service to that customer, or to other customers.

7.5.3 Notification. If a utility finds that it is necessary to restrict the use of water it shall notify its customers, and give the Commission written notice, before such restriction becomes effective. Such notifications shall specify:

- (1) The reason for the restriction.
- (2) The nature and extent of the restriction, i.e., on outdoor use of water, use by certain classes of customers, etc.
- (3) The date such restriction is to go into effect.
- (4) The probable date of termination of such restriction.

## 8. SAFETY

### 8.1 PROTECTIVE MEASURES

8.1.1 Exercise Reasonable Care. Each utility shall exercise reasonable care to reduce the hazards to which its employees, its customers, and the general public may be subjected.

8.1.2 Investigation by Commission. The utility shall give reasonable assistance to the Commission in the investigation of the cause of accidents and in the determination of suitable means of preventing accidents.

8.1.3 Record of Accidents. Each utility shall maintain a summary of all reportable accidents arising from its operations.

### 8.2 SAFETY PROGRAM

8.2.1 Adopt Safety Program. Each utility shall adopt and execute a safety program, fitted to the size and type of its operations.

8.2.2 Use Suitable Tools and Equipment. Each utility should require its employees to use suitable tools and equipment in order that they may perform their work in a safe manner.

8.2.3 Promote Safe Work Methods. Each utility should require its employees to use safe methods in performing their work.

8.2.4 Instruct in Artificial Respiration. Each utility should require that its employees who, in the course of their work, are subject to the hazard of asphyxiation electrical shock, or drowning, be properly instructed in accepted methods of artificial respiration.

\* \* \* \* \*

And It Is FURTHER ORDERED: That on or before the 24<sup>th</sup> day of June, 1968, the Executive Secretary of the Commission shall cause a copy of this Order to be forwarded to every person, association or corporation shown by the records of the Commission on that date to be engaged in operation as a water company.

Solomon Liss

Charles E. Edmondson

H. Reese Shoemaker, Jr.

Commissioners

# APPLICATION FOR WATER

Date..... Acct. No. ....Sewer Code: .....Service No. ....

Subject to the rules and regulations of said company, and which the undersigned applicant agrees shall form a part of this contract, he hereby makes application to the MARYLAND AMERICAN WATER CO. for water by meter at . . . . . owned by . . . . . and occupied as . . . . .and in consideration of

The delivery of water to the applicant by said company, the applicant agrees:

FIRST: To pay for all water delivered to the premises above named at the published rates of the company, and to settle all bills therefore within the time specified thereon, at the General Office of the Company, or at its local office or at any designated branch collecting agency, excepting that all bills shall become due and payable forthwith in case of the discontinuance of the use of water.

SECOND: To pay for all water delivered to the premises above named until five (5) days shall have expired after applicant notifies in writing the authorized contract agent of the company of an intention to remove from said premises, discontinue the use of water or terminate in any manner the applicant's liabilities under this contract.

THIRD: The undersigned agrees that the consumption of water shall be equal to and/or that he will pay regularly at least the minimum charges of said company now or hereafter to be established, and acknowledges that he has examined a copy of rate schedules, rules and regulations on file at the office of the company and that the same has been read and understood.

*Please Print Name and Mailing Address:*

[ ..... ]  
Signature of Property Owner-Tenant

Home Telephone No.....

Work Telephone No.....

SS Number \_\_\_\_\_

[ ..... ]  
Applicant last used water.....