

Policy Manual
of the
Ledyard, CT
Water Pollution Control
Authority



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APPLICATION FOR WATER SERVICE PIPE CONSTRUCTION

1. Scope:

This policy shall cover the installation of any water service pipe whether domestic or fire. It shall also cover customer owned mains on private property (whether or not they are to be eventually turned over to the WPCA) but exclude those on proposed streets. It shall not cover the installation of fire hydrants.

2. Water Service / Water Main Definition:

- a. Any water pipe serving two or more buildings or one building with two or more separate service branches (such as a shopping center or condominium) shall be considered a main.
- b. Any main serving only one property shall be considered a private main and title shall remain in the name of the property owner.
- c. Any main serving two or more properties under separate ownerships shall be considered a public main and the WPCA may require transfer of ownership to the WPCA.

3. Applications:

- a. The customer shall completely fill out and sign an "Application for Water Service Pipe", available from the WPCA's service provider, for any permanent installation of any new water service pipe or for the renewal of an existing water service pipe in our franchised service area.
- b. Completed applications shall be submitted to the service provider's Project Management Office in order for engineering orders and construction work orders required to initiate the work to be prepared.
- c. The "Application for Water Service Pipe construction" should not be confused with the "Application for Service", which is a separate application for service that establishes responsibility for charges for water used. This application is made at the service provider's Customer Service Center.

4. Service Proposal and Estimate:

Upon receipt of an application from a prospective customer setting forth the location of the premises to be served, the extent of service to be required, and other pertinent information, the WPCA's service provider will review the application, prepare a proposal for providing the service, together with a written estimate of cost, and submit same to the applicant in writing. No verbal estimates will be given.

5. Security Deposits:

The WPCA may require a security deposit, equal to the estimated cost of any work to be done, to be paid in advance. When the final figures of cost are known, the deposit will be applied to the bill. If the security deposit is insufficient, the difference will be billed. If the security deposit is in excess of costs, the excess will be refunded.

6. Separate Applications:

A separate application must be made for each separately owned, metered service, each fire sprinkler service if not in combination with a metered service, and each unmetered private main through which water is supplied to separately metered buildings in a complex of buildings on one privately owned property.

7. Availability of Existing Mains:

Applications for service connections will be accepted subject to there being existing mains in the streets or right of ways abutting the premises to be served. The WPCA shall in no way be obligated to extend its mains to serve the premises.

8. Adequacy of Existing Pipe:

Upon receipt of an application for a new service installation, a service installation renewal, or for the restoration of a supply to an existing service, the WPCA will assume that the piping and fixtures which the service will supply are in proper order and the WPCA will not be liable in the event of any accident, break, leakage, or damage to the owner's premises or property resulting from a failure of said piping or fixtures.

9. Changes in Existing Services:

Any changes in location of existing meters or services must first have approval of the WPCA and, if approved, shall be made only at the expense of the owner.

10. Scheduling of Work:

Due to workloads and scheduling requirements, deposits should be made as soon as possible. It is recommended that deposits be made no later than one week in advance of the construction date.

11. Inspection of Installation:

The WPCA's service provider will inspect the installation of the water service pipe. When the installation has been approved, the service provider will oversee the backfill over the water service pipe and will install the water meter. The Ledyard Building Inspector will inspect and approve the water system downstream of the meter.

Approved By: Ledyard WPCA

Date: _____

Supersedes: N/A

CROSS CONNECTION AND BACKFLOW PREVENTION INSPECTION PROGRAM

1. Purpose

The purpose of this Policy is to establish a Cross Connection and Backflow Prevention Inspection Program to:

- A. Protect the public potable water supply served by the Ledyard Water Pollution Control Authority (WPCA) from the possibility of contamination or pollution by isolating, within its customers' internal distribution system, such contaminants or pollutants which could backflow or back-siphon into the public water system.
- B. Promote the elimination or control of existing cross-connections, existing or potential, between its customers' potable water systems and non-potable systems.
- C. Provide for the maintenance of a continuing program of cross-connection control, which will effectively prevent the contamination, or pollution of all potable water systems by cross-connection.

2. Authority

This Program shall be regulated under the authority of:

- A. The Federal Safe Drinking Water Act of 1974 as amended and the Regulations of Connecticut State Agencies (RCSA) as they pertain to the Public Health Code, which state the water purveyor has the primary responsibility for preventing water from unapproved sources, or any other substances, from entering the public potable water system.

3. Responsibility

- A. The WPCA shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow or back-siphonage of contaminants or pollutants through the water service connection. If, in the judgment of the WPCA, an approved backflow device is required at the water service connection to any customer's premises, the WPCA or its service provider shall give notice in writing to said customer to install an approved backflow prevention device at each service connection to his premises. The customer shall, within 90 days, install such approved device or devices at his own expense. Failure or refusal or inability on the part of the customer to install said device or devices

within ninety (90) days shall constitute grounds for discontinuing water service to the premises until such device or devices have been properly installed.

1. **Definitions**

A. **Approved** –

Accepted by the WPCA as meeting an applicable specification stated or cited in policy or as suitable for the proposed use.

B. **Auxiliary Water Supply** –

Any water supply, on or available, to the premises other than the WPCA's approved public potable water supply.

C. **Backflow** –

The flow of water or other liquids, mixtures, or substances under positive or reduced pressure in the distribution pipes of a potable water supply from any source other than its intended source.

D. **Backflow Preventer** –

A device or means designed to prevent backflow or back-siphonage. Most commonly categorized as air gap, reduced pressure principle device, double check valve assembly, pressure vacuum breaker, spill resistant vacuum breaker, atmospheric vacuum breaker, breaker, residential dual check, double check with intermediate atmospheric vent, hose bibb vacuum breaker, and barometric loop.

1.) **Air Gap**

A physical separation sufficient to prevent backflow between the free-flowing discharge end of the potable water system and any other system. Physically defined as a distance equal to twice the diameter of the supply side pipe diameter but never less than one (1) inch.

2.) **Atmospheric Vacuum Breaker**

A device which prevents back-siphonage by creating an atmospheric vent when there is either a negative pressure or sub-atmospheric pressure in a water system.

3.) **Barometric Loop**

A fabricated piping arrangement rising at least thirty-five (35) feet at its topmost point above the highest fixture it supplies. It is utilized in water supply systems to protect against back-siphonage.

4.) **Double Check Valve Assembly**

An assembly of two (2) independently operating spring loaded check valves with tightly closing shut off valves on each side of the check valves, plus properly located test cocks for the testing of each check valve.

5.) **Double Check Valve with Intermediate Atmospheric Vent**

A device having two (2) spring loaded check valves separated by an atmospheric vent chamber.

6.) Hose Bibb Vacuum Breaker

A device which is permanently attached to a hose bibb and which acts as an atmospheric vacuum breaker.

7.) Pressure Vacuum Breaker, Spill Resistant Vacuum Breaker

A device containing one or two independently operated spring loaded check valves and an independently operated spring loaded air inlet valve located on the discharge side of the check or checks. Device includes tightly closing shut-off valves on each side of the check valves and properly located test cocks for the testing of the check valve(s).

8.) Reduced Pressure Principle Backflow Preventer

An assembly consisting of two (2) independently operating approved check valves with an automatically operating differential relief valve located between the two (2) check valves, tightly closing shut-off valves on each side of the check valves plus properly located test cocks for the testing of the check valves and the relief valve.

9.) Residential Dual Check

An assembly of two (2) spring loaded, independently operating check valves without tightly closing shut-off valves and test cocks. Generally employed immediately downstream of the water meter to act as a containment device.

E. Backpressure –

A condition in which the owner's system pressure is greater than the supplier's system pressure.

F. Back-siphonage –

The flow of water or other liquids, mixtures or substances into the distribution pipes of a potable water supply system from any source other than its intended source caused by the sudden reduction of pressure in the potable water supply system.

G. Commission –

The State of Connecticut, Department of Public Health; 34 – Cross-Connection Control Manual

H. Containment –

A method of backflow prevention which requires a backflow preventer at the water service entrance.

I. Contaminant –

Any physical, chemical, biological, or radiological foreign substance that tends to degrade water quality so as to constitute a hazard or to impair its usefulness.

- J. Cross-Connection –
Any actual or potential connection between the public water supply and a source of contamination or pollution.
- K. Fixture Isolation –
A method of backflow prevention in which a backflow preventer is located to correct a cross connection at an in-plant location rather than at a water service entrance.
- L. Owner –
Any person who has legal title to, or license to operate or inhabit in, a property upon which a cross-connection inspection is to be made or upon which a cross-connection is present.
- M. Person –
Any individual, partnership, company, public or private corporation, political subdivision or agency of the State, agency or instrumentality of the United States, or any other legal entity.
- N. Permit –
A document issued by the WPCA that allows the use of a backflow preventer.
- O. Pollutant –
A foreign substance that if permitted to get into the public water system will degrade its quality so as to constitute a moderate hazard, or impair the usefulness or quality of the water to a degree which does not create an actual hazard to the public health but which does adversely and unreasonably effect such water for domestic use.
- P. Water Service Entrance –
That point in the owner's water system beyond the sanitary control of the WPCA; generally considered to be the outlet end of the water meter and always before any unprotected branch.

2. **Administration**

- A. The WPCA will operate a cross-connection control program, to include the keeping of necessary records, which fulfills the requirements of the Commission's Cross-Connection Regulations and is approved by the Commission.
- B. The Owner shall allow his property to be inspected for possible cross-connections and shall follow the provisions of the WPCA's program and the Commission's Regulations if a cross-connection is permitted.
- C. If the WPCA requires that the public supply be protected by containment, the Owner shall be responsible for water quality beyond the outlet end of the containment device and should utilize fixture outlet protection for that purpose.

The Owner shall utilize the WPCA's service provider personnel to assist in the survey of his facilities and to assist in the selection of proper fixture outlet devices and the proper installation of these devices.

3. **Requirements**

A. **WPCA**

1.) On new installations, the WPCA's service provider will provide onsite evaluation and/or inspection of plans in order to determine the type of backflow preventer, if any, that will be required, and will issue the permit and perform inspection and testing services as required with the cost of any testing to be the responsibility of the Owner.

2.) For premises existing prior to the approval of this program, the WPCA's service provider will perform evaluations and inspections of plans and/or premises and inform the Owner by letter of any corrective action deemed necessary, the method of achieving the correction, and the time allowed for the correction to be made. Ordinarily, ninety (90) days will be allowed; however, this time period may be shortened depending upon the degree of hazard involved and the history of the device(s) in question.

3.) The WPCA will not allow any cross-connection to remain unless it is protected by an approved backflow preventer and which will be regularly tested to insure satisfactory operation.

4.) The WPCA's service provider shall inform the Owner by letter of any failure to comply by the time of the first re-inspection. The WPCA will allow an additional fifteen (15) days for the correction. In the event the Owner fails to comply with the necessary correction by the time of the second re-inspection, the WPCA will inform the Owner by letter that the water service to the Owner's premises will be terminated within a period not to exceed five (5) days. In the event that the Owner informs the WPCA of extenuating circumstances as to why the correction has not been made, a time extension may be granted by the WPCA but in no case will exceed an additional thirty (30) days.

5.) If the WPCA determines at any time that a serious threat to the public health exists, the water service will be terminated immediately.

6.) The WPCA will continue premise inspections to determine the nature of existing or potential hazards during the calendar year.

B. Owner

1.) The Owner shall be responsible for the elimination or protection of all cross-connections on his premises.

2.) The Owner, after having been informed by a letter from the WPCA, shall at his expense, install, maintain, and test, or have tested, any and all backflow preventers on his premises.

3.) The Owner shall correct any malfunction of the backflow preventer that is revealed by periodic testing.

4.) The Owner shall inform the WPCA of any proposed or modified cross-connections and also any existing cross-connections of which the Owner is aware but has not been found by the WPCA.

5.) The Owner shall not install a bypass around any backflow preventer unless there is a backflow preventer of the same type on the bypass. Owners who cannot shut down operations for testing of the device(s) must supply additional devices necessary to allow testing to take place during the normal working hours.

6.) The Owner shall install backflow preventers in a manner approved by the WPCA

7.) The Owner shall install only backflow preventers approved by the WPCA or the Commission.

8.) Any Owner having a private well or other private water source shall be required to install a backflow preventer at the service entrance if a private water source is maintained, even if it is not cross-connected to the WPCA's system.

9.) Plumbing installed by the Owner to provide potable water for domestic purposes must have its own backflow preventer installed.

10.) The Owner shall be responsible for the payment of all fees for permits, annual device testing, retesting in the case that the device fails to operate correctly, and second re-inspections for non-compliance with WPCA or Commission requirements.

4. **Degree of Hazard**

The WPCA recognizes the threat to the public water system arising from cross-connections. All threats will be classified by degree of hazard and will require the installation of approved reduced pressure principle backflow prevention devices or double check valves.

5. **Cross Connections**

The WPCA shall not permit a cross-connection within the public water supply system.

6. **Existing In-Use Backflow Prevention Devices**

Any existing backflow preventer shall be allowed by the WPCA to continue in service unless the degree of hazard is such as to supersede the effectiveness of the present backflow preventer, or result in an unreasonable risk to the public health. Where the degree of hazard has increased, as in the case of a residential installation converting to a business establishment, any existing backflow preventer must be upgraded to a reduced pressure principle device, or a reduced pressure principle device must be installed in the event that no backflow device was present.

7. **Periodic Testing**

- A. If an Owner has an operational well on the premises, it must be inspected at least every five years to ensure that there is an air gap between the well piping and the potable water service provided by the WPCA.
- B. Reduced pressure principle backflow devices shall be tested and inspected at least annually.
- C. Periodic testing shall be performed by the WPCA's service provider. This testing will be done at the owner's expense.
- D. The testing shall be conducted during regular business hours. When at the request of the owner, exceptions to this may require additional charges to cover the increased costs to the WPCA.
- E. Any backflow preventer that fails during a periodic test will be repaired or replaced. When repairs are necessary, the device will be re-tested at the owner's expense upon completion of repairs to insure correct operation. High hazard situations will not be allowed to continue unprotected if the backflow preventer fails the test and cannot be repaired immediately. In other situations, a compliance date of not more than fifteen (15) days after the test date will be established. The owner is responsible for spare parts, repair tools, or a replacement device. Parallel installation of two (2) devices is an effective means of insuring uninterrupted water service during testing or repair of devices and is strongly recommended when the owner desires such continuity.
- F. Backflow prevention devices will be tested more frequently than specified in paragraph 7.B. above in cases where there is a history of test failures and the WPCA feels that due to the degree of hazard involved, additional testing is warranted. Cost of the additional tests will be borne by the owner.

8. **Records and Reports**

- A. **Records** –
The WPCA's service provider will initiate and maintain the following:

- 1.) Master files of customer cross-connections and backflow prevention devices.
- 2.) Master files of cross-connection tests and/or inspections.
- 3.) Copies of permits and permit applications.
- 4.) Copies of lists and summaries supplied to the Commission.

B. Reports

The WPCA's service provider will submit the following to the Commission:

- 1.) Initial listing of low hazard cross-connections to the State.
- 2.) Initial listing of high hazard cross-connections to the State.
- 3.) Annual update lists of items 1 and 2 above.
- 4.) Annual summary of cross-connections inspections to the State.

9. **Fees and Charges**

The WPCA will publish a list of fees or charges for the following services:

- A. Testing fees
- B. Re-testing fees
- C. Fee for re-inspection
- D. Charges for after-hours inspections or tests.

1. Strainers

The WPCA strongly recommends that all new retrofit installations of reduced pressure principle devices and double check valve backflow preventers include the installation of strainers located immediately upstream of the backflow device. The installation of strainer will preclude the fouling of backflow devices due to both foreseen and unforeseen circumstances occurring to the water supply system such as water main repairs, water main breaks, fires, periodic cleaning and flushing of mains, etc. The occurrences may "stir up" debris within the water main that will cause fouling of backflow devices installed without the benefit of strainers.

Approved By: Ledyard Water Pollution Control Authority

Date: _____

Supersedes: N/A

INSTALLATION OF WATER MAINS AT CUSTOMER REQUEST ON PUBLIC STREETS

1. Scope

This Policy is intended to cover the installation of water mains, by the Ledyard WPCA if so requested, or by others authorized by the WPCA to do so within the public right-of-way of streets, either as accepted or as proposed for acceptance, providing that any proposed street has received approval of the responsible municipal governmental authority where subdivision regulations and/or requirements for road acceptance are involved. It will not install mains on private property under the conditions of this Policy, unless the mains are intended to be incorporated into, and accepted into, the WPCA's water system.

2. Application

All requests for installation of water mains that are intended to become part of the WPCA's water system shall be made in writing to the WPCA's service provider. When a group of two or more customers are involved in one application, one of the group shall be designated as the person responsible for all negotiations and for accepting billing. When a business firm is involved, a duly authorized officer shall be designated as the person responsible. No construction will take place until an agreement is signed by all responsible parties representing the customer(s) and the WPCA.

3. Allocation of Work and Costs

a.

Work to be done	Accepted Street		Proposed Street	
	By	Cost	By	Cost
Review of Customer's request to determine relationship to system requirements, size of facilities to be built, and procedures to be followed.	WPCA's service provider	WPCA	WPCA's service provider	WPCA
Design for construction	WPCA's service provider	Cust.	Cust.	Cust.
Review of Customer Design	---	---	WPCA's service provider	WPCA

Construction to existing mains	WPCA's service provider	Cust.	WPCA's service provider	Cust.
Construction	WPCA's service provider	Cust.	Cust.	Cust.
Construction Inspection	WPCA's service provider	Cust.	WPCA's service provider	Cust.
Work to be done	Accepted Street		Proposed Street	
	By	Cost	By	Cost
Testing	WPCA's service provider	Cust.	WPCA's service provider	Cust.
Supervision of Testing	WPCA's service provider	Cust.	WPCA's service provider	Cust.
Sanitizing	WPCA's service provider	Cust.	Cust.	Cust.
Hydrants, Tees, Branches, Valves --Where required by agency accepting annual charges	WPCA's service provider	WPCA	Cust.	Cust.

- b. The WPCA's service provider shall determine, or approve, the size, type, and location of all water mains. The minimum main size shall be 8 inches. Should a pipe in excess of the minimum be required in order to serve the projected system requirement in excess of the size required by the customer, the WPCA will be responsible for the added cost of the pipe and fittings subject to the availability of public funds. In order to prevent the installation of water mains designed solely to serve only an individual customer's needs, it will be required that where no public funds are available, the customer shall be required to install pipe which is consistent with the projected system requirement.
- c. Benefit assessments will be derived in accordance with approved ordinances.
- d. Where the work is done by the WPCA's service provider, a deposit prior to construction equal to 100 percent of the estimated costs, or an adequate payment bond, will be required. Any excess of deposit over cost will be refunded; any deficit will be billed to the customer.
- e. The amount paid by the customer for construction by the WPCA's service provider shall be considered a "Contribution in Aid of Construction", and all rights and title to

the water main shall remain with the WPCA with all future maintenance at the expense of the WPCA. Where a water main is installed by a customer under private contract, all rights and title to the main shall be transferred in writing to the WPCA after testing and acceptance of the test by the WPCA's service provider and before any water is allowed to enter the new facilities for customer use.

4. Easements

- a. Although this Policy is not intended to cover water mains on private property, where necessary, connections on easements in subdivisions will be allowed in order to provide optimum flow characteristics. Easement documents satisfactory to the WPCA must be submitted prior to construction of any facilities.

5. General Requirements

- a. All work shall be done to Ledyard WPCA specifications. All testing shall be done in accordance with, and meet the requirements of, the WPCA.
- b. The cost of all work required for disinfection and water analysis shall be at the expense of the customer. Water analysis testing can be performed by either the WPCA's service provider or by a certified laboratory. All sample collection must be by a certified operator.

Approved By: Ledyard WPCA

Date: _____

Supersedes Previous Policy Dated: N/A

POLICY NUMBER

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MULTIPLE SERVICE CONNECTIONS TO PRIVATE WATER MAINS

1. No water service shall be connected to a water main or water service owned and controlled by a second party, including lessees or separate property owners, except condominiums where the main is owned by an Association composed of all owners of units in the complex.
2. The Ledyard WPCA cannot maintain a safe and adequate water supply and may have no legal right to use the pipes to deliver water to a customer when the pipes are controlled by a second party.
3. Privately owned water mains serving two or more separately owned properties are prohibited.

Approved By: Ledyard WPCA

Date: _____

Supersedes: N/A

OWNERSHIP OF WATER MAINS

1. Water mains installed within the limits of a Proposed Public Highway, such as an approved subdivision, by persons other than the Ledyard WPCA, shall have their ownership transferred to the Ledyard WPCA by virtue of a Water Main Extension Agreement entered into by, and signed by, the owner and a representative of the Ledyard WPCA prior to the construction, with the effective date of acceptance by the WPCA and ownership transfer being the date that the agreement is recorded in the Land Records of the Town of Ledyard.
2. Water mains installed within the limits of an Existing Public Highway by the Ledyard WPCA or its assignees as an extension of its system at the request of a second party paying for such extension, shall remain the property of the Ledyard WPCA in accordance with a Water Main Extension Agreement entered into by, and signed by, The Second Party and a representative of the Ledyard WPCA prior to construction, with the effective date of ownership rights vested in the Ledyard WPCA being the date of signing of the Agreement by both parties.
3. Water mains installed within the limits of a Private Right-of-Way by persons other than the Ledyard WPCA, such as tie lines across private property, may be considered for acceptance by the Ledyard WPCA as a public water main if, in the opinion of the Ledyard WPCA, there is sufficient justification to include the main as a system improvement. Consideration shall be given to such factors as flow characteristics, an evaluation of the main's contribution to the grid in support of a significant number of customers including fire protection customers, location on an accessible Right-of-Way, conformance to the WPCA's construction standards, absence of water contaminating factors including backflow potential, etc. Transfer of ownership shall be by virtue of a Water Main Extension Agreement covering the development or by a separate transfer of facilities document. Approval for the transfer shall be by the director of public works and the chairman of the WPCA.

Approved By: Ledyard WPCA

Date: _____

Supersedes: N/A

POLICY FOR RATE ADJUSTMENTS FOR SWIMMING POOL FILLING

In the past, Ledyard Water Pollution Control Authority (WPCA) customers could apply for and receive an adjustment for the cost of water used to fill a swimming pool one time each year.

Ledyard now purchases 100% of its water from the City of Groton as a result of recent upgrades to Ledyard's infrastructure including the Route 12 and Route 117 water mains. All water used by Ledyard is sourced from Groton as part of a long term regional interconnection strategy for the long term preservation of sustainable water sources.

Since Ledyard pays the cost of treating and pumping all water purchased from Groton, the past practice of providing discounts for large quantities of water used to fill swimming pools can not be continued. Any and all requests for adjustments (rate reductions or credits) for water used to fill swimming pools will not be accepted. This practice would unfairly shift the cost of swimming pool water to other WPCA rate payers.

However, any Ledyard WPCA customer that has sewer service can avoid having the sewer fee applied to the water used for swimming pool filling by obtaining a meter from Groton Utilities (GU) and measuring the actual volume of water used. The meter is to be promptly returned to GU in order to have the sewer fee waived for the pool water.

Alternate sources of commercially available water for such purposes include local bulk pool water supply companies. As always, Ledyard water customers have the option of purchasing water in bulk from these companies.

Approved by the WPCA:

THAWING FROZEN WATER SERVICES

1. It is the policy of the Ledyard WPCA not to thaw customer-owned frozen water facilities.
2. It will be the responsibility of the customer to have the water service thawed by a plumber at the customer's expense. If it can be satisfactorily demonstrated to the WPCA's service provider that the water service is frozen between the water main and the property line, the service provider will reimburse the property owner's plumber for the expense of thawing only this portion of the service.

Approved By: Ledyard WPCA

Date: _____

Supersedes Previous Policy Dated: N/A

WATER MAIN AND SERVICE DEFINITIONS AND MAINTENANCE RESPONSIBILITIES

1. Water Main:
Any water pipe serving two or more buildings, or one building with two or more separate service branches (such as a shopping center or condominium), shall be considered a main.

2. Public Water Main:
Any main on a public highway whether title has been transferred or not (including water mains that were installed by developers in new streets for which the Ledyard WPCA assumed ownership), or any main on public or private property whose title has been transferred to the Ledyard WPCA, or which was installed at Ledyard WPCA expense, shall be considered a public water main with maintenance by the WPCA.

3. Private Water Main:
Any main on private property serving only one property shall be considered a private water main and title and maintenance responsibility for all pipe on private property shall remain in the name of the property owner. Pipe within the public highway shall be maintained by the Ledyard WPCA in accordance with service policy.

Any main on private property which serves two or more separate properties but whose title has not been transferred to the Ledyard WPCA will be considered a private water main with cost of maintenance billed to the original property owner who installed the main, or the current property owner of record as indicated by the Town of Ledyard Land Records, as ownership of the pipe goes with ownership of the land on which it is located.

4. Water Service:
Water Service is the branch piping connecting the building to the main.

5. DPUC Water Service
For purposes of reporting to DPUC, “services” shall refer to pipes serving private property, i.e., pipes connecting to a public water main, or private water mains connecting to a public water main (with services off private water mains considered as part of the “service” and not counted separately).

Approved By: Ledyard WPCA _____

Date: _____

Supersedes: N/A _____

NUMBER OF WATER METERS AND SERVICES PER PREMISE

1. In general, separate premises (individually owned buildings or residential units) shall be metered separately.
2. Separate meters are required for each of the following:
 - a. Each separate residential dwelling.
 - b. Each separate commercial building. Contiguous units are considered one building.
 - c. Each separate residential or commercial unit in a condominium or apartment building, except as noted in 3.c. below. A separate meter is required for common facilities.
3. Master meters are permitted only for the following:
 - a. A combination of buildings owned or leased and occupied by one customer/corporation on one contiguous property as a place of business, "Contiguous Property" being property not bounded by facilities allowing public access, such as state highways or city streets.
 - b. Government and non-residential complexes where metered facilities extend to and through contiguous properties only.
 - c. In a condominium complex conversion where due to the physical layout of the existing building, or in an apartment building where the installation of separate meters would cause an unreasonable burden on the owner, the owner may request in writing giving sufficient justification that the separate meter requirement be waived.

Billing will be calculated by dividing the total consumption of each meter by the number of units on the meter; applying the rate to the result; adding a "Readiness to Serve" charge equivalent to a normal ¾-inch residential meter for each unit; and rendering one bill equal to the total for all units on the meter. Separate buildings require separate meters.
 - d. Wholesale for resale customers

4. Separate services from a main are required for separate buildings. A condominium building may have one service line with a common header within or outside the building in accordance with the Construction Standards of the Ledyard WPCA. Interconnection of the buildings is not permitted.

DRAFT

Approved By: Ledyard WPCA

Date: _____

Supersedes Previous Policy Date: N/A

WATER SERVICES: INSTALLATION AND MAINTENANCE RESPONSIBILITIES

1. Control and Supervision

- a. The Ledyard Water Pollution Control Authority (WPCA) shall have control and supervision of any installation, maintenance, or renewal of any water service pipe installed on its system, with ownership in accordance with succeeding sections of this policy.

2. Compliance with Ordinances

- a. Before the WPCA will furnish service, the customer shall comply with all applicable ordinances, codes, and requirements of Federal, State, or Municipal bodies and may be required to furnish to the WPCA satisfactory evidence of such compliance. Persons, firms, or corporations performing installation work may be required to show evidence of compliance with state licensing requirements.

3. Inspection

- a. All work on facilities serving large industrial or commercial installations which are master metered, located up to and including the meter, shall be done in accordance with WPCA specifications and shall be subject to the WPCA inspection, testing, and acceptance before water is provided for use.
- b. All work on facilities other than large industrial or commercial installations as covered under 3a of this policy, located from main to building, shall be subject to WPCA inspection, testing, and acceptance before water is provided for use.
- c. Prior to backfilling trenches, the customer shall make arrangements for inspection by the WPCA's service provider at least two hours in advance. Any facility backfilled without inspection, either intentionally, as an expediency, or in error, may be required to be uncovered for inspection. Notice may also be given to the property owner or notice placed on records of the WPCA and Town of Ledyard Land Records which may result in a cloud on the property title and inability to mortgage or resell the property.
- d. Water service will not be turned on or will be discontinued provided any defects are found in materials or workmanship or in case of any noncompliance with the WPCA construction standards until such defects have been remedied to the complete satisfaction of the WPCA. Backflow prevention devices where required must be in place.

- e. The cost of inspection required under this policy shall be borne by the property owner or his agent.

4. Changes in Customer's Service Installation

The customer shall give advance notice to the WPCA of any proposed change in location of his installation. No change in the customer's service installation shall be made until notice has been given and permission has been received from the WPCA. Failure to give notice of such changes shall render the customer liable for any damage to the meters or other apparatus and equipment of the WPCA caused by the changed installation.

5. Protection of Facilities

All customers must keep their service pipes, house pipes, and fixtures in good order and protected from freezing, and they shall be liable for any damage which may result from their failure to do so. The responsibility for thawing frozen water services shall be as outlined in the policy on thawing frozen water services .

6. Responsibility for Installation Work and Costs

All Town-owned or non-metered privately-owned mains which are in service will be tapped and service connections made by the WPCA or its contractors. New construction which does not involve tapping in-service facilities may be done by the property owner, providing suitable application and arrangements for future ownership and maintenance have been made with the WPCA.

Metered, privately-owned mains which are in service may be tapped and service connections made by the owner or by the WPCA at the owner's expense.

Excavation for service installations within a public highway may be done by the property owner or the Town, providing that if the property owner does the work, he obtains a road opening permit from either the State of Connecticut or the Town of Ledyard Public Works Department, depending on whether the public highway is under State or Town jurisdiction.

Excavation on private property may be done by the property owner or by the WPCA and/or its contractors.

The laying of service pipe may be done by the property owner or by the WPCA and/or its contractors.

Property owners will be responsible for the total cost of any installation or renewal of a service from the main to the building. The WPCA will maintain at its expense (but not replace or make any capital improvement to) any service from a Town-owned main to the property line. Ownership will remain with the property owner.

The installation of meter pits may be done by the property owner or by the WPCA at the property owner's expense.

The cost of all work required for disinfection and water analysis shall be at the expense of the customer. Water analysis testing can be performed by either the WPCA's service provider or by a certified laboratory. All sample collection must be by a certified operator.

7. Locations

Water services shall not be installed so that they run along a right-of-way in front of other properties, or in a similar manner so as to be, in effect, an extension of the main. Such construction shall be in accordance with the WPCA's requirements for extension of water mains.

Water services may cross intervening lots owned by others providing that each service to each separate building extends from the building to the main, serves no other property owned by others, and suitable easement rights are obtained which include the WPCA's right to provide service.

8. An authorized agent of the property owner may act in the property owner's place within the scope of this policy.

DRAFT

Approved By: Ledyard Water Pollution Control Authority_____

Date:_____

Supersedes Previous Policy Dated: N/A_____