

A close-up, low-angle shot of a chrome faucet with water flowing out. The water is clear and has a slight motion blur, suggesting it is being poured. The background is a soft, out-of-focus light blue.

# **Providence Water Supply Board Rules & Regulations**



**PROVIDENCE WATER**

# Table of Contents

DEFINITIONS.....	3	3.3.3 MAIN SHUT-OFF VALVE .....	13
FOREWARD.....	6	3.3.4 HORIZONTAL METER SETTING .....	13
GENERAL INFORMATION .....	6	3.3.5 BACK WATER VALVES .....	13
OFFICES .....	6	3.3.6 BACKFLOW PREVENTERS ON NEW SERVICES .....	13
OFFICE HOURS.....	6	3.3.7 TAPPING MAINS.....	13
INFORMATION.....	6	3.3.8 REPAIRS TO OWNER’S SERVICE PIPE AND FIXTURES .....	13
WATER QUALITY .....	6	4.1 DISTRIBUTION MAIN .....	13
EMERGENCY SERVICE.....	6	4.2 APPLICATION FOR EXTENSION OF WATER MAIN .....	13
STREET SERVICES.....	6	4.3 INSTALLATION OF MAIN .....	13
INSPECTORS AND METER READERS.....	7	4.4 SUPPLY MAINS.....	14
RATES FOR WATER.....	7	4.5 SUPPLY MAIN VALVES.....	14
WHOLESALE ACCOUNTS.....	7	4.6 PRIVATE PIPE PROHIBITED .....	14
RETAIL ACCOUNTS.....	7	5.1 HYDRANT INSTALLATION .....	14
RULES AND REGULATIONS.....	7	5.2 OBSTRUCTING FIRE HYDRANTS .....	14
1.1.1 WATER BILL INFORMATION .....	7	5.3 USE OF HYDRANTS.....	14
1.1.2 RENDERING WATER BILLS .....	7	6.1 CROSS CONNECTIONS PROHIBITED .....	14
1.1.3 RESPONSIBILITY FOR WATER CHARGES .....	7	6.2 PUMP CONNECTION.....	15
1.1.4 CHANGE OF ADDRESS .....	8	6.3 LIABILITY FOR SERVICE INTERRUPTION OR RESULTING DAM- AGE.....	15
1.1.5 PAYMENT .....	8	6.4 SERVICE INTERRUPTION, NOTICE NOT REQUIRED .....	15
1.1.6 PENALTIES.....	8	6.5 UNAUTHORIZED USE OF WATER .....	15
2.1.1 METERING OF WATER SERVICE .....	8	6.6 RESALE OF WATER .....	16
2.1.2 OWNERSHIP OF METER & ERT .....	8	6.7 WATER CHARGES TO ONE PERSON .....	16
2.1.3 LOCATION OF METERS .....	8	6.8 RIGHT TO MAKE INSPECTION .....	16
2.1.4 ACCESSIBILITY.....	8	6.9 REQUEST FOR TURN-ON .....	16
2.1.5 INSTALLATION, REMOVAL, AND REPAIR OF METERS .....	9	6.10 REFUSAL TO GIVE SERVICE .....	16
2.1.6 DAMAGED METERS .....	9	6.11 PENALTY FOR VIOLATION OF RULES .....	16
2.1.7 METER TESTING.....	9	6.12 AMENDMENTS.....	16
2.1.8 TESTING AND REPAIRS TO LARGE METERS .....	9	7.1 THE WATER METER.....	16
2.1.9 BILLING NON-REGISTERING METERS .....	9	7.2 HOW TO READ A METER .....	16
2.1.10 UNSERVICEABLE METERS .....	9	7.3 METER ACCURACY.....	17
2.1.11 TAMPERING WITH OR DEFACING METERS .....	9	7.4 WASTE AND LEAKAGE OF WATER .....	17
3.1.1 APPLICATIONS FOR SERVICE PIPES .....	10	7.5 DETECTION OF LEAKS .....	17
3.1.2 CONNECTION CHARGES FOR SERVICE PIPES .....	10	7.6 CONSERVATION .....	17
3.1.3 PAVING REPAIRS.....	10		
3.1.4 OWNERSHIP OF SERVICE PIPE .....	10		
3.1.5 LOCATION .....	10		
3.1.6 SERVICE PIPE INSTALLATION .....	10		
3.1.7 OPERATION OF CURB BOX VALVES .....	11		
3.2.1 APPLICATIONS FOR PRIVATE FIRE SUPPLIES .....	11		
3.2.2 DRAWINGS.....	11		
3.2.3 MONTHLY CHARGES .....	11		
3.2.4 INSTALLATION APPROVED BY THE BOARD .....	11		
3.2.5 CONNECTION TO DOMESTIC SERVICE PROHIBITED .....	11		
3.2.7 USE OF SERVICE.....	11		
3.2.8 CROSS CONNECTIONS .....	11		
3.2.9 INSPECTION .....	12		
3.2.10 ILLEGAL USE.....	12		
3.2.11 METERS.....	12		
3.2.12 VALVES.....	12		
3.2.13 CLOSING OF FIRE SUPPLIES .....	12		
3.2.14 VIOLATION OF RULES .....	12		
3.3.1 BUILDINGS AND OTHER CONSTRUCTION PURPOSES .....	12		
3.3.2 INSPECTION .....	12		



PROVIDENCE WATER

125 Dupont Drive  
 Providence, RI 02907  
 (401) 521-6300  
[www.provwater.com](http://www.provwater.com)

## DEFINITIONS

Unless the content specifically indicates otherwise, the meaning of the terms used in these Regulations shall be as follows:

**Applicant** – Any property owner or duly authorized owner’s agent applying for water service or for a water main extension, alteration, replacement, or relocation.

**Appurtenances** – Any machinery, appliances, or auxiliary structures attached to a main structure to enable it to function, but not considered an integral part of it.

**Atmospheric Pressure** – The pressure exerted by the atmosphere at any point. Such pressure decreases as the elevation of the point above sea level increases. Also called standard atmospheric pressure or standard pressure.

**AWWA** – Established in 1881, the American Water Works Association is the largest nonprofit, scientific and educational association dedicated to managing and treating water, the world’s most important resource. See also [www.awwa.org](http://www.awwa.org).

**Backflow** – A flow condition, induced by a differential in pressure, that causes the undesirable reversal of flow of water or mixtures of water and other liquids, gases, or other substances into the distribution pipes of the potable supply of water from any source or sources.

**Backflow-Prevention Device** – Any effective device, method, or construction used to prevent backflow in a potable water system.

**Backsiphonage** – A form of backflow caused by a negative or subatmospheric pressure within a water system.

**Ball Valve** – A simple nonreturn valve consisting of a ball resting on a cylindrical seat within a fluid passageway.

**Compound Meter** – A water meter combination consisting of two single meters of different capacities and a regulating valve which automatically diverts all or part of the flow from one meter to the other.

**Consumption** – The amount of water used, as measured by a meter or as estimated by PROVIDENCE WATER in accordance with the RI Public Utilities Commission’s Rules and Regulations.

**Contractor** – A person or company that undertakes a contract to provide materials or labor and having the appropriate bonding and insurance necessary to perform work on PROVIDENCE WATER’s water distribution system and/or connections to PROVIDENCE WATER’s water distribution system.

**Corporation** – A large business or organization that under the law has the rights and duties of an individual and follows a specific purpose.

**Corporation Stop** – A valve for joining a service pipe to a street water main that is usually owned and operated by the water utility or department.

**Cross Connection** – Any actual or potential connection or structural arrangement between a public or a consumer’s potable water system and any other source or system through which it is possible to introduce into any part of the potable system any used water, industrial fluid, gas, or substance other than the intended potable water with which the system is supplied.

**Curb Stop** – A shutoff valve attached to a water service pipe from a water main to a building, installed near the curb, which may be operated by a valve key to start or stop flow in the water supply lines of a building.

**Customer** – The legal title holder of the property responsible for payment of bills for charges for water service to a property whether or not the premises are occupied by the customer or the customer’s authorized representative.

**Daily Average Consumption** – The average water use in a single day expressed in gallons per day.

**Discontinuance** – A temporary cessation of water service at the premise at the request of an owner or customer for reasons other than ordinary repair or maintenance.

**Distribution Mains** – A distribution line that serves as a common source of supply for more than one service line.

**Fire Protection** – The private water piping, control valve and appurtenances installed solely to furnish water for extinguishing fires.

**Gate Valve** – A valve in which the closing element consists of a disk which slides over the opening or cross-sectional area through which water passes, and fits tightly against it.

**Hydrant** – A device connected to a public water main and provided with the necessary valves and outlets to which a fire hose may be attached for the purpose of extinguishing fires or flushing out water mains.

**Inlet** – The upstream end of any structure through which water may flow.

**Inspectors** – An official employed to ensure that official regulations are obeyed, especially in public services.

**Master Meter** – A water meter used for billing purposes serving a building or group of buildings.

**Meter** – An instrument or device for measuring the number of gallons or cubic feet of water which flows through a pipe.

**MLOG** – an acoustic leak detection sensor that records vibrations on piping to monitor possible leaking throughout PROVIDENCE WATER’s distribution system.

**Owner** – A person who alone or jointly or severally with others, has the legal title to any premises or has care, charge, custody or control of any premises as agent, executor, administrator, trustee, lessee or guardian of the estate of the holder of legal title.

**Person** – Any agency of the federal government, any state, public or private corporation or authority, individual, firm, joint stock company, partnership, association, or other entity, or any group thereof, and any officer, employee, or agent of such person, and any group of persons.

**Plumber** – A person licensed as a plumber by the state of Rhode Island.

**Pressure Reducing Valves** – A valve with a horizontal disk for reducing pressures automatically, according to the setting of the pressure-regulating valves.

**Premise/Property** – A parcel of real estate or portion thereof, including any improvements thereon, which is determined by PROVIDENCE WATER to be a single user for purposes of receiving, using and paying for water service.

**Private Fire Protection** – Private water mains, fire pipes and other appurtenances installed for the purpose of fire protection/suppression at a particular premise.

**Private Water Main** – A water main that is not owned by PROVIDENCE WATER or another city or town.

**Public Fire Protection** – The public water mains, hydrants and appurtenances installed for the purpose of fire protection in a public way.

**Public Utilities Commission (PUC)** – State of Rhode Island Public Utilities Commission and Division of Public Utilities and Carriers. The PUC serves as a quasi-judicial tribunal with jurisdiction, powers, and duties to implement and enforce standards of conduct and to hold investigations and hearings involving the rates, tariffs, and charges, and the sufficiency and reasonableness of facilities and accommodations of public utilities.

**Public Water Main** – The piping and associated valves, hydrants and appurtenances owned by PROVIDENCE WATER, or another city or town, installed in a public way, publicly-owned easements whether recorded or by prescription, or private way open to public travel, for the purpose of supplying water to one or more customers or for public fire protection.

**Reduced Pressure Zone (RPZ)** – A backflow prevention device that protects against both back siphonage and back pressure of contaminated water into the potable water supply.

**Shut Off** – The closing of a control valve to temporarily stop water service or to terminate water service.

**Supply Mains** – Water pipes installed solely for the purpose of strengthening the water supply system, and to ensure the delivery of an adequate supply of water to critical points of the distribution system.

**Termination** – The closing of of water service pursuant to PROVIDENCE WATER's Rules and Regulations under the RI Public Utilities Commission.

**User** – Any person who obtains water service from a public water main or a private water main supplied from a public water main.

**Water Service** – The readiness to supply or actual supplying of water to premises in which a water service pipe or fire pipe has been installed.

**Water Service Pipe** shall mean the connection, piping and associated valves and appurtenances that extend from a public water main to a building or property for the purpose of supplying water, other than for fire protection/suppression systems.

## FOREWARD

This booklet has been prepared to establish a thorough understanding between PROVIDENCE WATER and customers in the various communities served by the system. These rules and regulations contain the uniform practices that govern PROVIDENCE WATER for the installation of services, meters, water mains, and all miscellaneous services rendered. They are intended to define the obligations of PROVIDENCE WATER to the consumer and the obligations of the consumer to PROVIDENCE WATER.

People, as never before, are beginning to realize how essential their water supply is to life, health, and the protection of property against fire. Like any other raw product, water must be purified before it is delivered to customers for use. Water is taken from the Scituate Reservoir and then processed at the purification plant. After this is accomplished, it is then distributed through hundreds of miles of water mains in order to reach all consumers served by our system. Large reservoirs of pure water are located throughout the distribution system to meet heavy customer demand on our water supply and to provide a reserve supply for fire protection and emergencies.

PROVIDENCE WATER works hard to deliver high quality service to all customers and to make sure that the rates charged for this important commodity are kept as low as possible.



## GENERAL INFORMATION

### OFFICES

Administrative and engineering offices of Providence Water are located at 125 Dupont Drive, Providence, Rhode Island 02907 and Source of Supply offices are located at the Philip J. Holton Purification Plant Facilities on Route 116, Hope, Rhode Island, 02831. All departments may be reached by calling (401) 521-6300.

## OFFICE HOURS

Main offices are open Monday through Friday, except on legal holidays, during the following times:

### September through June:

8:30 AM to 4:30 PM

### July and August

8:30 AM to 4:00 PM

## INFORMATION

General information about water services, rates, rules, etc. can be obtained by calling the main office or by viewing our web site at [www.provwater.com](http://www.provwater.com). More specific information concerning water bills, etc. can be obtained by calling (401) 521-5070.

## WATER QUALITY

PROVIDENCE WATER makes every effort to ensure that the water supplied to the user is of the highest quality. The water and the system are constantly tested for this purpose. If a customer has a question or concern about water quality, he or she should contact our Water Quality Hotline at (401) 521-6303. PROVIDENCE WATER staff will answer all questions on a case-by-case basis. When appropriate, PROVIDENCE WATER staff will sample and test the water upon request.

## EMERGENCY SERVICE

PROVIDENCE WATER maintains emergency crews 24 hours a day including Saturdays, Sundays and holidays. Emergencies should be reported immediately by calling (401) 521-6300. If the emergency involves one of the system's source reservoirs the same number should be dialed.

## STREET SERVICES

Water services located between the street main and the curb line are generally owned and maintained by PROVIDENCE WATER. The property Owner owns the water service line from the curb to the building. Work done after the curb stop shall be performed by the property Owner through a RI-licensed plumber.

## **INSPECTORS AND METER READERS**

Inspectors and meter readers employed by PROVIDENCE WATER possess, at all times, an official photo identification badge. Customers are advised not to allow any person claiming to be an employee of PROVIDENCE WATER to enter their s unless that person produces proper identification. Any individual posing as a PROVIDENCE WATER employee should be reported immediately to the local police and the main office of PROVIDENCE WATER.

## **RATES FOR WATER**

Water services supplied by PROVIDENCE WATER shall be metered. Rates charged for such services shall be rates authorized by the State of Rhode Island Public Utilities Commission (PUC) and State legislation establishing the water property protection charge. PROVIDENCE WATER works hard to deliver high quality service to all customers and to make sure that the rates charged for this important commodity are kept as low as possible.

## **WHOLESALE ACCOUNTS**

PROVIDENCE WATER provides water services to the following wholesale accounts:

- City of East Providence
- Greenville Water District
- Kent County Water Authority
- Lincoln Water Commission
- Town of Smithfield (portion of)
- City of Warwick
- Bristol County Water Authority
- Town of Johnston (portion of)

Each account operates its own distribution system and purchases water at wholesale rates delivered to its master meter. Wholesale rates must be approved by the PUC.

## **RETAIL ACCOUNTS**

PROVIDENCE WATER currently supplies water to the following municipalities on a retail basis:

- Cranston (most)
- Smithfield (portion of)
- Johnston (portion of)
- North Providence (most)
- Providence

## **RULES AND REGULATIONS**

The following rules and regulations, Section Nos. 1 through 9, and all subsequent changes, amendments, and additions thereto, shall constitute a part of the contract with every person, corporation, and property Owner supplied with water by PROVIDENCE WATER. Every person, corporation, and property Owner supplied with water by PROVIDENCE WATER agrees to follow all PROVIDENCE WATER rules and regulations.

All persons, corporations, and property Owners supplied with water are advised to become familiar with these rules and regulations since failure to understand them will not release anyone from responsibility in cases of negligence. A copy of these rules and regulations is available to every customer of PROVIDENCE WATER and may be obtained at the Providence Water website: [www.provwater.com](http://www.provwater.com), in person at one of our offices, or by telephone or written request.

## **SECTION 1.0**

### **WATER BILLS**

#### **1.1.1 WATER BILL INFORMATION**

Bills for water services are prepared and rendered by PROVIDENCE WATER. Requests for information regarding bills or notices can be made personally by letter to the main office or by calling (401) 521-5070.

#### **1.1.2 RENDERING WATER BILLS**

All Providence Water customers are billed on a monthly basis. Water bills are delivered to the Owner of the property or their designee.

#### **1.1.3 RESPONSIBILITY FOR WATER CHARGES**

Property Owners shall be responsible for all charges accrued for water service until written notice has been given to PROVIDENCE WATER by the Owner to discontinue the service or until notice has been given to PROVIDENCE WATER of a change of ownership of the premises.

### **1.1.4 CHANGE OF ADDRESS**

To ensure the proper delivery of water bills, the property Owner shall notify PROVIDENCE WATER in advance of any change in address. Failure to receive a bill does not relieve the property Owner from the obligation to pay the bill and/or the payment of any penalty charges that might be owed as a result.

### **1.1.5 PAYMENT**

All water bills are due and payable when received. Acceptable forms of payment are check or money order payable to PROVIDENCE WATER. Payments may be made in person at the administrative offices of Providence Water, at the Tax Collector's office at the Providence City Hall, or online at [www.provwater.com](http://www.provwater.com). Credit card payments can also be processed and are charged a "convenience" fee in accordance with the rate approved by the Public Utilities Commission (PUC). The mailing address for this purpose is P.O. Box 1456, Providence, Rhode Island, 02904.

### **1.1.6 PENALTIES**

If bills remain unpaid for 30 days after they are rendered, the water service to that property is subject to discontinuance. Whenever the water service is turned off, it will not be turned on again until payment of all charges due, plus a fee for discontinuing and reactivating the water service, is made. All policies and procedures for the discontinuance of water service are conducted in accordance with the guidelines set forth by the PUC.

Accounts that remain unpaid for a period of 30 days or more will be assessed a penalty of 1% per month on the unpaid balance. This is in accordance with the most recent PROVIDENCE WATER Service Fee Schedule, as approved by the PUC.

## **SECTION 2.0**

### **METERING**

#### **2.1.1 METERING OF WATER SERVICE**

Water from the PROVIDENCE WATER system will be supplied through a primary meter, or a battery of primary meters, for each service. These meters are equipped with electronic radio transmitters (ERTs) that enable Providence Water to read these meters

electronically through radio frequency transmissions. Water passing through the meter(s) will be billed to the Owner of the property supplied, as the same appears in PROVIDENCE WATER records, whether the water was used or wasted. Customers are advised to read their meters frequently for leaks or waste in order to avoid larger than necessary bills.

#### **2.1.2 OWNERSHIP OF METER & ERT**

All meters and ERTs are owned and installed by PROVIDENCE WATER at the expense of the property Owner. In addition, all new services are required to provide backflow prevention as indicated in Section 3.3.6.

PROVIDENCE WATER reserves the right to decide what size and type of meter will be installed on any service.

#### **2.1.3 LOCATION OF METERS**

The property Owner shall furnish a suitable location for the meter. Meters shall be installed in a horizontal position at the point of entry of the service pipe inside the portion of the building that is nearest to the street line. In some cases, meters that cannot be placed inside the building served may have to be located outdoors in an aboveground climate-controlled structure.

The Applicant shall be required to place the newly-installed line under pressure while a PROVIDENCE WATER inspector checks the couplings for leakage.

If it is determined that a meter must be contained in a suitable climate-controlled aboveground housing outside of the building to which the service is to be connected, the housing, which must be approved by PROVIDENCE WATER, shall be provided and maintained at the expense of the property Owner. It is the Owner's responsibility to ensure that the meter is safe and secure and not subject to freezing. In the event that a replacement meter is required due to freezing, the Owner shall be assessed the current replacement charge as approved by the PUC.

#### **2.1.4 ACCESSIBILITY**

PROVIDENCE WATER has the right to read, inspect, test, and replace any water meter during normal business hours. Meters shall be easily accessible at all times so



that they may be examined, inspected, replaced, tested and/or read. They will not be enclosed or obstructed by objects that will prevent access. They must not be exposed to danger from frost or contamination.

It is the customer's responsibility to ensure that there is clear access to the meter for these purposes. Failure to provide access or obstructions blocking access may result in termination of water service. In the event that a customer requests a specific service during other hours, there may be an additional charge made for that service.

### **2.1.5 INSTALLATION, REMOVAL, AND REPAIR OF METERS**

Only employees of PROVIDENCE WATER, or a company specifically designated by PROVIDENCE WATER, shall perform installation, repair, and removal of meters. Any of these activities performed by an unauthorized person or persons shall be considered a case of "tampering," which is subject to penalties.

### **2.1.6 DAMAGED METERS**

In the case of meters that are damaged by frost, hot water, or external causes, either by the carelessness or neglect of the occupant(s) of the premises, except as herein provided, PROVIDENCE WATER will replace the meter at the Owner's expense. In the event that a meter is lost or stolen, the customer will be charged the current replacement cost as approved by the Rhode Island PUC for the meter and ERT. In the event of breakage, stoppage, or other irregularity in the operating characteristics of the meter, the property Owner is to notify PROVIDENCE WATER immediately.

### **2.1.7 METER TESTING**

Every water meter is carefully tested before it is first installed. Periodic tests of each meter may be made as often as PROVIDENCE WATER deems necessary. Should a property Owner question the accuracy of the meter, it may be tested, preferably in the presence of the property Owner, after PROVIDENCE WATER receives a written request to do so. A deposit may be required before the meter is disconnected. Should the test show that the meter has been over-registering in excess of two percent (2%), the deposit will be refunded. If the test is within this limit, or if the test reveals that the meter has been under-registering in

excess of two percent (2%), the deposit will be applied towards the costs of removal and testing. In either instance, a corrected bill will be generated.

### **2.1.8 TESTING AND REPAIRS TO LARGE METERS**

PROVIDENCE WATER will notify the customer 30 days in advance in order to schedule a test of the meter. PROVIDENCE WATER will be solely responsible for the testing of the meter and the customer can receive a copy of the test results upon written request. Meters are the property of PROVIDENCE WATER, and PROVIDENCE WATER is responsible for all costs related to the testing and repair of the meter. PROVIDENCE WATER reserves the right to test meters as often as deemed necessary in order to ensure that they are accurate.

### **2.1.9 BILLING NON-REGISTERING METERS**

In case a meter fails to register, or has been removed for repairs, testing or other purposes during the testing period, billing will be based upon the average daily rate of consumption as shown by the meter after it has been returned to service and is in proper working order for a period of time long enough to obtain a valid daily average consumption. If the meter has not been returned to service, billing will be based upon the average daily rate of consumption for the previous recorded three (3) year period.

### **2.1.10 UNSERVICEABLE METERS**

PROVIDENCE WATER reserves the right at all times to remove, test, repair, and replace any meter. If a meter is found to be economically unserviceable, PROVIDENCE WATER will install a new meter. If it is determined that the meter failure was caused by negligence of the property Owner, the cost of the replacement shall be borne by the property Owner.

### **2.1.11 TAMPERING WITH OR DEFACING METERS**

Persons who tamper with or deface meters to prevent the proper measurement of consumed water by altering the register index or otherwise, or who break any seal placed by PROVIDENCE WATER for the protection of any meter, valve, or fitting, shall be charged by PROVIDENCE WATER in accordance with Chapter 608 of the General Laws of 1938, Section 57 as amended to date.

## SECTION 3.0

### SERVICE PIPES

#### 3.1.1 APPLICATIONS FOR SERVICE PIPES

Applications for new services will be accepted Monday to Friday between the hours of 8:30 AM and 4:30 PM (4:00 PM during the months of July and August) at the Engineering Office, which is located at 430 Scituate Avenue, Cranston, RI. Application forms can also be obtained and printed from Providence Water's website at [www.provwater.com](http://www.provwater.com).

Applications for the installation of new services or the renewal of old services shall be made by the Owner of the property or the Owner's authorized agent. Applications must state fully and truly the purposes for which the water will be used along with the official street name as well as the number of the premises and Tax Assessor's Plat and Lot Numbers. PROVIDENCE WATER shall be solely responsible to decide whether an old service can be utilized or if a new service is required. Applicants are responsible for installing pressure reducing valves where required to comply with plumbing codes. Providence Water will not be responsible for damage caused by pressure fluctuations or the customer's failure to have the proper valves.

#### 3.1.2 CONNECTION CHARGES FOR SERVICE PIPES

Service pipes are installed by PROVIDENCE WATER from the distribution main in the street to the curb stop just inside the curb/gutter line. The charge for this installation will be at the rates posted on the current PROVIDENCE WATER Service Fee Schedule, as authorized by the PUC.

Services are sized by PROVIDENCE WATER based upon available supply pressure and proposed water demand.

#### 3.1.3 PAVING REPAIRS

Applicants shall be required to submit a copy of the permit to open the street as issued by the proper city (other than the City of Providence), town or state agency responsible for maintaining the street, road, or highway. Any cost incurred for replacing the pavement in municipalities other than Providence shall be the

Applicant's responsibility.

Charges for service installations made in the City of Providence include costs for repairs or the replacement of sidewalk and road pavement openings.

#### 3.1.4 OWNERSHIP OF SERVICE PIPE

Service pipes from distribution mains to curb stops are owned and maintained by PROVIDENCE WATER. The portion of the service pipe between the curb stop and inside the building is the property of the and is installed and maintained by the Owner through a plumber licensed by the State of Rhode Island. In the event that an Owner has a leak on the pipe that they are responsible for and it is not repaired, Providence Water may terminate service until the Owner has made repairs.

#### 3.1.5 LOCATION

Service pipes are to be installed perpendicular and in a straight line from the point of entry at the house to the curb stop.

#### 3.1.6 SERVICE PIPE INSTALLATION

PROVIDENCE WATER installs the service pipe from the street main to the curb prior to the customer installing the service line from the curb to the building by a licensed installer. Service pipes shall have 4'-6' of cover. **Before covering, the service pipe must be inspected and approved by a representative of PROVIDENCE WATER.**

**Where there are copper and iron services in the same trench, the plumber will install only the copper service before PROVIDENCE WATER installs both the copper and iron services from the main to the curb.**

All service pipes from 1-inch in diameter up to and including 2-inch in diameter shall be Type K extra heavy, soft temper, cold drawn, seamless, deoxidized copper tubing. Pipe couplings are not allowed on the Owner's side of the service from the curb stop to the meter location.

Service pipes greater than 2-inches in diameter shall be Class 52 cement mortar lined ductile iron pipe American Water Works Association (AWWA) Standard C151-91, as amended to date.

### **3.1.7 OPERATION OF CURB BOX VALVES**

Operation of curb box valves shall only be done by PROVIDENCE WATER personnel or by a licensed installer under the supervision of PROVIDENCE WATER personnel. Any other unauthorized operation of valves may result in criminal and or civil penalties for tampering with a water utility.

## **3.2 FIRE SUPPLIES**

### **3.2.1 APPLICATIONS FOR PRIVATE FIRE SUPPLIES**

PROVIDENCE WATER may provide a special service to private property for private fire protection services. s for such special fire protection services must be made by the Owner of the property or authorized agent and will be subject to all of the provisions described herein, as far as they apply to this type of service.

### **3.2.2 DRAWINGS**

A complete and accurate drawing or set of drawings showing the location of the premises to be supplied, together with the location of all valves, pipes, hydrants, tanks, and other appurtenances on the premises must be furnished by the Applicant at the time the application is made. Drawings will remain the property of PROVIDENCE WATER. Applicant must also supply PROVIDENCE WATER with drawings showing revisions to piping or appurtenances whenever the revisions are made.

### **3.2.3 MONTHLY CHARGES**

The monthly charge for fire services shall be made according to rates approved by the PUC based on the size of the service. Under certain conditions, PROVIDENCE WATER may require that the fire service be fully metered. Installation charges for fire service supplies shall be payable in advance of the date of installation and service charges will be billed on a monthly schedule thereafter.

### **3.2.4 INSTALLATION APPROVED BY THE BOARD**

PROVIDENCE WATER expressly reserves the right to determine the necessity for and the advisability of granting any application for special fire protection service and the right to approve the size of the service pipe which will be granted, depending upon the size

of the street main, the available pressure of the main, and the nature and capacity of the fire protection equipment within the building.

### **3.2.5 CONNECTION TO DOMESTIC SERVICE PROHIBITED**

One (1) service only will be allowed to any one building or premises unless, in the opinion of PROVIDENCE WATER, more than one is absolutely necessary for the proper protection of the premises. All fire protection equipment connected to PROVIDENCE WATER service shall be confined within the building or on the premises named in the application. Where two (2) or more connections are made for one building (1) or premises, they shall be kept separated unless special permission is obtained from PROVIDENCE WATER. The manner in which such connections are made shall be approved by PROVIDENCE WATER.

### **3.2.7 USE OF SERVICE**

No water shall be drawn from fire service pipes for any purposes whatsoever except for the extinguishing of fire. This paragraph shall not be construed as prohibiting a use of water for fire drills, draining of the system to prevent freezing, or other reasonable use in connection with maintaining proper fire protection.

### **3.2.8 CROSS CONNECTIONS**

Fire protection systems supplied with water from PROVIDENCE WATER service shall be supplied exclusively with such water and no connection will be allowed with any other system drawing its supply from "foreign" sources whereby the public supply may be subjected to contamination.

If a fire protection system uses water from a source other than that supplied by PROVIDENCE WATER, that system shall be kept entirely separate from that supplying water from PROVIDENCE WATER service.

Approved backflow prevention devices shall be installed at the point where the fire service enters the building that it serves.

### **3.2.9 INSPECTION**

Fire services shall be subject to periodic inspection by PROVIDENCE WATER. Owners shall give inspectors all reasonable facilities for making the survey and any information concerning the same that inspectors require. Inspections will be made with as little inconvenience as possible to the owner.

### **3.2.10 ILLEGAL USE**

When Owners or occupants of any premises are found to be using water from a fire service for purposes other than fire protection, the water shall be shut off until the offenders give proper assurance to PROVIDENCE WATER that the offense will not be repeated. The use of fire services for purposes other than fire-fighting may result in criminal charges being brought against the violator(s).

### **3.2.11 METERS**

Where PROVIDENCE WATER determines that a fire supply will be metered, metering shall conform to the provisions of Section 2, entitled Meters, and Owners are required to purchase a fire line compound meter from PROVIDENCE WATER.

### **3.2.12 VALVES**

On the inlet and discharge side of each fire line compound meter, Owners shall install gate valves manufactured to conform in all respects with applicable AWWA standards for Gate Valves for Water and Sewerage Systems, as amended to date. Valves shall be of a type that meets requirements of The National Board of Fire Underwriters.

### **3.2.13 CLOSING OF FIRE SUPPLIES**

Requests to close fire supplies, either temporary or permanent, must be made in writing to PROVIDENCE WATER by the Owner. In case of emergency, termination of fire supplies will be made immediately upon request. However, a follow up letter from the Owner will be required within 24-hours.

### **3.2.14 VIOLATION OF RULES**

Violation of rules governing fire supplies may be reason enough to discontinue service immediately.

## **3.3 TEMPORARY SERVICES**

### **3.3.1 BUILDINGS AND OTHER CONSTRUCTION PURPOSES**

Those persons requiring water for construction purposes may make an application for temporary water service and will be subject to the same rules, regulations and fees that apply to regular service installations. Ordinarily, a meter will be installed on the temporary service by PROVIDENCE WATER with the Applicant installing their own reduced pressure zone (RPZ) type backflow prevention device (BPD) in accordance with PROVIDENCE WATER rules and regulations. The cost of the meter shall be borne by the Applicant. However, in some instances the Applicant will be required to rent the meter and RPZ BPD from PROVIDENCE WATER.

All charges, including the connection and removal of the service as well as the cost of the meter, shall be paid in advance. The Applicant will also be required to deposit a sufficient sum of money with PROVIDENCE WATER to cover the cost of an estimated amount of water to be used over the intervening period of time. If the estimated amount of water covered by the deposit is less than the actual consumption shown on the meter, the Applicant shall immediately be required to deposit additional sums with PROVIDENCE WATER. After completion of the work, if the actual consumption registered on the meter is less than the estimated amount, PROVIDENCE WATER will refund the difference.

### **3.3.2 INSPECTION**

The Owner's section of service pipe must be inspected in place by PROVIDENCE WATER personnel before backfilling and before connection to the PROVIDENCE WATER system. Service pipes shall be tested for water tightness in the presence of a representative of PROVIDENCE WATER before burying.

No service pipe shall be installed in the same trench with a building drain or sewer pipe nor shall the water pipe be closer to a sewer pipe than 10-feet at any horizontal point in the area served by a public sewer system. In non-sewered areas, water service pipe shall be installed at minimum distances of 10-feet from a septic tank and 25-feet from a cesspool, seepage pit, disposal trench or bed.

### **3.3.3 MAIN SHUT-OFF VALVE**

Every new service pipe, immediately after its entry into the building, shall be equipped with an approved type of gate or ball valve. Valves shall be rated to at least 150 psi for ordinary water service. Existing pipes not equipped with the types of valves specified above shall conform to the requirement for new service pipes when renewed or replaced.

### **3.3.4 HORIZONTAL METER SETTING**

On new installations, all meters shall be set 12 to 36 inches above the floor in a horizontal position immediately after the shut-off valve and as near to where the service pipe enters the building as is practicable. An adequate support shall be placed underneath the meter. Whenever it is necessary to renew or replace a service pipe, the meter shall be reset to conform to the requirements for new installation.

### **3.3.5 BACK WATER VALVES**

New services shall be equipped with an approved type of gate or ball valve immediately following the meter setting on the house side. Before a meter is removed from the line or other work is performed, the valve should be closed to prevent the house piping from emptying. Valves shall be rated to at least 150 psi for ordinary water service. Existing pipes not equipped with the types of valves specified above shall conform to the requirements for new service pipes when renewed or replaced.

### **3.3.6 BACKFLOW PREVENTERS ON NEW SERVICES**

A backflow prevention device shall be installed on the customer side of the meter on all water service connections and on fire services as well. The type of backflow preventer required shall be determined by PROVIDENCE WATER based on building use (see Section 6.1, Cross Connection Prohibited).

### **3.3.7 TAPPING MAINS**

No person, unless authorized by PROVIDENCE WATER, shall be allowed, under any circumstances, to tap the mains/distribution pipes, insert corporation stops therein, or interfere with water gates.

### **3.3.8 REPAIRS TO OWNER'S SERVICE PIPE AND FIXTURES**

Property Owners must keep their own service pipes and all fixtures connected thereto in good repair and protected from frost at their own expense. In the case of a break or leak in that section of the service pipe between the curb stop and the meter, the property Owner shall immediately obtain the services of a licensed plumber to make the necessary repairs. The plumber shall obtain a permit from the local building official before making repairs. Failure to make repairs at once, or to obtain the necessary permits covering these repairs, shall be sufficient cause to shut off the supply.

No sidewalk or other public place shall be opened for the repair of service pipes until the property Owner obtains a permit from the city, town, or state agency having jurisdiction over it. The curb stop will not be opened by PROVIDENCE WATER until the permit is obtained and a copy of it is submitted to PROVIDENCE WATER.

## **SECTION 4.0**

### **MAIN PIPE**

#### **4.1 DISTRIBUTION MAIN**

Distribution mains are water pipes installed in streets as feeders for services and hydrants. These pipes shall be extended on application of the property Owner subject to the provisions set forth below.

#### **4.2 APPLICATION FOR EXTENSION OF WATER MAIN**

If PROVIDENCE WATER approves the application for a main extension, the Applicant will be subject to engineering fees as specified on the current PROVIDENCE WATER Service Fee Schedule, as authorized by the PUC.

#### **4.3 INSTALLATION OF MAIN**

a) Applicants shall hire a private contractor, approved by PROVIDENCE WATER, to make installations.

b) Applicant or Contractor is responsible for obtaining any and all permits that may be required by, town, or state agencies.

c) Installation Contractor shall be fully responsible for the work performed for a period of one (1) year from the date of placement of the main in service by PROVIDENCE WATER.

d) Main installations shall be inspected and approved by PROVIDENCE WATER. Mains installed by the Applicant shall become and remain the property of PROVIDENCE WATER.

#### **4.4 SUPPLY MAINS**

Supply mains are water pipes installed solely for the purpose of strengthening the water supply system, and to ensure the delivery of an adequate supply of water to critical points of the distribution system. Connections for service pipes and for hydrants are permitted on supply mains that are 16-inches and less in diameter. Connections for these purposes to larger supply mains are prohibited.

#### **4.5 SUPPLY MAIN VALVES**

Operation of main valves shall only be done by PROVIDENCE WATER personnel or by a licensed installer under the supervision of PROVIDENCE WATER personnel. Any other unauthorized operation of valves may result in criminal and/or civil penalties for tampering with a water utility.

#### **4.6 PRIVATE PIPE PROHIBITED**

Private pipes or mains connected to the PROVIDENCE WATER distribution system are prohibited. All new water services must be supplied from the PROVIDENCE WATER system.

## **SECTION 5.0**

### **FIRE HYDRANTS**

#### **5.1 HYDRANT INSTALLATION**

PROVIDENCE WATER regulation, Requirements for Water Mains, Services and Appurtenances, latest edition, governing the installation of fire hydrants, can be obtained, upon request, from the PROVIDENCE WATER Engineering Division, which is located at 430 Scituate Avenue, Cranston, Rhode Island.

#### **5.2 OBSTRUCTING FIRE HYDRANTS**

No person shall obstruct the access to any fire hydrant by placing or permitting any snow, debris, building material, motor vehicle or other obstruction to remain on or about the hydrant which will in any manner interfere with its immediate use.

#### **5.3 USE OF HYDRANTS**

Public fire hydrants are installed for the sole purpose of fire protection; and, with the exception of the members of the fire department operating the same for the legitimate purpose of extinguishing fires and testing, no other use of such hydrants shall be made without the written consent of PROVIDENCE WATER. Violations may result in criminal prosecution in accordance with current state laws and/or city ordinances.

If a contractor or other person or agency wishes to use a fire hydrant, that party shall make a written application to PROVIDENCE WATER indicating the location of the hydrant and specifying the purposes for which the hydrant will be used. Such applications shall include a deposit as determined to be appropriate by PROVIDENCE WATER for the use of a PROVIDENCE WATER meter and RPZ BPD and water consumption. Providence Water reserves the right to approve or reject the use of specific hydrants and may suggest an alternate location. When the PROVIDENCE WATER meter and RPZ BPD have been returned, the customer will be charged for the water consumed and the unexpended portion of their deposit will be returned. In the event that the deposit is insufficient to cover the charges, the customer will be billed for the additional charges.

## **SECTION 6.0**

### **GENERAL CONSIDERATIONS**

#### **6.1 CROSS CONNECTIONS PROHIBITED**

Internal plumbing systems shall be designed, installed and maintained in such a manner as to prevent any potential contamination from non-potable liquids, solids or gasses or water from any other source being introduced into the potable water supply through cross connections to the PROVIDENCE WATER system.

No licensed plumber or others shall cause a physical connection to be made between PROVIDENCE WATER and any other water supply for commercial, domestic, sanitary, fire protection, or boiler feed purposes, or for any other purpose whatsoever. Draw off pipes for draining sprinkler systems shall not be connected into a drainage system or a submerged pit.

If any PROVIDENCE WATER water supply is delivered to a tank that is also supplied with water from any source other than the public water supply, such tanks shall be opened to atmospheric pressure and PROVIDENCE WATER water supplied above the maximum level in the tank. The tank shall be equipped with an overflow pipe of ample size to fix definitely the maximum level.

If PROVIDENCE WATER water supply is delivered to a tank in which there are chemicals, dyestuffs, or other materials used in processing, the pipe supplied with PROVIDENCE WATER water shall not be submerged. There shall be ample clearance between the invert or drip edge of the public supply and the top of the tank to prevent back siphonage into the PROVIDENCE WATER system.

In the case of premises that may have internal cross connections that cannot be permanently corrected, or intricate plumbing and piping arrangements or where entry to all portions of the premises is not readily accessible for inspection purposes, thereby making it impracticable or impossible to ascertain whether or not potentially dangerous cross connections exist, the public water supply system shall be protected from backflow from the premises by installation of a backflow prevention device in the service line, on the customer's side of the meter and at their expense, of a type approved by PROVIDENCE WATER.

Further information concerning the PROVIDENCE WATER's cross connection policies is available at the PROVIDENCE WATER Engineering Office.

## **6.2 PUMP CONNECTION**

Pumps shall not be directly connected to any PROVIDENCE WATER main or service for the purpose of increasing the water pressure in PROVIDENCE WATER's or Owner's system unless prior written authorization of approval has been obtained from PROVIDENCE WATER.

## **6.3 LIABILITY FOR SERVICE INTERRUPTION OR RESULTING DAMAGE**

PROVIDENCE WATER furnishes water supply but does not guarantee uninterrupted supply or adequacy of pressure for any particular end use. In the event that a customer utilizes a pressure-reducing valve, the customer is responsible for its proper operation and PROVIDENCE WATER assumes no liability for excess pressure.

No responsibility will be assumed for damage to any apparatus in any house or building due to the shutting off of water without notice, either for repairs to a break in the pipelines or for other necessary operations. Furthermore, no person shall be entitled to damages, or the refund of any portion of a payment for any stoppage of the supply to any portion of the works, or for stoppage for purposes of additions or repairs, or for non-use occasioned by absence or for any other reason.

## **6.4 SERVICE INTERRUPTION, NOTICE NOT REQUIRED**

While it is the intention of PROVIDENCE WATER to provide as much advance notice as possible of any work that must be done that will necessitate the interruption of the supply, such notice is not necessarily a requirement. Failure of the inhabitants of the premises to receive notice of the interruption of service shall entail no responsibility on the part of PROVIDENCE WATER or its employees.

Property Owners should install boilers, hot water tanks, and other installations connected to water supply systems with adequate safeguards so that damage will not occur as a result of high and/or low pressure fluctuations or if the water is shut off without notice.

## **6.5 UNAUTHORIZED USE OF WATER**

Any person who shall, without the proper authorization from PROVIDENCE WATER, tap or make any connection with street mains, services, or other distributing pipe connected to the system; or who shall, without such authorization, open any gate valve connected to the system for the purpose of obtaining such water; or who shall in any way or by any device obtain the use of such water without authorization, shall be charged in accordance with Chapter 608 of the General Laws of

1938, Section 58 as amended to date.

## **6.6 RESALE OF WATER**

No consumer, except with previously obtained written consent of PROVIDENCE WATER, will be allowed to furnish water to other persons or property or to allow such persons or property to take it themselves. Violations of this regulation may cause the supply to be shut off and water costs already paid to be forfeited.

## **6.7 WATER CHARGES TO ONE PERSON**

When water shall be supplied to more than one party through a single service, the bill for the whole supply furnished through such service will be made either to the Owner of the property or to some one tenant who shall agree to be responsible for payment to PROVIDENCE WATER. In case of non-payment, the water may be shut off, notwithstanding the fact that one or more parties may have paid the proportion due.

## **6.8 RIGHT TO MAKE INSPECTION**

PROVIDENCE WATER inspectors or its designees must have free access at all reasonable hours to all parts of every building for the purpose of inspecting, removing, replacing and servicing meters, meter reading devices, leak detection devices such as MLOGs, and any future devices which PROVIDENCE WATER may deem advisable or necessary for the safe and efficient operation of its water systems or observing the manner in which the water is used. Failure to comply may result in termination of water service.

## **6.9 REQUEST FOR TURN-ON**

After service has been shut off for any reason except repairs, it shall not be reopened unless the Owner or the Owner's authorized agent gives a written order to PROVIDENCE WATER.

## **6.10 REFUSAL TO GIVE SERVICE**

PROVIDENCE WATER reserves the right to refuse to furnish water to any persons or properties that are delinquent in payments for water services.

## **6.11 PENALTY FOR VIOLATION OF RULES**

If the Owner, agent, lessee, tenant, or person in charge of any premises violates any PROVIDENCE WATER rule or regulation affecting such premises, and fails to

remove any violations or comply with any PROVIDENCE WATER written order within ten (10) days after such order shall have been sent by mail to the last known address of such person, PROVIDENCE WATER may discontinue service to such premises. If water service is so discontinued, it shall not be resumed until the rule or regulation so violated shall have been complied with to the satisfaction of PROVIDENCE WATER and a fee paid to PROVIDENCE WATER for the service of turning the water off and on.

## **6.12 AMENDMENTS**

PROVIDENCE WATER reserves the right to make such amendments to the rules and regulations as may be necessary for the preservation and protection of the PROVIDENCE WATER system.

# **SECTION 7.0**

## **SUGGESTIONS TO CONSUMERS**

### **7.1 THE WATER METER**

The function of the water meter is to protect PROVIDENCE WATER and the consumer against enormous loss from waste or extravagant use and to fix the charge to consumers according to services rendered. Consumers are advised to learn to read the meter in order that they may verify the meter reading appearing on the bill. The meter will not tell how the water was used but will indicate how much is being used or wasted. All meters used throughout the PROVIDENCE WATER retail system read in cubic feet where one hundred (100) cubic feet is equivalent to approximately 748 gallons.

### **7.2 HOW TO READ A METER**

Meter registers are straight reading meters of two types. On the 5/8-inch and 3/4-inch meter registers, there is no so-called stationary zero (0) as is found on the 1, 1-1/2, and 2-inch meter registers.

Both types of registers have, in addition to the straight reading, a sweep hand or pointer that rotates and points to a graduated circular scale when water passes through the meter. One rotation of the pointer in the 5/8-inch and 3/4-inch meter registers indicates that one cubic foot of water passed through, and the



rightmost digit on the counter will advance by an increment of one. In the 1, 1-1/2, and 2-inch meter registers, one rotation of the pointer indicates that 10 cubic feet of water passed through, and the digit in front of the stationary zero on the counter will be advanced by an increment of one.

need for large capital expenditures, either at the source or in the distribution system, required to expand the supply to meet demand.

### **7.3 METER ACCURACY**

Water meters are made with great care and precision and should, with reasonable care, give years of satisfactory service. All meters, before being set, have been carefully checked and tested for accuracy and, when placed in service, are sealed. This seal must not be broken.

### **7.4 WASTE AND LEAKAGE OF WATER**

If a meter suddenly shows an increase in consumption with no apparent cause, this may be an indication that a leak has occurred or that water is being allowed to run to waste.

### **7.5 DETECTION OF LEAKS**

In order to test a system for the presence leaks, the following procedures should be followed:

- 1) shut off the flow of water from all fixtures in the house; and
- 2) observe the pointer on the circle marked one foot for a period of ten or fifteen minutes. If the pointer moves, then this is an indication of the presence of a leak. Timing the pointer and determining how far it has moved during the specified period of time may determine the rate of leakage. If the presence of a leak cannot be ascertained in this manner, but there is still suspicion that one exists, a licensed plumber should be called. PROVIDENCE WATER is not authorized to do work on private property.

### **7.6 CONSERVATION**

Waste and leakage of water is an economic liability, not only to the consumer who pays much larger water bills, but also to the water department that must provide a plant of sufficient capacity to meet water demands resulting from waste and leakage in addition to the normal requirements of its consumers. Conservation of water results in both direct and indirect savings to the consumer. It does this by providing consumers with lower water bills and reducing the



Providence Water  
125 Dupont Drive  
Providence, RI 02907  
(401) 521-6300  
[www.provwater.com](http://www.provwater.com)