

BPW POLICY MANUAL

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EFFECTIVE DATE	BOARD APPROVAL DATE:
1/1/1998	1/12/1998

Introduction

It is the desire of the Board of Public Works to render prompt, courteous, and satisfying service to its customers. The BPW endeavors to cooperate with customers, contractors, and all others to the fullest extent possible in order to provide uninterrupted water service.

The BPW's staff is available to discuss any problem regarding the installation of service lines, use of water, and other aspects of these rules and regulations. Their offices are located at the BPW Service Center, 625 Hastings Avenue, Holland, Michigan.

I. General Rules

The rules and regulations contained herein shall be considered a part of the contract with every customer who is supplied water, and every customer, by accepting water service, shall be considered as expressing his/her consent to be bound hereby. The authority to enact and enforce these rules and regulations is derived from Act 342 Public Acts of Michigan 1939, as amended and the Charter of the City of Holland, Section 12 as amended.

A. BPW's Control

All water mains connecting to the City water main shall be constructed in accordance with the BPW's standards and specifications under the supervision of the BPW's engineering personnel and in accordance with construction drawings approved by the Director or his authorized representative. Only authorized personnel shall uncover and make any connections with or openings into, alter or disturb any City water mains. Under most conditions, the BPW will make all water main taps, however in some cases the BPW may authorize another contractor to tap a main.

B. Right of Access

Authorized personnel shall be permitted at all reasonable hours to enter upon all properties for the purpose of inspection, observation, measurement, sampling, and testing in accordance with the provisions of these regulations. Neglect or refusal on the part of the customer to provide reasonable access shall be sufficient cause for discontinuance of

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service by the Board and assurance of access may be required before service is restored.

C. Charges

The BPW shall from time to time establish charges for the use of and connection to the City water system. All users are required to pay the applicable current rates for connection to the system and for water use.

D. User Responsibility for Charges

Any persons, association, or corporation who takes possession of premises where water supply has been shut off by the BPW and uses water without proper application for water service shall be responsible for all charges for water service. The amount of such charges shall be determined by the BPW either by meter reading or on the basis of calculated consumption for the time water was used.

E. Each Regulation Separate and Severable

Each section or part of a section in these regulations is hereby disclosed to be a separate and distinct enactment, and should any section be held inoperative or void, it shall not affect the validity of any other section or part of a section.

F. Interpretation and Enforcement

The director and/or his/her duly authorized representative(s) shall be responsible for the interpretation and enforcement of these regulations.

G. Continuity of Service

The BPW will endeavor to furnish water continuously to each customer, but does not guarantee to do so, and furnishes water without liability as to continuity of service.

H. Availability of Service

The BPW's Water Distribution System provides potable water, approved by the Michigan Department of Environmental Quality, for public use. The service area includes the City of Holland and certain adjacent areas, which are designated as "Water Districts". Water service is available to all applicants within the service area having property fronting on public right-of-way in which a water main is installed. In the case of Township

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residents, a permit to connect must be obtained from the Township prior to connection.

- I. Types of Service Available
The BPW provides two types of services: metered service and non-metered service. Non-metered services are designed for the sole purpose of supplying water to fire protection services.
- J. Fire Hydrants
Only utility personnel or other specifically authorized persons shall operate fire hydrants.
- K. Protection of Customer's Equipment
The customer shall be responsible for installing suitable safety switches, alarms, low pressure or water-flow cut-offs, etc., on all equipment which depends upon water services for protection against burn-out or failure. These facilities are to protect against any possible interruption of flow or drop in pressure in the BPW's water supply. No claim shall be made against the BPW for lack of water supply.
- L. Protection of Curb Stop
No person other than an employee of the BPW, or a licensed plumber authorized by the BPW, shall open or close the outside valve (curb stop in the right-of-way) on the Customer's Service Connection.

II. BPW Responsibilities

- A. The BPW is responsible for supplying potable water to its customers approved by the Michigan Department of Environmental Quality for public use.
- B. The Holland BPW is responsible for and will maintain all of the water distribution system within the City of Holland and in portions of the Townships served by the water system, which portions shall be defined by

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legal agreements between the BPW and the Townships. The water distribution system consists of all water mains that are available to supply water to more than one water customer service line.

- C. The BPW is responsible for maintaining adequate pressure throughout the distribution system.
- D. The Holland BPW will maintain the portion of the customer's water service located within the right-of-way which includes the section of service pipe and fittings between the water main and the curb stop, including the curb stop. The portion of the water service downstream of the curb stop up to and including the inlet valve to the meter is excluded. This maintenance includes repair of leaking water service, curb box maintenance, curb stop replacement, and thawing of frozen water lines.
- E. The Holland BPW will be responsible for the lowering of the portion of the service in the right of way, if the shallowness of the service causes a freezing problem.
- F. The BPW will maintain in good working order all meters and remotes installed by the BPW, unless the meters or remotes are damaged as described in Section III, D.

III. Customer Responsibilities

- A. The customer shall, at his own risk and expense, furnish, install and keep in good and safe condition all equipment that may be required for receiving, controlling, applying, and utilizing water. The Board shall not be responsible for any loss or damage caused by improper installation of such water equipment or the negligence, want of proper care or wrongful act of the customer or any of his tenants, agents, employees or contractors in installing, maintaining, using operating, or interfering with such equipment. The Board shall not be responsible for damage to property caused by spigots, faucets, valves, and other equipment that are

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open when water is turned on at the curb box, either when the water is turned on originally or when turned on after a temporary shut down. The customer shall keep his/her own service pipe from the curb stop in the right-of-way to his/her meter in good repair and free from leaks at his own expense.

- B. Customers are expected to abide by these general rules and all other rules of the BPW, the City of Holland, or the local or state Departments of Public Health.
- C. Customers must maintain accessibility to his/her premises for the purpose of meter reading or system inspection and must keep his/her internal plumbing in good repair.
- D. The customer shall be held liable for protecting the meter from freezing and damage by hot water and protect the remote from damage by exterior paint and stain. The customer shall also be liable for damage to the meter and the remote by acts of negligence or willful damage by the owner or his/her tenants.
- E. Customers are not to use water wastefully or negligently to an extent that adversely affects the general water service.