



City of Norton Shores  
Water and Sewer Division  
Rules and Regulations

Fees and Charges

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## SECTION I APPLICATION FOR SERVICE

1.1 Residents or owners desiring new or a change in water or sewer service must file an application on appropriate forms with the Water and Sewer Division. The application shall show the legal description, parcel number, or street address of the property to be served, the size of service desired and any other pertinent data required by the Water and Sewer Division.

1.2 The new application for service must be accompanied by payment in cash for the required service charges. No action will be started to install or provide service until all necessary fees and charges have been paid. When a new application for service is signed by the property owner or its designee, no guarantee deposit will be required at that time.

1.3 An application will be required of each new customer even though water and/or sewer service may already be installed in the premises. If a property owner makes a request for the water and/or sewer service to be placed in a tenant name and the Municipal Water Liens Act 178 of 1939 is followed, the tenant shall deposit the required amount as outlined in Section 9.

1.4 Every person who is supplied with water or sewer service by the Water and Sewer Division shall be deemed to have accepted and approved all of the Rules and Regulations as herein provided.

1.5 When a new application for service is requested by a property owner, an appointment to verify the final meter reading must be made. If the appointment is not kept, the water shall be turned off until a Water and Sewer Division personnel is able to gain access to the meter for inspection and verify the end meter reading.

1.6 Any person(s), association or corporation taking possession of premises where water and/or sewer service has been discontinued by the City shall make proper application for service to be restored and be responsible for all applicable charges for said service and restoration. Use of water or sewer without authorization will result in charges for water and fees identified in Section 9 as well as possible criminal charges.

## SECTION II INSTALLATION OF WATER SERVICES

2.1 Connections to the water distribution lines shall be made only by duly authorized personnel of the Water and Sewer Division or by a contractor working under contract with the City of Norton Shores. A contractor designated to make such connections shall be required to file a bond and furnish evidence of compensation and public liability insurance coverage before proceeding with any work.

2.2 Each individual account must have a separate connection with street main.

2.3 All service pipes between the main and the meter shall have a minimum internal diameter of 1 inch. All plastic water services shall not be installed in known areas of contamination. Any non-metallic water service materials shall also install a tracer wire that is secured to the water service from the curb stop to the service building. The tracer wire shall be housed in a weather proof electrical utility box at the service entrance location and be a minimum 14 gauge wire rated for direct bury applications. All tracer wires shall be secured to the water service at time of installation and shall not be conductive to the publicly owned portion of the water service. Services larger than two inches should be of standard ductile iron, Class 52.

2.4 Services shall be placed a minimum of four feet and a maximum of seven feet below the surface of the ground or the established street grade. In areas of high water table, the Water and Sewer Superintendent may permit a lesser depth, provided the pipe will be placed with precautions to avoid the danger of freezing or hazard of breakage.

2.5 Every service shall be furnished with a valve on the influent and effluent side of the water meter or inside the structure if being served with a meter pit.

2.6 Every service shall be equipped with a curb stop in a box or meter pit at or near the property line. Any water service that is 300 feet or greater from the property line or easement line to the structure being served shall be required to be serviced with a meter pit. Boxes are to be fitted with cast iron extensions capable of being extended to five feet. The top of the box shall be set level with the existing ground service. Before any change is made in the grade, the Water and Sewer Division will be notified and given opportunity to raise or lower the box. Valves and curb stops may not be of a smaller size than the service pipe. All water service lines shall be of the same size starting at the water main continuing into the dwelling or building unless authorized by the Water and Sewer Superintendent.

2.7 A flare fitting will be made available to the property owner to connect to at the curb stop. The property owner shall connect to the flare curb stop by direct flare (if using type K annealed seamless copper tubing) or by an adapter that connects to the water service material being used that is of an approved type and material by the Michigan Plumbing Code.

2.8 Service pipe placed in the same trench with a sewer shall be at least 18 inches from the sewer in a horizontal plane. If the sewer is placed to a greater depth, the water service shall be shelved into the bank to a solid bottom. In no case shall the service pipe be placed on a trench backfill.

2.9 Trenches shall remain open with service pipes exposed until inspection and testing for leakage is witnessed by the Water and Sewer Division. All services may be required to be pressure tested with 150 pounds per square inch of air or water pressure as determined by the Superintendent. The curb stop or valve on any stub service shall not be opened by anyone except the Water and Sewer Division employees or its authorized agents.

2.10 Upon completion and inspection of service connection, a meter will be installed by the Water and Sewer Division and the water will be turned on. All necessary fees and charges must be paid and initial billing information must be on file by the owner or tenant prior to any scheduled turn on.

2.11 No person shall make any attachment or connection to the water distribution system or make any repairs, additions or alterations of any fixtures connected with the system, except in accordance with the Michigan Plumbing Code, City of Norton Shores Water and Sewer Rules and Regulations and the City of Norton Shores Water Main and Sewer Main Specifications. All work performed shall be subject to inspection by the Water and Sewer Division which will have the authority to order any part disconnected from the service line or changed if it does not comply with the applicable Code, Regulation or Specification. No work shall be performed on any part of the water service between the water main and the water meter without written authorization and inspection of such repairs by the Water and Sewer Division.

2.12 Stand pipes or other pipes for the automatic suppression of fires in buildings, and intended only for such use, may be attached directly to the water supply system without a meter. A separate application for the fire service must be accompanied by a plan of the proposed installation. The system must be equipped with a detector check valve and a gate valve. No changes will be made in the system after installation without prior approval by the Water and Sewer Division.

2.13 Fire hydrants may be required by the Fire Department on private property to be used solely for fire purposes. Such installation must have prior written approval of the Water and Sewer Division. The hydrant or hydrants will be owned, operated and maintained by the City. Hydrants and hydrant supply lines on private property must be placed in an easement dedicated to the City. Privately owned hydrants are no longer permitted. The Water and Sewer Division shall maintain all existing privately owned hydrants and assess each property according to the fee in Section IX annually on the customer's utility bill or on the parcel(s) property tax bill as appropriate. Maintenance of hydrants is defined as routine maintenance not major repairs or replacements.

2.14 Water service may be installed beyond the end of an existing main when approved by the City. A meter pit may be required. The property owner will be asked to enter into an agreement with City for such service. The agreement will provide for a connection fee to be paid by the applicant, a fee comparable to the assessment for water, and an agreement to participate in future assessments for water extensions benefitting the property.

2.15 The Director of Public Works or his designee shall have the authority to draft specifications for water service design within the road right-of-way or public easement.

### SECTION III INSTALLATION OF SEWER SERVICES

3.1 Connections to trunk sewer shall be made only by contractors specifically employed or permitted by the City or by personnel of the Water and Sewer Division. The contractor will furnish acceptable bonds and evidence of liability insurance before starting work.

3.2 Whenever practical to avoid reopening of the street, the stub service will be run to the property line at the time trunk sewers are placed in the street. Tee or wye openings will be placed at locations shown on the engineer's plans and six inch pipe shall be placed to the property line. The minimum depth at the property line will be eight feet below grade, when possible. The upper end of the stub connection will be closed with a plug or cap designed for that purpose. The location of this stub end will be marked by a 2 x 2 inch wooden stake extending from the pipe to above ground. Cost of this stub will be included as a part of the connection charge when service is furnished.

3.3 Each individual account must have a separate connection with the street line. The sewer pipe shall be placed on a firm earth foundation with all fill thoroughly compacted. Service pipe shall be four inches or larger in diameter of a material with an approved premium joint. All sewer pipe shall be placed with the spigot end down grade. The contractor installing sewer lines on private property which connect to the sewer stub is responsible to determine the elevation and location of the sewer stub by excavating the sewer stub at the property line. The contractor, engineer, or architect shall provide grade alignments utilizing the above determination.

3.4 Sewer lines will be placed a minimum of five feet below grade under driveways and sidewalks. Except as previously indicated, the minimum depth of sewer lines is thirty inches. The sewer lines shall be installed with a minimum fall of not less than 1/8 inch per foot. Trenches shall remain open with the lines exposed until inspection and approval by the Water and Sewer Division. Any service not approved by the inspector will not be placed in use until the discrepancies are corrected. All installations are to be recorded on the engineer's plans of the system and the date of inspection noted. This inspection requirement shall also apply to any repairs made outside the structure being served to the right-of-way line or easement line.

3.5 Connections to the stub service at the property line may be made by a contractor or the residential property owner. All fees and charges must be paid before the service is put into use. An inspection permit is required prior to any work being completed on any connections.

3.6 Sewer users are required to comply with all the regulations of the State of Michigan and City of Norton Shores in the installation of sanitary plumbing inside the premises. If such installation does not pass inspection and the condition is not promptly corrected, the connection with the sewer system will be removed at the owner's expense.

3.7 Storm water or ground water shall not be discharged into the sanitary sewer system. Storm water connections shall not be made to any sanitary sewer pipe. Where a storm water or ground

water discharge is detected, a connection is found or a plumbing arrangement is found to allow storm water or ground water to enter the sanitary sewer, the owner will be required to immediately remove the connection or arrangement. The City may discontinue the service at the property line until the condition is corrected. Any expense incurred by the City due to the discharge connection will be invoiced to the property owner.

3.8 Customers shall not discharge any polluting chemicals, oils, factory by-products which produce chemicals that would deteriorate plastic pipe, or other wastes except raw sewage into the system without first obtaining approval in writing from the Water and Sewer Division and other agencies concerned. Industrial and or commercial sewer connections must have observation manholes installed at the property line for the purpose of monitoring effluent.

3.9 Footing drains or subdrains around basements or foundations or sump pumps that pump storm or ground water shall not be connected to any sanitary sewer lines or any internal plumbing discharging into the sanitary sewer. Plumbing arrangements that allow storm water or ground water to enter the sanitary sewer are also prohibited. Where such connection or condition is found to exist, the owner will be required to immediately remove such connection and/or change the condition or the service may be discontinued by the Water and Sewer Division at the owner's expense.

3.10 Grease and sand interceptors shall be required for any establishment having grease-or sand-laden waste discharging into the City's sanitary sewer system. The Director of Public Works or his designee shall have the authority to develop and or update specifications concerning the type of interceptors needed. It will be the responsibility of the property owner to maintain and repair the grease and/or sand interceptor at his own cost. Failure to maintain the interceptors may result in cleaning or repair of the mainline sewer by Water and Sewer Division personnel, the cost of which will be billed to the property owner. The Water and Sewer Division may require written verification of grease or sand trap maintenance.

3.11 Privately owned lift stations are allowed to use a cement septic tank in lieu of prefabricated fiberglass tanks, for additional capacity. Sewage pumps capable of pumping all sewage material, not gray water only are required. All electrical connections must be done outside the sewage tank and in a waterproof enclosure. Installation of a failure alarm system with audio and visual indicators is required to be installed inside the dwelling or business. It is the responsibility of the property owner to select pumps suitable for the property owner's application preferably by a licensed engineer or plumber.

3.12 The Director of Public Works or his designee shall have the authority to develop and or update specifications for sewer lateral design within the road right-of-way or public easement.

## SECTION IV METERS

4.1 All permanent service connections with the water distribution system must be provided with a City provided water meter. See Section II, par. 2.12 and 2.13 for fire lines. Water meters may be read monthly, bi-monthly, or quarterly by the Water and Sewer Division. In a case where the City is physically unable to read a meter for any reason beyond the control of the City, i.e. the premises are locked or the meter is inaccessible and these conditions persist for a continuous period of six months or longer, the City may, after duly written notice to the customer, turn off the water supply until such time arrangements are made to permit access to the meter.

4.2 All meters must be set in a horizontal position in a clean sanitary place which is easily accessible at all times. They will not be installed in locked closets, coal bins, bathrooms, pits below basement floors, under buildings having no basement, under porches or in any other place difficult, unsafe to access or unsanitary. If a non-rigid water service material or domestic piping (i.e. plastic tubing or piping) is used to connect to the meter, a permanent support stand or device shall be installed to support the weight of the meter before a meter will be set. The remote reader will be placed on the outside of the structure in an unobstructed location easy to access and read. Any obstructions prohibiting access to the remote reader(s) is prohibited. Whenever practical, the meter will be installed in the basement or where the service pipe enters the building. The meter must be installed within the first 12" of entering the building or structure and no connection or fittings will be allowed prior to the meter. A 16" distance between small meters must be maintained if stacking them instead of aligning them horizontally. A 2 foot clear space shall be maintained around a 1 inch and  $\frac{3}{4}$  inch meter. A 3 foot clear space must be maintained around 1.5 inch and larger meters. All large meters (1.5" and larger) must maintain a 16 inch minimum clearance from all walls and all other plumbing for meter maintenance. Any required by-pass valves will be chained and locked by Water and Sewer personnel only.

4.3 All meters, when possible, will be equipped with an outside reading device and shall be of a type and design selected by the Water and Sewer Superintendent. Services 2 inches or larger shall have a compound type meter or type determined as best for the use intended and approved by the Water and Sewer Superintendent. Meters will be furnished by the Water and Sewer Division, except for services greater than one inch and shall be installed after the property owner has provided an approved and inspected service from the stub line to the building and all fees and charges have been paid. Meters for services greater than one inch shall be paid for by the property owner and provided by the Water and Sewer Division. If a meter vault is required for services greater than one inch, it will be provided by the property owner, meeting the specifications of the approved water service design criteria and approved by the Water and Sewer Superintendent. Contractors, under supervision of the Water and Sewer Division, may install larger meters. All meters will remain the property of the Water and Sewer Division.

4.4 The Water and Sewer Division will maintain all meters and make necessary replacements caused by normal wear. The consumer will be held responsible for care and protection of the meter from freezing or hot water and from damage by any person while installed on their property. Repairs to meters will be made only by the Water and Sewer Division or its designated agent. Any meter damaged by carelessness or neglect on the part of the tenant, owner, or agent will be repaired by the Water and Sewer Division and the cost of such repair, plus resetting charge, will be assessed against the tenant, owner, or agent.

4.5 Failure of a meter to register consistently, or in case a meter fails to register, the amount of quarterly consumption of water shall be estimated by the Water and Sewer Division. In making such estimate, the amount used in the previous quarters and the corresponding quarter of the previous years will be considered, but special circumstances such as leaking fixtures, abnormal demands, etc. may also govern the determination. The Water and Sewer Division shall have the authority to adjust water bills in the ledger and initialed by the Supervisor and the Water and Sewer Superintendent.

4.6 If a customer is not satisfied with meter performance, the customer may request that the Water and Sewer Division test the meter. The fee, as identified in section 9.3, for testing a meter will be placed on the property owner's next utility bill after the meter has been tested and determination has been completed. If the meter is found to be defective the testing fee will not be charged and an adjustment may be made in the water bill upon determination by the Water and Sewer Superintendent.

4.7 All persons other than Water and Sewer Division employees are forbidden to service the meter or remove it from the line. No person shall break the seal or permit others to break, bypass, remove, or alter any seal which is placed on the meter by the Water and Sewer Division. Any meter or bypass which has the seal removed or shows indication of tampering may be assumed to have had the reading changed, and the maximum water bill previously issued may be assessed against the customer.

4.8 For each service line entering a building, one meter, and only one, will be provided. Manifolding of meters on a single service shall not be allowed, except in the instances outlined below:

Where, because of the number of tenants, it is the desire of the building owner to meter each tenant's water separately, a meter manifold may be permitted, provided all of the following occur:

- A. A separate metering room is made available by the owner suitable for housing the water meters. Said room shall be in the basement or other approved location of the building and shall have access through a common space, i.e. not through a private apartment or unit. The metering room shall be provided by the customer at his expense. Access to such room shall be granted to the Water and Sewer Division 24 hours a day, 7 days a week by way of access code or key.

- B. The customer and/or owner shall install a gate valve on the outlet and inlet of each meter setting which shall act as the City's shut off to the building or account. The valves must be kept in good working condition by the owner.
- C. That each meter service only one unit with no interconnecting piping allowed between units.

Where it is desired to meter domestic flow and irrigation flow separately, a meter manifold will be allowed, provided:

- A. The meters will be housed in the basement of a home or separate metering room suitable for housing water meters or in a meter pit.
- B. Each meter will have a gate valve on the outlet and inlet of each setting.
- C. The domestic and irrigation systems do not interconnect.

4.9 The City of Norton Shores requires that all domestic meters 1.5 inches and greater in size shall have a bypass of not less than the size of the meter, installed as shown in Figures 1 and 2. All non-domestic meters are allowed to have bypasses if service interruptions to the systems during testing would inconvenience the property owner. Bypass plumbing shall be installed and maintained by the property owner at the property owner's expense.

## SECTION V OWNERSHIP OF WATER AND SEWER LINES

5.1 All water distribution lines, fire hydrants, and stub services, including all fittings, pipes and appurtenances including all meters shall be and remain the property of the City of Norton Shores. The Water and Sewer Division shall have exclusive jurisdiction over their operation and maintenance.

5.2 All water distribution lines installed in subdivisions by the developer thereof shall become the property of the City of Norton Shores when they are connected to the City watermains.

5.3 The repair of all meters will be accomplished as indicated in Section IV, par. 4.4.

5.4 All trunk sewers and that part of the sewer laterals from the sewer main to the property line shall be the property of the City of Norton Shores. No person other than an employee of the Water and Sewer Division or agent of the City will be permitted to attach to or maintain the infrastructure.

5.5 It shall be unlawful for any person to disturb, remove, alter, or tamper with any water or sewer line or any municipally-owned attachment thereto. No person other than an employee of the Water and Sewer Division shall open or close any valve or gate in the watermains or open or shut any curb stop. No person other than a member of the Fire Department or Water and Sewer Division shall unlock or remove the cap or cover from any fire hydrant or open or close the valve thereof, except by written order from the Water and Sewer Division as covered in Section VI thereof.

5.6 All water and sewer lines within the limits of the property line are the property of the owner of the premises. They must be maintained in proper condition at all times by the property owner.

5.7 It will be the responsibility of the property owner to assure that the sewer pipe is maintained to the trunk or lateral main, including clearing plugged pipes. The property owner may install an approved check valve in the sewer line at the owner's expense. The valve may be installed in the basement or immediately outside of the house. The maintenance and proper operation of the valve is the responsibility of the property owner.

## SECTION VI HYDRANTS AND UNMETERED USAGE

6.1 Fire hydrants are provided primarily for fire protection and no other use shall obstruct or cause delay in the attaching of fire lines. Hydrants shall not be operated by anyone other than employees of the Water and Sewer Division, members of the Fire Department, except as may be approved by special permit as outlined below.

6.2 Temporary permits may be issued for water service from a fire hydrant to contractors or other responsible persons. This service shall be metered and the meter must be set by Water and Sewer Personnel only. The user must request in advance and in writing the service desired from the Water and Sewer Division. The Superintendent will arrange for the necessary connections and or meter and instruct the user in the proper procedures. An advance deposit for this service is required and must be paid before the service is furnished.

6.3 In using water from a hydrant, the responsible party is allowed to operate the hydrant while permitted; however, the main valve shall be opened fully each morning and closed each night at the cessation of work. The valve after the meter will be used to control the flow of water. A hydrant wrench must be used to operate the hydrant valve and any damage to the operating nut caused by the use of improper tools will be charged to the user.

6.4 A separate application must be made for all hydrant connections desired. No permit will be issued during freezing weather unless adequate protection from freezing is made by the applicant.

6.5 Fire systems and hydrants on private property, see Section 2.12 and 2.13.

## SECTION VII LIMITATIONS OF SERVICE

7.1 The Water and Sewer Division reserves the right to limit the amount of water and to discontinue sewer service to any customer should circumstances seem to warrant such action. The limitation of service will be governed by the City's Emergency Response Plan.

7.2 In cases where new connections, new construction, repairs, leakage tests, or in case of a fire, the right is reserved to shut off all or any number of mains or service connections. Advance notice will be given when possible, but no liability will be assumed for discontinuing water service in case of emergency or accident.

7.3 The Water and Sewer Division shall not be liable for any damage or loss of any nature caused by any change in water pressure or the shutting off of water. Persons operating steam boilers, hot water tanks, and other equipment supplied with water from the municipal system are required to provide such equipment with suitable safety valves or other devices to prevent damage to the equipment and to prevent the back flow of hot water or steam into the meter.

7.4 No customer shall be allowed to connect or to retain a connection to the City's water distribution system where a cross connection exists unless a backflow prevention device is installed. A cross connection is a physical interconnection arrangement or condition of the customer's plumbing through which the potable water furnished by the City's water distribution system could become contaminated if backflow or back siphonage of water from a separate source, process water or city water contaminated by the customer's use takes place.

7.5 Where it is determined by the Water and Sewer Division that backflow prevention is required, the purchase and installation of such devices is the responsibility of the customer. Required testing and maintenance shall be performed by a licensed plumber certified by the State of Michigan in the testing and repair of backflow devices at the expense of the customer.

7.6 All establishments other than single-family residences having a service connection to the City's water distribution system will be inspected by a representative of the Water and Sewer Division to determine whether or not a hazardous condition exists. These inspections will be scheduled with the frequency based on the degree of hazard posed to the service connection; however, City personnel may inspect at any time there is reason to believe a hazard exists. Full access to the entire plumbing system shall be given to the City, otherwise the customer will be deemed in violation of these rules.

7.7 The customer and/or owner shall immediately correct any potentially hazardous backflow condition found during inspection. Corrective measures taken shall be approved by the City and certified test report from a licensed plumber shall be filed with the Water and Sewer Division. Failure to comply with the findings of the inspection is deemed a violation of these rules. The service connection may be discontinued without formal notice to protect the public water supply.

7.8 The City of Norton Shores Rules and Regulations concerning cross connections (Ordinance Section 44-27) are for the purpose of protecting the distribution system and not the internal plumbing system of any customer. In some cases, protection against backflow is required by the City at the customer service connection even though interior protective devices are required by the State Plumbing codes. This additional protection may be needed because of the possibility, borne out by experience, which all internal piping cannot be traced and that modification or removal of in-plant protection devices is sometimes inadvertently done by maintenance personnel who do not realize the significance of these devices.

7.9 The Water and Sewer Division requires all back flow device testers to complete and submit to the Water and Sewer Division all testing documentation on the approved City test form.

7.10 Where any cross connection hazard is suspected, the property owner gives the City authorization to inspect such possible hazard immediately or immediate discontinuance of water and sewer service shall occur at the property owner's expense.

## SECTION VIII COLLECTIONS

8.1 Water and sewer charges will be computed monthly, bi-monthly, or quarterly based upon meter readings taken by employees of the Water and Sewer Division. Meter readings will be taken as nearly as possible on the same day of the month at or near the end of the quarter. Meter readers will be accorded access to the meters and reading devices at any reasonable hour. The Water and Sewer Division will make every effort to obtain actual readings of meter for billing purposes, however, if no reading is obtained an estimated bill will be rendered for that quarter. Actual reading will be obtained as soon as possible and adjustments will be made as appropriate.

8.2 Utility bills will be mailed to the customer at the address at which service is rendered unless the Water and Sewer Division is notified otherwise by the property owner. Failure to receive a bill does not avoid penalty. It shall be the obligation of the occupant to pay such bill or forward it to the owner, or failing of that, to return it to the Water and Sewer Division.

8.3 Utility bills for water and sewer service are payable at the office of the City Treasurer, 4814 Henry Street. The bills are due the 10<sup>th</sup> of the month following the mailing of the bills. A penalty of 10 percent shall be added to all bills unpaid by the due date and enforced against all customers making payment after that date. When the due date falls on a Saturday, Sunday, or holiday, the bill may be paid without penalty on the next regular business day. All utility account payments received via U.S. Postal Service or any other third party carrier must be accompanied with a current utility bill stub. If a payment is received without a utility bill stub, a processing fee outlined in section IX will be added to or placed on the account.

8.4 The City has the right to change the billing cycle after giving the customer a 30-day notice.

8.5 The City will accept as payment for the utility bill, prior to service shut-off, a notice of guaranteed payment from a State agency or registered non-profit agency (501 c 3). The actual payment must be received within 30 days of the notice of guaranteed payment and shall cover the entire bill. If the notice of guaranteed payment covers only a portion of the bill, the utility customer must pay the remaining balance of the bill prior to the shut-off date.

8.6 The Water and Sewer Division clerical staff may extend payment deadlines up to 10 days past the scheduled shut off date once every 12 months. Division staff shall be able to waive one late penalty per utility account holder. Payment arraignments for utility accounts that have been improperly billed or accounts that experience, and supply evidence of, a major leak or unintended usage event can be made at the discretion of the Water and Sewer Superintendent.

8.7 In cases that metered usage is due to a verified leak as determined by the Water and Sewer Superintendent, a credit for sewer commodity can be extended to the utility customer if proof of the metered usage did not enter the sanitary sewer system, repairs have been completed so that the

leak does not continue and the request is submitted in writing. An average usage will then be determined by the Division to appropriate such credit.

8.8 In such cases where a property is served only sewer and such property is vacated, the property owner may apply at the Water and Sewer Division to have the flat rate sewer billing reduced to include the debt charge only. The property must remain vacant during an entire monthly period to qualify for such reduction. The application certifying the vacancy will be required to be signed by the property owner and extend the reduction up to 12 months. The reduction of commodity must be for full months of a billing quarter resulting in a 1/3 reduction of the flat rate quarterly billing for each month vacant. If the Division determines the property was not vacant for any period of time during the requested rate reduction, the City may impose all reductions given previously.

**SECTION IX FEES AND CHARGES**

<b>9.1 Water Service Installation</b>	<b><u>Fee</u></b>
1" service with a ¾" meter	\$1,400.00
1" service with a 1" meter	\$1,490.00
1" service pit, if required, with a ¾" meter	\$2,410.00
1" service pit, if required, with a 1" meter	\$2,500.00
1" service pit, with a 1" domestic meter and ¾" irrigation meter	\$3,000.00
¾" manifold/irrigation meter	\$185.00
1" manifold/irrigation meter	\$275.00
All water services over 1" Service (including water meter)	Time and Material

**Special Water Services**

Any Service not specified above shall be charged on a Time and Material basis according to the type of service desired and method of obtaining the service. Applications must be made in writing and the application must be approved before the service will be granted. Charges will be covered by a deposit based on the estimate of the cost.

**9.2 Resetting or replacing water meter**

A. A meter will be reset at the request of the property owner or after acts of the property owner necessitate resetting the meter. \$25.00

A meter replaced due to damage caused by carelessness or neglect by the tenant or owners. Time and Material

**9.3 Water Meter Testing**

Testing by the City at owner's request when not satisfied with readings. (Charge is refunded if meter is found defective). \$50.00

Testing by Manufacturer at owner's request when not satisfied with readings. (Charge is refunded if meter is found defective). Time and Material

**9.4 Water Service Turn on Charge**

After service has been turned off, or has been listed for shut off (Not required for new installations).

A. During regular hours. \$25.00

B. After Regular hours and weekends. Time and Material

**9.5 Fire Hydrant Service and Maintenance**

A. Service from hydrants, including pool fills. \$50.00  
Hose rental (per 50-foot length) \$2.00

Water consumption (per 1,000 gallons) Current Rate

All service from fire hydrants must be approved in writing and an estimated cost of service must be placed on deposit with the City prior to delivery of service.

B. Fire Hydrant Maintenance \$50.00

Water supply and maintenance of fire hydrants installed on private property shall be provided by the City of Norton Shores for an annual fee per hydrant.

**9.6 Fire Suppression Service**

- A. The property owner will be required to provide a detector check meter of a type approved by the Superintendent of the Water and Sewer Division on all internal fire service lines. No charge for the service will be made with the exception of the cost of actual water used for any testing or maintenance purposes.
- Current Rate

**9.7 Building Demolition or Building Relocating Permit**

Any contractor or firm requesting a permit to demolish or move a building will be required to place a deposit at the time of permit issuance to ensure proper capping of the utility lines servicing the building. Upon inspection and approval of the capped lines by Water and Sewer Division personnel, the deposit will be refunded less related fees and charges.

Inspection Fee	\$25.00
Capping Deposit	\$500.00

**9.8 Sewer Lateral Inspections**

An inspection of any connection to the City's sewer system for compliance to the City's rules and Regulations.

Inspection fee for 6" or 8" connections	\$30.00
Inspection fee for larger than 8" connections	Time and Material

**9.9 Unauthorized Use of Water**

Any use of water from any source, by any means, from the water system without express permission

of the Water and Sewer Division or in violation of these Rules and Regulations:

A. Minimum charge per incident per day from date of discovery until correction action taken. \$100.00

**9.10 Renter's Deposit**

Required where owner refuses responsibility. Refunded when service is discontinued and all bills are paid. \$500.00

**9.11 Guarantee Deposit**

Required when water is turned off for non-payment of bills. All bills must be paid in full, with interest and penalties, plus this deposit before service will be again turned on. \$500.00

**9.12 Delinquent Tax Roll Service Fee**

Water and sewer customers requiring past-due bill collection using the delinquent tax roll will be charged a service fee. \$50.00

**9.13 Water Commodity Charge**

West Michigan Regional Water Authority supplied water (per 1,000 gallons) \$3.84

9.14 **Water Debt Charge**(per quarterly bill)

¾" Domestic Meter	\$24.67
¾" Irrigation Meter	\$7.40
¾" Senior Discount	\$18.50
¾" Senior Discount Irrigation	\$5.55
1" Domestic	\$53.68
1" Irrigation	\$16.10
1" Senior Discount	\$40.26
1" Senior Discount Irrigation	\$12.08
1.5" Domestic	\$94.30
1.5" Irrigation	\$28.29
2" Domestic	\$140.72
2" Irrigation	\$42.22
3" Domestic	\$233.56
3" Irrigation	\$70.07
4" Domestic	\$465.66
4" Irrigation	\$139.70
6" Domestic	\$813.81
6" Irrigation	\$244.14
8" Domestic	\$1,161.96
8" Irrigation	\$348.59
12" Domestic	\$1,858.26
12" Irrigation	\$557.49

9.15 **Sewer Commodity**

Per 1,000 gallons	\$4.11
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9.16 **Sewer Debt**

Per R.E.U. per quarter bill	\$10.49
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9.17 **Sewer Only Service Flat Rate**

Per R.E.U. per quarter bill	\$96.80
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Amended April 17, 2017  
Effective July 1, 2017

## SECTION X DISCONTINUANCE OF SERVICE

10.1 The consumer will notify the Water and Sewer Division whenever they desire to discontinue water service, either permanently or for a seasonal period. After water service is discontinued, the debt charge will still be applied to the property account.

10.2 In cold weather when the water is turned off and the property will be unheated, the meter will be removed to prevent freezing. The owner of the property is responsible for any damage to the meter caused by freezing if the Water and Sewer Division was not advised that the property was to remain unoccupied or if an appointment was scheduled and not kept to retrieve the water meter.

10.3 Promptly after notice, the meter will be read and the service turned off. The final billing will be mailed to any address given. Reinstatement of service and reinstallation of the meter, if required, will be made upon request and payment of the fees required.

10.4 Change of tenancy or ownership requires the filing of a new application whether or not the service is turned off. Failure to notify the Water and Sewer Division of any change does not relieve a tenant or owner whose application is on file from responsibility for charges even though the applicant may have moved out. An appointment to final out one account and create the new account must be made and kept. If the final read appointment is not kept, the water to the property will be discontinued until such time the meter can be inspected and the reading verified.

10.5 The City of Norton Shores authorized agents shall have access to the premises at all reasonable hours to install, inspect, read, repair, or remove its meters; to install, operate, and maintain other City of Norton Shores property, and to inspect connections and plumbing. Neglect or refusal to provide reasonable access shall be sufficient cause for discontinuance of service by the City of Norton Shores, and assurance of access may be required before service is restored.

10.6 Water service may be discontinued for any of the following reasons without notice to the customer, subject to procedures provided by State law or City ordinance.

- A. For repairs to any watermain, fire hydrant, customer service connection or associated appurtenances.
- B. For violation of any regulation or rules of the County or State Departments of Public Health.
- C. Non-payment of any water or sewer bill from the City having a balance over \$35.00.

10.7 Any property serviced by water and/or sewer requesting services and billing be abolished must physically disconnect said services at the property line. Owners, contractors, or representative must cap the services and have the work inspected by Water and Sewer Division personnel. See Section IX Fees and Charges, 9.7.

10.8 Reinstatement services shall be accomplished only by the service personnel of the Water and Sewer Division and during normal working hours. A requested reinstatement of service outside of normal Water and Sewer Division working hours will result in additional costs to the property owner on a time and material basis. It is necessary that the customer be available at the premises. Water damage to the premises by open faucets or leaking pipes can thus be avoided.

10.9 Where a service connection has been discontinued or disconnected for a violation of any ordinance, contract, code or rules, the service shall not be restored until the violation has been corrected and inspected by the Water and Sewer Division employee or appointed representative.