

PART I

GENERAL INFORMATION OF KENT COUNTY WATER AUTHORITY

1.1 BACKGROUND:

The Kent County Water Authority was created by Chapter 1740 of the January Session 1946 of the General Assembly of the State of Rhode Island and Providence Plantations, approved April 24, 1946 and was organized on July 8, 1946. It is the governing body of the Kent County Water Authority District, which is coterminous with Kent County. Kent County Water Authority is a political subdivision of the State of Rhode Island and is a public benefit corporation. A current listing of members of Kent County Water Authority Board is available at the office of Kent County Water Authority upon request.

1.2 OFFICES:

The office of Kent County Water Authority is located at 1072 Main Street, West Warwick, RI 02893-0192. Mailing address is P. O. Box 192, West Warwick, RI 02893-0192.

1.3 OFFICE HOURS:

The Kent County Water Authority office is open during regular business days (exclusive of Saturdays, Sundays, and legal holidays) from 8:00 am to 4:00 p.m. This schedule may be modified or changed by Kent County Water Authority.

1.4 INFORMATION & DISPUTES:

1.4.1 Any inquiries regarding billing, water service, rates, rules or the like may be obtained by calling the Kent County Water Authority office during normal business hours and speaking to a customer service representative at (401) 821-9300.

1.4.2 Disputes are to be addressed in writing to: General Manager/Chief Engineer, Kent County Water Authority, P. O. Box 192, West Warwick, RI 02893-0192. Complaints so received will be given careful consideration and written response will follow. Any customer dissatisfied with the Kent County Water Authority response has the right of appeal to Rhode Island Division of Public Utilities & Carriers.

1.5 EMERGENCY CALLS:

Emergencies may be reported during business hours Monday through Friday (exclusive of holidays) 8:00 am to 4:00 p.m. by calling (401) 821-9300. To report an emergency

occurring outside of normal business hours refer to the listing in the local phone directory for emergency phone numbers for Kent County Water Authority or failing that, notify your local police department.

1.6 INSPECTORS & METER READERS:

- 1.6.1 Kent County Water Authority utilizes water meters throughout the Kent County Water Authority service area, which incorporate an Automatic Reading & Billing (ARB) System. This design allows meter readers to obtain water use and consumption information without entering the customer's household.
- 1.6.2 At times Kent County Water Authority must enter a customer's premises to repair or inspect the water meter. Such work is normally done during normal business hours. All employees of the Kent County Water Authority carry an official photo identification card on their person, which said photo identification card, is to be shown to the customer upon request for entry into the customer's premises. Any occasion of doubt can be resolved by a telephone call to the Kent County Water Authority office to confirm and verify the validity of the service call prior to granting of admission.

1.7 CONSERVATION:

- 1.7.1 Customers of the Kent County Water Authority are required to use water wisely and conservatively in the home, in business and in industries.
- 1.7.2 Current State plumbing codes require all toilets installed during new construction to use no more than 1.6 gallons per flush, all showers heads to be of flow-reducing designs. The Kent County Water Authority has the right to require proof of installation or inspection of said devices prior to service activation.
- 1.7.3 In order to control, reduce and better manage peak water demands, the Kent County Water Authority has implemented a continuous outdoor water use restriction program in conjunction with the Kent County Water Authority drought policy. This program is applicable to all customers within Kent County Water Authority service district. Property owners with an odd numbered address are allowed to use water outdoors on odd numbered calendar days. Property owners with an even numbered address are allowed to use water outdoors on even numbered calendar days.
- 1.7.4 Outdoor water use includes, but is not limited to municipal, residential, commercial and industrial facilities for the purpose of private lawn, garden & landscape watering, built in or portable sprinklers or irrigation systems, hose use, residential vehicle washing, pool filling sidewalk and driveway washing, and all outdoor hose or plumbing spigot uses. All outdoor use of water is restricted by this policy.

1.7.5 The Kent County Water Authority may grant an exemption to outdoor water use restrictions upon written application of property owner stating that irreparable harm will result without the granting of the exemption or that an emergency exists which warrants the granting of the exemption requested. Exemptions may be granted to property owners for the following reasons:

- a. Need directly related to public health.
- b. Commercial and industrial use.
- c. Watering for garden centers, and products grown for commercial use.
- d. Water for golf course maintenance.

The Kent County Water Authority has the right to void all exemptions whenever a public emergency so requires.

1.7.6 The Kent County Water Authority will have the right during an emergency or drought to establish emergency conservation regulations and void any or all established water use restriction programs.

1.8 ENFORCEMENT:

1.8.1 All Kent County Water Authority Rules and Regulations and all subsequent changes, amendments, and additions thereto constitute a binding part of the contract of Kent County Water Authority and every person, party or entity that is an owner of property that is supplied with water from the Kent County Water Authority system. Customer's acceptance and use of service constitutes consent and agreement to be bound by the Rules and Regulations set forth herein.

1.8.2 Lack of familiarity by any customer with the Rules and Regulations will not constitute release from contractual compliance as to the obligations and responsibilities of customer contained herein.

1.9 AVAILABILITY:

These Rules and Regulation shall be available at the offices of Kent County Water Authority at a cost determined by the Authority.

1.10 APPLICABILITY:

These Rules and Regulations are applicable to all customers of Kent County Water Authority, and the customer is obligated to abide by these Rules & Regulations by acceptance of water.

1.11 NEW RULES & REGULATIONS:

The Kent County Water Authority at all times has the right to make such further rules and regulations as it may deem to be necessary for the preservation and protection of the Kent County Water Authority's water supply system and public health of the Authority customers, and shall be effective upon printing. Copies shall be available for the customers pursuant to 1.9 AVAILABILITY.

1.12 RATES FOR WATER:

The Public Utilities Commission regulates Kent County Water Authority. Kent County Water Authority prescribes rates that are approved by the Public Utilities Commission. All rates are subject to change and are available at any time for review at the offices of the Kent County Water Authority. Metered services will be billed at the prescribed rates then in effect. Such rates as are current or as may be revised shall constitute a binding part of the customer's contract.

1.13 OWNERSHIP:

1.13.1 Service pipe between the curb stop or valve and main is owned and maintained by the Kent County Water Authority. Service pipe between the curb stop or curb valve and building or complex serviced is owned and maintained by the property owner.

1.13.2 Meters are purchased and maintained by the property owner. The Kent County Water Authority shall either install or observe the installation of all meters.

1.13.3 Curb stop and curb valves shall be owned and maintained by the Kent County Water Authority

1.13.4 Private hydrants installed on private property are owned and maintained by the property owner. Public hydrants installed on public right of ways are owned and maintained by the Kent County Water Authority.

1.14 HIGH SERVICE GRADIENT, CONDITIONS OF SERVICE:

1.14.1 The Kent County Water Authority (KCWA) is not a guarantor of water supply for this or any other approval and KCWA can only supply water reasonably available to it and therefore any applicant/customer of KCWA understands that any third party commitments made by a applicant/customer are subject to the reasonable availability of water supply and limits of the existing infrastructure to support service.

1.14.2 A deficient condition associated with accelerated commercial and residential development exists in the area serviced by the KCWA, the KCWA is in the process of planning for additional water supply and therefore delays or diminution

in service may occur if the water supply is unavailable or unable to produce water sufficient to service the customers of KCWA.

- 1.14.3 Ventures, commitments or agreements are at the applicant's sole risk if supply or existing infrastructure is found to be insufficient to support service. The applicant may afford the Authority with system improvements to facilitate adequate service.
- 1.14.4 The applicant shall file a formal application with the necessary design drawings, flow calculations, including computer hydraulic modeling to fully evaluate this project supply availability and the potential impact on the existing public water supply system. The applicant/customer understands that any undetected error in any calculation or drawing or an increase or change in demand as proposed, which materially affects the ability to supply water to the project, will be the responsibility of the applicant/customer and not the KCWA.
- 1.14.5 Only conservation-wise plumbing fixtures are to be installed including but not limited to low flow shower heads, low flow toilets and low flow aerators on faucets.
- 1.14.6 If irrigation systems are installed, they must be supplied by a private well. Xeriscape landscaping technique and/or proper planting bed (high water holding capacity) soil preparation shall be employed throughout the project.