

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 35 Technology Way, West Greenwich, RI 02817

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 or viewing our website <https://kentcountywater.org/>

1.4.2 Disputes are to be addressed in writing to: Executive Director/Chief Engineer, Kent County Water Authority, 35 Technology Way, West Greenwich RI, 02817. Complaints so received will be given careful consideration and a written response will follow. Any customer dissatisfied with the Kent County Water Authority response has the right to 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 call (401) 821-9300 and follow the telephone

prompts to contact an on-call emergency representative. The on-call emergency representative has limited access to information relative to an account and inquiries of this nature should normally be reserved during normal business hours. Should you be unable to contact the emergency on-call representative please 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 incorporates radio communication read capability 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. When these situations arise, customers will be notified by letter, or a door tag will be left at the property to contact the office to set up an appointment.
- 1.6.3 This type of 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. The photo identification card is to be shown to the customer upon arrival and prior to allowing entry into the customer's premises. Any occasion of doubt can be resolved by a telephone call to the Kent County Water Authority office (401) 821-9300 to confirm and verify the validity of the service call prior to granting entry to the premises to conduct work.

1.7 CONSERVATION:

- 1.7.1 State law requires all customers of the Kent County Water Authority 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 be water conserving and use no more than 1.6 gallons per flush, all shower heads and faucets must be of flow-reducing designs. The Kent County Water Authority has the right to require proof of installation or inspection of said water conserving devices prior to service activation.
- 1.7.3 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.
 - e. On a temporary basis water is used to establish newly seeded lawns.

The Kent County Water Authority has the right to void all exemptions whenever a public emergency or drought condition is so required.

- 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. Copies of these Rules and Regulations are available online at: www.kentcountywater.org

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 always 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 on the Kent County Water Authority website <https://kentcountywater.org/> or at the offices of the Kent County Water Authority. Metered services, fire lines and hydrants 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 water 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 The curb stop valve and/or main service isolation valve located within the public right of way 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.