

## SECTION 200

### GENERAL INFORMATION

#### 201 Scope and Applicability

**201.1** The requirements of this section shall govern the furnishing of water by RPU from the public water main to premises inside and outside the City of Rochester.

**201.2** Every customer applying for water service or receiving water from the public water main, and/or owner of property for which such application is made or water is received, shall be deemed by such application or use, to consent to abide by all the rules and regulations established and to all material/construction requirements and modifications described herein.

#### 202 Temporary Interruption of Service

RPU reserves the right to interrupt the flow of water within the distribution system to any premises at any time to facilitate system improvements, repairs, testing and connections, to ensure adequate fire flows or for any other good cause. RPU will attempt to furnish an uninterrupted supply of water to all customers. RPU, or a designated representative, will attempt to notify customers in advance by telephone, letter or doorknocker of any planned (non-emergency) interruption in their water service.

#### 203 Termination of Service

**203.1** Water service provided to a premises may be terminated, upon the giving of written notice, for the following reasons:

- (1) The customer or owner of the premises served, or any person working on any pipes or equipment thereon which are connected with the public water main, has violated any of these rules relative to the water supply system or connections with it.
- (2) The customer or owner of the premises served has threatened to violate or cause to be violated any of the provisions of these rules including, but not limited to, installation of backflow preventers where required at meters and/or elsewhere.
- (3) Any unpaid water service charge or other financial obligation imposed by the provisions of these rules.
- (4) Fraud or misrepresentation by the owner or customer in connection with an application for service.

- (5) Unauthorized use of water during a declared water shortage. (See Section 205.)
- (6) Unauthorized use of fire hydrants or fire protection systems. (See Sections 604 and 705.)
- (7) Denial of access to a water service line, backflow preventer or water meter. (See Sections 403, 503 and 903.)

### **203.2 Form of Notice**

A notice of intent to terminate water service for a reason set forth in Section 203.1 above will be mailed to the person in whose name the service has been provided, at the address of record maintained for billing purposes. Service of the notice will be considered complete on depositing the same in the United States mail, properly addressed, with first class postage prepaid.

### **204 Emergency Interruption of Service**

In the event an immediate interruption of water service to a premises is required to protect the public health, safety or welfare, public property or the property of others, or to protect the water distribution system or any of its parts from destruction or damage, RPU may do so without prior notice and without a hearing as provided by Section 206 below.

### **205 Water Supply Shortages**

Whenever RPU determines a water supply shortage exists, RPU will take necessary actions to alleviate the situation. Customers will be notified of a declared shortage and of any actions required of them through the use of the news media or other appropriate methods.

### **206 Appeal**

An appeal procedure has been established to hear disputes regarding interpretations of these Rules. Appeals will be heard by the Utility Board which has the final authority in disputes.

### **207 Revisions of Requirements**

All requirements stated or implied herein are subject to change at any time without prior notice. Any such revisions will be available at the RPU Service Center.