

CHARTER TOWNSHIP OF LANSING
WEST SIDE WATER SUPPLY OFFICE POLICIES

TYPES OF SERVICE AVAILABLE

The Township Water Distribution System Provides potable water, approved by the Michigan Department of Public Health, for public use. The service area includes Lansing Township and certain adjacent areas.

Water service is available to all applicants within the service area having property fronting on a public right-of-way in which a water distribution main is installed.

.01 METERED SERVICES

All water services using water from Township Water Distribution System shall be metered except those used for fire fighting.

.02 FIRE SERVICES

Un-metered water service for the sole purpose of fire protection is available.

APPLICATION FOR SERVICE

.01 NEW SERVICES

Application for new water service shall be made at the West Side Water office, 3209 West Michigan Avenue, Lansing, Michigan 48917. Once connected, the customer and/or property owner shall be subject to the township's rates, rules and regulations.

Applicants for a service connection shall furnish the Township with complete legal description of the property, the correct street address, pays the required tap-in charges (see Ordinance Section 8.6) and may be required to make a deposit for any additional costs of said service.

.02 Application for existing service by property owner and/or tenant shall be made at the West Side Water office, 3209 West Michigan Avenue, Lansing, Michigan 48917. To establish service in your name, property owners must contact the West Side Water System with information pertaining to account name, billing address and date of occupancy. Rental unit tenants will follow the same rules along with an accompanying refundable \$50.00 deposit. All deposits will be subtracted from the final bill when the tenant moves. Refer to Ordinance 36.15, Sec. 8.5.

.03 Application for existing service by any other persons and/or business not listed as an individual property owner or tenant with a lease (I.E. Mortgage Company, Bank, Broker, Realtor, etc) are subject to a refundable \$200.00 deposit before service will be turned on. Any balance due on previous accounts for said address must be paid in full before any account changes.

USE OF WATER WITHOUT APPLICATION FOR SERVICE

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

When the Township finds that water is being used without proper application for service or service connection, the service will be discontinued with proper notice as determined by West Side Water.

RIGHTS OF THE DEPARTMENT

.01 ACCESS TO CUSTOMER'S PREMISES

The West Side Water's personnel shall have access to the Customer's premises at all reasonable hours, to install, inspect, read, repair or remove its meters, and to inspect the Customer's connection and plumbing. Neglect or refusal on the part of the Customer to provide reasonable access shall be sufficient cause for discontinuance of service by West Side Water and assurance of access may be required before service is restored.

.02 METER READING

Water meters are read monthly. In case a meter reader is physically unable to read a meter for any reason beyond control of West Side Water, such as the meter being inaccessible or damaged and said conditions persist continuously for a period of two (2) months, then, after due written notice to the customer, the water supply will be turned off until such time as arrangements have been made to permit access to the meter.

.03 REMOTE READING DEVICES

All meters will have remote reading capabilities except those, which, in the opinion of the Water Department, would be too costly or impractical to equip with a remote-reading device. These remote-reading devices will normally be placed on the outside of the building in a location readily accessible to the reader.

.04 BILLING

All bills are to be rendered monthly. The customer will pay the net amount if paid on or before the due date of the bill. Failure on the part of the customer to receive the bill shall not entitle customer to pay the net amount after the date when the bill was due. Bills are mailed to customers on the last business day of the month before the due date month and at least seventeen (17) days before the due date appearing on the bill. Any balance left unpaid as of the current due date is subject to a 4% penalty based on the actual amount of the bill. Failure to receive a bill does not entitle the customer to any discounts.

.05 ESTIMATED BILLS

A reading may be estimated when conditions warrant. Bills rendered on an estimated reading have the same force and effect as bills rendered on actual meter readings. Reasons for an estimated bill include, but are not limited to, non-registration of meter, inability to gain entrance to a meter, and adverse weather conditions. An estimated bill can be determined from prior usage or from other factors that could have affected consumption during the period or periods involved.

To eliminate estimated bills, the customer may contact the West Side Water offices at (517) 485-5470 to schedule an appointment to have a serviceperson read the meter and provide the billing department with an actual reading. Actual readings are particularly beneficial to customers who

rent or who did not live at the same service address during that time the prior year, due to individual family usage variances. Depending on the reason for the initial estimated reading, a West Side Water serviceperson may install a new meter at the service location.

.06 DISPUTED OR ERRONEOUS BILLS

Whenever the correctness of any bill for water service is questioned, West Side Water will cause an investigation to be made.

Inaccurate recording of water use or clerical or meter errors shall be adjusted to a correct basis as determined by West Side Water's investigation.

In cases where the amount of water used, dates, or other factors required for application of rate schedules or other provisions are not subject to exact determination or are in question, or in case of dispute relative to service or rate application, or possible negligence, the West Side Water Foreman shall establish such factors by meter bench tests, analysis, and investigation to determine the proper basis for making an adjustment, if any. The Billing Supervisor or Department Manager shall then authorize any proper adjustment in the billing.

Meter bench testing will be scheduled Monday through Friday, 8:30 a.m. until 3:30 p.m. If a tested meter shows reading errors then no charge will be issued for the meter testing and adjustments made by the Billing Supervisor or Department Manager shall be authorized. However if a tested meter shows that it is reading accurately, a \$30 charge will be placed upon the account, payable with the next billing.

.07 COLLECTION POLICIES

The credit and collection function is an integral component of a sound business operation and must ensure the fair and equitable treatment of all customers. Fair and equitable treatment, however must be limited to those practices and procedures considered normal business functions as West Side Water is prohibited by law from extending credit.

Each West Side Water customer is expected to pay all utility bills as rendered on or before the due date shown thereon. In paying by mail, be sure to include the lower portion of the bill along with your check or money order for the total amount due. The check or money order should be made payable to West Side Water System. The upper portion of the bill and your cancelled check or money order should be kept for your records. West Side Water discourages the use of cash being sent through the mail as payment for your bill. Cash payments can be made at the West Side Water office, 3209 West Michigan Avenue, Lansing, Michigan 48917. Payments can also be made in the West Side Water collection box located by the front doors of the Charter Township of Lansing Administration Building, 3209 West Michigan Avenue, Lansing, Michigan 48917.

Please note that the payment in full must be received in the West Side Water Department by 5:00 p.m. on the due date to avoid late payment charges, currently 4% of the present bill. Business hours of the department are 8:00 a.m. to 5:00 p.m., Monday through Friday except holidays. If the due date falls on a weekend or holiday, the bill must be paid by the next following business day.

Circumstances do arise through normal operation, which render it impossible for a few customers to pay bills on time. Based upon this situation, the following credit and collection policies shall apply:

- A. In the event of extenuating circumstances as determined by West Side Water Department Manager or Billing Supervisor, as customer will be afforded the opportunity to make credit arrangements. These arrangements, however, shall not exceed normal business practices in length of time.
- B. Service discontinued for non-payment of bills will not be reconnected until all arrearages are satisfied, including but not limited to any and all delinquency charges which may have resulted in the said non-payment of the bill.
- C. Service connections, which cannot be readily disconnected for non-payment of bills for reasons beyond West Side Water Department control, receive the same penalties and delinquency charges as connections that are readily disconnected.

.08 ENFORCEMENT

The Manager or Billing Supervisor is authorized to enforce the payment of charges for water service to any premises by discontinuing the water service to such premises and the Township may institute a civil action against the customer for recovery of such amounts. The charges for water service and wastewater service, which, under the provisions of Act 94, Public Acts of 1933 of the State of Michigan, as amended, are made a lien on the premises to which furnished, are hereby made recognized to constitute such lien; and the manager shall, on September 30th of each year, certify all unpaid charges for such services furnished to any premises which as of these dates have remained unpaid for a period of six (6) months, to the Township Supervisor, who shall enter the lien on the next Township tax roll against the premises to which the services shall have been rendered, and the charges shall be collected and the lien shall be enforced in the same manner as provided for the collections of taxes assessed upon such roll and the enforcement of the lien for the taxes. In cases where the Township is properly notified in accordance with Act 94 of 1933, that a tenant is responsible for water or wastewater service charges, no such service shall be commenced or continued to such premises until there has been deposited with the Department a sum sufficient to cover two (2) times the average quarterly bill or 200.00, (which ever is greater), for such premises as deemed by the Billing Supervisor or Department Manager. Where the water service to any premises is turned off to enforce the payment of water service charges, the water service shall not be recommenced until all delinquent charges have been paid and a deposit, as in the case of tenants is made, and there shall be a water turn-on charge of an amount established from time to time by West Side Water. Such deposits may be applied against any delinquent water or wastewater service charges and the application thereof shall no affect the right of West Side Water to turn off the water service to any premises for any delinquency thereby satisfied. No such deposit shall bear interest.

INTERRUPTION OF SERVICE

Water service may be interrupted for any of the following reasons, with or without notice to the customer, subject to procedures provided by State Law or Township Ordinance:

- A. For repairs to any water main, fire hydrant, customer's service connection or associated appurtenance.
- B. For lack of supply
- C. For violation by the Customer of any regulation or rule of the Township or Local or State Departments of Public Health.
- D. Continued inaccessibility to the Customer's premises for the purpose of meter reading or system inspection, or for failure of the Customer to keep the internal plumbing in good repair.
- E. Non-payment of any water bill from the Township. (See Collection Policies)
- F. Tampering with a meter, meter by-pass, threatening Water Department personnel with physical harm are grounds for temporary or permanent discontinuance of service.

RE-STATEMENT OF DISCONTINUED SERVICE

Only the Service personnel of the West Side Water Department and during their normal working hours shall accomplish turn-on of water services. To affect a turn-on, it is required that the customer be available at the premises. Water damage by faucets inadvertently left open and/or leaking pipes can thus be avoided.

.01 NON-PAYMENT OR VIOLATION

Where a service connection has been turned off or disconnected for a violation of any ordinance, code, rule or non-payment of bill, service shall not be restored until the violation has been corrected or said bill has been paid. Further, an additional charge for turning water service off and back on after a discontinuance caused by non-payment or tagging where service cannot be readily turned off or disconnected without disruption to other services is currently \$30.00 during regular working hours and \$30.00 plus the applicable current after hours service call charge.

.02 AFTER HOURS SERVICE CALL

Any service calls made after hours, weekends, and holidays, at the request of the customer, will have an additional charge, which is due when service is restored. Failure to comply could result in the termination of water service until all charges have been paid.

The exception to this policy, to be determined by the service personnel, is if the problem is determined to be the fault of the Water Department. Refer to Ordinance 36.15, Sec. 8.7 (a) (2).

UNAUTHORIZED USE OF WATER

.01 FIRE HYDRANT

No person except authorized Fire Department personnel, Water Department personnel, and such other people as determined by West Side Water shall operate and/or take water from fire hydrants, fire service, or any other non-metered connection. A \$50.00 usage fee plus a gallonage fee at the present highest step will be charged. Refer to Ordinance 36.15, Sec. 8.7 (b) (1).

02. OUTSIDE VALVE “CURB STOP” OPERATION

No person other than an employee of the Township shall open or close a curb stop on the customer’s service connection. No person except those authorized by the Township shall tap or connect to a water main or any of the pipes comprising the customer’s service connections.

Violators of the policy will be charged a fine or \$100.00 and could result in the termination of water service until paid. Refer to Ordinance 36.15, Sec. 8.7 (b)(2).

SIZE AND TYPE of SERVICE CONNECTIONS

Customer service connections are available in pipe sizes one (1) inch and larger. Services six (6) inches and larger are available only where the Township's Water Distribution System has adequate water supply and pressure to support them.

Plans for water services two (2) inches and larger shall be submitted to the Department's Engineers for their approval. The Customer shall pay for any associated cost(s).

It shall be the Customer's responsibility to determine the correct pipe size for the service connection prior to making application. Suggestion for the size of services will be provided upon request by the West Side Water Department.

.01 INSTALLATION OF SERVICE CONNECTION

All customer service connections from the public right-of-way or dedicated easement to a point inside the customer's exterior building wall shall be installed by the customer or a licensed contractor under the supervision of the West Side Water Department, only West Side Water approved materials may be used for connection.

.02 HOOKING UP TO SERVICE CONNECTION

It shall be the customer's responsibility to connect the plumbing to the water service or meter setting installed by the West Side Water Department. All work shall be in full compliance with the Plumbing Code of the State of Michigan.

Where the water meter setting is installed inside, the customer shall hook-up by first installing an approved shut-off valve at the outlet of the meter setting.

No connection to the service pipe upstream of the meter shall be allowed.

.03 USE OF SERVICE CONNECTION

All customer service connections to residential and commercial customers are for the exclusive use to the building in which the Township ends the service connection, and it shall not be shared or extended by the customer to another building.

When customers request additional hydrants and/or sprinkler systems to existing fire systems, plans will be turned over to the Department's Engineers for review and comment. The customer requesting the changes will pay costs incurred.

All fire service lines shall be used for fire protection only. Domestic water service shall not be connected to fire service lines.

SERVICE CONNECTION

West Side Water Department personnel shall install customer service connections from the water main to the property line. Single service lines for more than one lot are not allowed.

.01 INSTALLATION CHARGE

The customer shall pay the cost of installation for the service connection, from the main, in accordance with the current schedule of charges approved by the Township. Additional costs for boring, road restoration, or extras will be invoiced to be paid by the Customer before water is turned on.

If the Department Manager determines that an outside contractor needs to be hired by the West Side Water Department to install the service due to size or traffic conditions, said costs, as well as a service fee, will be charged back to the customer for payment.

All Customer service connections from the main to the property line and meter connections shall become the property of the Township. Once the service meter has been set, it shall become the property of and maintained by the Township.

LAWN SPRINKLER SYSTEM

The homeowner may split the service at the residence following the set procedure below:

1. Before beginning, the homeowner must understand the rules and present a request in writing to the Department.
2. The owner must split his/her own service and purchase the meter from West Side Water.
3. Before charging the service, West Side Water personnel must be allowed access to inspect the plumbing and at that time will install the meter at a cost of time and materials.
4. Provide the homeowner with a form that when signed, acknowledges a clear understanding of the costs.

METER CONNECTION

The Township will maintain a meter-setting on all customer service connections. A single meter will be provided for each connection entering a building.

.01 METER LOCATION

A proper location for each meter shall be provided by the customer at the end of the service line. The location shall be readily accessible and well ventilated. Such space shall be kept free of all obstructions, fixtures, etc., within a distance of three (3) feet from the meter, and shall be in a heated basement or other heated and approved location. Where an approved location is not available for a meter setting at the end of the customer's service connection, the meter shall be located as determined by the Water Department.

.02 MAINTENANCE OF METER

The Township shall provide maintenance for all meters including meters purchased for lawn sprinkler systems. For privately owned meters, charges will be based on time and materials.

The Customer, however, shall be held liable for the meter's protection from freezing, or from damage by hot water, or from acts of carelessness, negligence, or willful damage by the owner or the tenants. Any meter so damaged shall be repaired or replaced by the West Side Water Department, and the cost thereof shall be billed to the customer or to the owner who placed such customer in possession of the property.

.03 VALVING OF METER CONNECTION

The Customer shall install a shut-off valve on the outlet side of the meter setting and shall maintain it in good repair. The Township shall not be responsible for damage to the Customer's property due to the malfunctioning of or the lack of the backwater valve.