

## **Regulation 102**

### **CHANGE OF SERVICE CONNECTION**

(a) **Replacement of Meter or Other Service Equipment**

The System may at any time replace its equipment or facilities, including meters, for equipment or facilities of equal or better quality, standard, grade, rating or performance, when such replacement is in the interests of system maintenance, performance, operation, efficiency or improvement. When feasible, any such replacement shall be preceded by reasonable notice to affected customers and property owners.

(b) **System-Initiated Relocation of Service Connection**

The System may at any time and upon providing reasonable notice to the property owner relocate a service connection or appurtenant System facilities. Except in the case where relocation is occasioned solely for the convenience of and at the request of the property owner, whether by explicit request or necessitated by the property owner's circumstances, the entire cost of relocation shall be borne by the System.

(c) **Owner-Initiated Relocation of Service Connection**

Relocation of a service connection may be requested by the property owner only. Any such request shall be honored by the System, provided that the relocation is acceptable to the System (whose acceptance may not be withheld without good cause); that System personnel, facilities, and equipment are available to effect the relocation; and that the property owner executes an agreement with the System for the work and posts in advance a deposit equal to the System's reasonably estimated labor and materials costs for the relocation work, plus the current overhead factor on both labor and materials. Any difference between the actual final costs and the amount of the posted deposit shall be charged to or refunded to the property owner. Any such amount charged to the property owner shall be due and payable to the System within thirty (30) days of the System's statement date.

(d) **Enlargement of Service Connection**

An enlargement of a service connection shall be handled in the same manner as owner-initiated relocation of service connection in paragraph (c) of this Regulation. As a condition of enlargement, the System may, at property owner's expense, conduct an inspection of all pipes and fixtures served by the service, and shall withhold approval of the enlargement if, in the System's judgment, any of said pipes or fixtures may be incapable of supporting the increased pressures and/or flows resulting from enlargement. Notwithstanding the inspection conducted pursuant to this paragraph, the System shall bear no responsibility for or liability resulting from any damages resulting directly or indirectly from any enlargement of a service connection. The System may at any time require enlargement of a service connection when in the System's judgment the customer's use of and/or demand for water exceeds the reasonable capacity and safe operation of the customer's service connection or meter. Customer's enlargement in an activity so requiring enlargement shall, prima facie, constitute an owner-initiated request for enlargement of the service connection, notwithstanding the absence of a documentary application from the customer. In the event the property owner refuses to pay for an enlargement required by the System, the System may declare the service in Default.

(e) **Reduction in Size of Service Connection and Meter**

A reduction in size of a service connection shall be handled in the same manner as owner-initiated relocation of service connection in paragraph (c) of this Regulation. However, the System shall be under no obligation to replace any service connection or meter with a connection or meter of smaller size. Upon application by a property owner for reduction, the System may, strictly at its option, so replace or authorize replacement of the meter and connection, provided such replacement in no way adversely affects System facilities or System integrity, and provided that the full labor and materials costs to the System of replacement, plus the current overhead factor on both labor and materials, are paid by the property owner. The System shall not be responsible in any way for any degradation in service resulting directly or indirectly from a reduction in size of a service connection or meter.

(f) **Performance of Work**

Any physical change in a service connection or any work affecting a service connection must be performed either by System personnel or under the supervision of and subject to inspection by and approval of the System. Any such change not performed by System personnel shall conform in all respects with all applicable Standard Drawings adopted by and for the System

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