

RULES AND REGULATIONS
FOR PRIVATE USE OF WATER FROM FIRE HYDRANTS

In accordance with Sec. 48-42, of the Port Huron City Code, the following shall apply for the private use of water from fire hydrants:

1. The fee for private use of water from fire hydrants shall be established by City Council in accordance with Sec. 48-152 of the City Code.
2. The volume of water used shall be estimated and charged for at the current commodity rate per 1,000 cubic feet.
3. Authorized City personnel only shall operate hydrants.
4. The applicant shall furnish an approved Reduced Pressure Zone Device (RPZ) for placement, by City personnel, on the hydrant being permitted for use. This device shall be tested by a licensed and registered master or journeyman plumber certified by the state regulating authority to test and repair such device. An approved test report form shall be completed by the certified registered master or journeyman plumber and submitted to the Water Office at time of applying for the fire hydrant use permit. The test report shall be dated within one (1) year of the application date of the fire hydrant use permit.
5. Arrangements and payment for hydrant use shall be made through the City's Water Office in advance.

JAMES R. FREED, City Manager

APPROVED BY CITY COUNCIL: 10/27/2014

RULES AND REGULATIONS
FOR ESTABLISHING OR REACTIVATING WATER AND SEWAGE ACCOUNTS

1. To establish a new water and/or sewage account, or to reactivate an existing account, the following information shall be on file in the City's Water Office:
 - a) Service address
 - b) Mailing address
 - c) Property index number
 - d) Property owner's name
 - e) Property owner's address
 - f) Property owner's telephone number
 - g) Meter size
 - h) Number of dwelling units
 - i) User class
 - j) Metering equipment location
 - k) Shutoff location

2. If the applicant is not the owner of the property and the property is a registered rental, the following additional information shall be required of the tenant-customer:
 - a) Tenant's name
 - b) Tenant's address
 - c) Tenant's telephone number
 - d) Social Security number
 - e) Employer's name
 - f) Employer's address
 - g) Nearest relative's name
 - h) Nearest relative's address
 - i) Copy of a valid drivers license or State identification card

3. Before establishing, re-activating or commencing water and/or sewage service, there shall be deposited with the City's Water Office an amount as follows:

<u>Account in name of</u>	<u>Amount</u>
Property Owner	Not required in accordance with Sec. 48-1601(b)
Tenant (Registered Rental Only)	Six (6) times the current monthly readiness-to-serve charges (rounded up to the next dollar) in accordance with Sec. 48-160(c)

4. At the time of termination of service, either by request or by the City's Water Office order, the deposit shall be applied to any balance of the account. The remaining portion of the deposit shall be refunded to the depositor. Any balances in excess of the deposit shall be billed to the depositor.

JAMES R. FREED, City Manager

APPROVED BY CITY COUNCIL: 01/09/2017

RULES AND REGULATIONS
FOR PAYMENT OF WATER AND SEWAGE BILLS

1. Water and sewage billings shall be prepared monthly based on:
 - a) meter size
 - b) quantity of water measured
 - c) other charges for service
 - d) late payment charges
2. All billings shall be prepared in accordance with the conditions and rates as established by the following Port Huron City Code:
 - a) Sec. 48-152, Water rates and charges, and as amended.
 - b) Sec. 48-153, Sewage rates and charges, and as amended
3. All billings and notices shall be sent by either U.S. mail or email to the mailing address on record. Customers requesting to receive their billings by email must file a written request on forms provided by the City's Water Office. Customers are solely responsible for keeping their mailing or email addresses current.
4. The due date shall be specified on the billing and shall be not less than 15 calendar days from the mailing date.
5. If a billing is unpaid at the time of the next billing, a Shutoff Notice shall be included on the next monthly billing.
6. If a billing is unpaid at 15 calendar days from the mailing date of the Shutoff Notice, the account shall be reviewed and scheduled for a field shutoff.
7. A list of accounts scheduled for shutoff shall be prepared by the City's Water Office.
8. The approved shutoff list shall be forwarded to the Utilities Division for field shutoff. Once an account appears on the approved shutoff list, that account will be charged a shutoff administration fee established by City Council in accordance with Sec. 48-152 of the City Code regardless if it has been physically shutoff or not.
9. In order for an account to receive approval to be turned back on, the account shall be paid in full, including all late and administrative fees and any shutoff and turn on charges.
10. Those accounts that are included on the approved shutoff list and have been physically shutoff will not be turned back on until all accounts included on the list have been shutoff.
11. If at any time a billing exceeds the deposit amount provided by a Tenant (Registered Rental Only), the City shall have the authority to demand immediate payment for any amount in excess of the rental deposit. If the payment is not received, the City shall have the authority to schedule a field shutoff in accordance with the procedures outlined above.

JAMES R. FREED, City Manager

APPROVED BY CITY COUNCIL: 07/13/2015

RULES AND REGULATIONS
FOR REVIEW OF WATER AND SEWAGE ACCOUNTS

1. Any water or sewage service customer or user who is aggrieved, who disputes or wishes to refute the facts or conditions concerning a water and/or sewage service account and/or bills related thereto may request an administrative review as follows:
 - a) By telephone call to the City's Water Office during regular business hours.
 - b) By personal visit to the City's Water Office during regular business hours.
2. If so requested, the customer shall fill out a written review request on forms provided by the City's Water Office. Such request form shall provide opportunity for statement of the problem, pertinent facts related to the problem and the requested remedy.
3. The matter shall be reviewed by the Director of Public Works or his authorized deputy, agent or representative.
4. After review, the administrative determination shall be sent to the customer, in writing. Such written determination shall include a statement of findings, any correction or adjustment authorized, and if applicable a revised bill.

JAMES R. FREED, City Manager

APPROVED BY CITY COUNCIL: 10/27/2014

RULES AND REGULATIONS
FOR APPEAL OF WATER AND SEWAGE ACCOUNTS

1. The Director of Finance, or his or her authorized representative, shall be the Water and Sewage Appeal Officer (hereinafter referred to as "Appeal Officer").
2. Any water or sewage service customer or user who is aggrieved and who wishes to dispute an administrative determination concerning a water and/or sewage service account and/or billings related thereto, may appeal the administrative determination as follows:
 - a. The request may be made by telephone call or personal visit to the City's Water Office during regular business hours.
 - b. The customer shall fill out a written request for hearing on a form provided by the City's Water Office. Such request form shall provide an opportunity for a brief statement of why the customer feels the administrative determination is in error or other circumstances related to the account.
 - c. The Appeal Officer shall be provided with copies of all records and correspondence concerning the account, including the written administrative determination in dispute.
 - d. The Appeal Officer shall contact the customer, in writing, notifying them of the next scheduled appeal hearings.
 - e. The Appeal Officer shall conduct the appeals hearing to determine whether the customer is responsible for the water and/or sewage billing.
 - f. The Appeal Officer shall endeavor to establish from the parties their respective positions relative to the dispute.
 - g. The Appeal Officer's decision shall be based upon the facts, witnesses, evidence presented at the hearing and other information regarding the account.
 - h. The Appeal Officer's decision shall be made in writing and shall state the reasons for the decision. The written decision shall be mailed to the parties within 30 calendar days. The Appeal Officer's decision shall be final and conclusive.

JAMES R. FREED, City Manager

APPROVED BY CITY COUNCIL: 10/27/2014