

# ALP Utilities Water Service Policy

## WATER SERVICE POLICY

(Updated 6/2019)

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## ALP Utilities Water Service Policy

<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Ownership, Purpose, and Jurisdiction of the Water Utility</b>		<b>Policy Number: 2.1</b>
<b>Date of Policy Adoption: 6/2019</b>	<b>Updated:6/2019</b>	<b>Effective: 6/2019</b>

**PURPOSE AND SUMMARY:** To provide water service rules and regulations for the municipal water system.

**POLICY:**

**OWNERSHIP:** The transfer of water service ownership between a developing party and ALP will occur after final acceptance by the City of Alexandria and ALP. ALP will not accept ownership of its portion of the service line in the City owned right of way until a meter has been installed inside the structure being served. The water customer owns and maintains the service line from the property line to the structure being served. In no event will ALP Utilities ownership of the water service line extend beyond the property line of the property served.

When practical to do so, the curb stop shall be located on City owned right of way near the boundary with the water customer's property. The party installing the water service line shall understand and comply with the City of Alexandria's plumbing code, as it relates to the installation and the location of the service line. Care should be taken to avoid culverts, catch basins, trees, or other obstructions. When installing portions of new service lines in the public right-of-way, an attempt should be made to place this portion of service line so it will not fall under any future or existing driveways or sidewalks. In most cases, this could be accomplished by placing the service line in the middle of the lot during construction of new development. The utility requires eight feet of earthen cover over water service lines. When this isn't possible, a suitable insulating material may be used to prevent the line from future freeze up. The curb stop shall be set and maintained flush with the finished grade.

For service lines larger than 2 inches, the curb stop shall be a mechanical joint gate valve with a traffic grade riser box and cap.

In subdivisions where the housing is not yet constructed, the party installing the water service lines shall install a steel tee fence post at least five feet in length, near the curb stop, and shall extend at least 2 feet above the finished grade. This is required to facilitate the location and protection of the curb stop. It may be removed by the water customer, following the establishment of water service to the property.

**MATERIAL:** An approved Water Materials and Specification list will be on file at the ALP office.

**INSPECTION:** All new water service lines shall be inspected by personnel from ALP Utilities or their designated representative prior to backfilling. On new installations, a pressure test shall be performed, and witnessed by the inspector. A permanent record of said tests shall be maintained by ALP Utilities. The customer shall give ALP a 24 hour notice prior to inspection during weekdays.

**SERVICE LINE COSTS:** The initial cost of establishing a new water service line, whether in a new or existing subdivision, from the main to the meter, shall be the responsibility of the property developer and/or the water customer. The replacement costs of the water service line shall be borne by the owner of the service line or ALP according to the ownership section of this policy.

## **ALP Utilities Water Service Policy**

If a customer initiates replacement of their service, the property owner is responsible for capping the old service at the main and tapping a new service. Reasons include, but are not limited to, volume and material of service line.

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<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Emergency Water Adder</b>		<b>Policy Number: 2.2</b>
<b>Date of Rate Adoption: 6/2019</b>	<b>Updated: 6/2019</b>	<b>Effective: 6/2019</b>

### **POLICY:**

**EMERGENCY WATER RATE ADDER:** An Emergency Water rate adder will be added to the regular water Rate for Service as stated above at such times the Alexandria Board of Public Works declares a water emergency in accordance with the ALP Water Emergency and Conservation Plan.

**Gallon Units Residential:**

Over 6,000 gallons @ \$2.06/1,000 gallons.

**Separate Irrigation and Sprinkling Meters:**

All gallons @ \$2.06/1,000 gallon

## ALP Utilities Water Service Policy

<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Start/Termination of Water Service</b>		<b>Policy Number: 2.3</b>
<b>Date of Policy Adoption: 6/2019</b>	<b>Updated: 6/2019</b>	<b>Effective: 6/2019</b>

**PURPOSE AND SUMMARY:** To determine when utility billing shall commence and terminate for water service.

**POLICY:**

**START OF WATER SERVICE:**

Water Service is available to a property when a tap is made to the public water main. Utility billing of the water service shall start when a water meter is issued. The monthly base (readiness-to-serve) charge shall apply from the time the meter is issued (start of service) until the water service is terminated. Pursuant to [Minnesota Rule 7820.3100](#), upon the customer's/property owner's consent, either orally or in writing, ALP shall have the right to access the premises for the purposes of reading and testing meters, installations, inspections, repairs, maintenance, removing ALP's property, or for any other purpose incident to the service.

ALP will not accept ownership of its portion of the service line in new developments until the meter is installed in the structure being served.

**TERMINATION OF WATER SERVICE:**

**Customer Initiated:** The water customer may terminate water service, and thereby eliminate the monthly readiness-to-serve charge, following notification to ALP Utilities and payment of a disconnection fee. The disconnection fee shall be equal to twelve (12) monthly base (readiness-to-serve) charges. To terminate service, ALP Utilities will turn the water service off at the curb box or corporation valve. There shall not be an additional fee at the time of reconnection.

The disconnection fee may be waived at the discretion of ALP Utilities management. One such condition would be if the property in question has been destroyed or otherwise eliminated and unable to receive service. In such cases, ALP Utilities may permanently remove the service without a fee to the customer.

If a customer who previously had their disconnection fee waived desires to reconnect utility service; a reconnection fee shall be paid to ALP by the customer before reconnecting service; however, the reconnection fee may be waived at the discretion of ALP management

When a parcel of land changes use, and one or more service lines are no longer needed, the property owner is responsible for disconnecting these services at the main or paying the disconnection fee for each service line.

**Utility Initiated:** Upon notification to the customer and/or property owner, water service may be disconnected by the utility for reasons including, but not limited to:

1. Nonpayment of the water bill. ALP will reconnect service upon receipt of payment for the outstanding account balance, a deposit, and reconnection fee.

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2. Tampering of water meter by customer. ALP will reconnect service upon payment of a reconnection fee and any lost revenue and damages as a result of tampering
3. Violation of a Stage 2 emergency of the Utility's Water Supply Plan (Part II, Table 9). ALP will reconnect service upon payment of a reconnection fee.
4. The customer and/or property owner not granting ALP permission to enter upon their premises as indicated under the Start of Water Service section of this policy.

The monthly base (readiness-to-serve) charge shall continue to apply if the water service is terminated for any of the above mentioned reasons.

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<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Metering</b>		<b>Policy Number: 2.4</b>
<b>Date of Policy Adoption: 6/2019</b>	<b>Updated: 6/2019</b>	<b>Effective: 6/2019</b>

**PURPOSE AND SUMMARY:** All water taken from ALP's water distribution system must be metered.

**POLICY:**

**GENERAL:**

Water service to single family dwellings and single business buildings must be individually metered. Water service to multiple occupancy dwellings and businesses, including duplexes, triplexes, four-plexes, apartment buildings, business complexes, etc., shall be individually metered whenever practical to do so.

For purposes of assessing a base charge in a commercial multiple occupancy, a room, or suite of rooms, is considered to be a separate unit if the business has a separate identity, which is different from other occupants of the building and has access to water service within the occupied unit.

All new commercial and industrial customers with an irrigation system are required to install a separate irrigation meter.

**WATER METERS:**

ALP shall provide one 3/4" water meter with each water main tap. Customers may receive a larger water meter by paying the difference between a 3/4" meter and the cost of the larger water meter. Customers may receive additional water meters for use in multiple occupancy dwellings or businesses, or for the metering of sprinkling systems, by paying the cost of the additional water meter(s). The following water meter sizes are allowed on ALP's distribution system: 3/4", 1", 1-1/2", 2", 3", 4", 6", and 8". Water meters of any other size must be specifically authorized by the Water Supt.

ALP retains ownership of all water meters and is responsible for normal maintenance.

**INSTALLATION:**

Water meters shall be installed leaving reasonable space for maintenance and repair. Reasonable space is a minimum of 3' X 3' in front of the meter. Water meters shall not be installed behind other equipment such as water heaters or softeners or flush against a wall. All meters shall be installed horizontal.

Water meters and meter shut off valves (main building valves) shall be installed inside the building at the point where the water service enters. The meter valve shall be installed ahead of the water meter and shall be capable of shutting off the entire water service to the facility. **Only** the meter valve may be installed ahead of the water meter. For Turbo meter installations (2" and larger), 10 pipe diameters of straight unobstructed pipe are required upstream of the meter and 5 pipe diameters are required downstream. Absolute minimums shall be 5 pipe diameters upstream and 2 pipe diameters downstream.

**METER VERIFICATIONS:**

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All multiple meter installations in multiple occupancy units shall be inspected by ALP's Water Department personnel to ensure billing information corresponds with the metering for each unit. To verify proper meter installation, a permanent identification system (apartment numbers, suite numbers, etc.) must be intact for each multiple occupancy unit. ALP shall not transfer the billing for water service from the owner (or landlord) to the tenants of the multiple occupancy until the meters have been successfully verified.

Any interpretation of this policy shall be made by ALP Utilities' Water Superintendent.

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<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Frozen Services</b>		<b>Policy Number: 2.5</b>
<b>Date of Policy Adoption: 6/2019</b>	<b>Updated: 6/2019</b>	<b>Effective: 6/2019</b>

**PURPOSE AND SUMMARY:** To maintain and protect the water system, including protection from

**POLICY:**

The property owner is responsible for the maintenance and protection of their water system, including protection from freeze-up.

In the event of a water service freeze-up, ALP requires that a hot water thawing method be used to thaw frozen water lines and pipes. Hot water thawing does not create any electric or fire hazard and is the safest method of thawing service lines.

Plumbers and property owners may request the use of ALP's thawing equipment for ALP customers. A Water Operator will accompany the thawing equipment without cost to the customer.

When thawing service lines, if ALP personnel determine the service line was frozen in the public right of way, any labor costs associated with thawing the line shall be paid by ALP.

NOTE: The thawing machine will not work through a 90 degree valve.

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<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Disconnect Policy - Violation of the Water Supply Plan</b>		<b>Policy Number: 2.6</b>
<b>Date of Policy Adoption: 6/2019</b>	<b>Updated: 6/2019</b>	<b>Effective: 6/2019</b>

**PURPOSE AND SUMMARY:** The following policy shall apply to customers who have violated a Stage 2 emergency of the Water Supply Plan (Appendix 7).

**POLICY:**

**Non-Compliance:** The following procedure and applicable penalty will be used in addressing violations of Stage 2 water emergencies upon observation or reasonable suspicion of said violation.

The first violation shall result in the issuance of a hand delivered notice of violation to the customer committing said violation. The citation shall advise the party of the nature of the offense and of the section of the Plan that has been violated. The result of the first violation shall be the distribution of a copy of the Plan and an educational packet containing information on water conservation to the party committing the violation.

Upon observation of/or reasonable suspicion of a second violation, a notice of proposed disconnection shall be hand delivered to the customer committing said violation one (1) day before disconnection of water services would occur. If said customer does not respond to the notice of proposed disconnection within 1 day, ALP shall disconnect water services.

**Reconnection of Services:** In the event service is disconnected, ALP will reconnect service when the customer pays a reconnection fee as determined by the Alexandria Board of Public Works and agrees they will follow the requirements of the Water Supply Plan.

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<b>Section: 2</b>		<b>Category: Organizational Policies and Procedures: Water</b>
<b>Policy Title: Seasonal Water Disconnect and Reconnect</b>		<b>Policy Number: 2.7</b>
<b>Date of Policy Adoption: 6/2019</b>	<b>Updated: 6/2019</b>	<b>Effective: 6/2019</b>

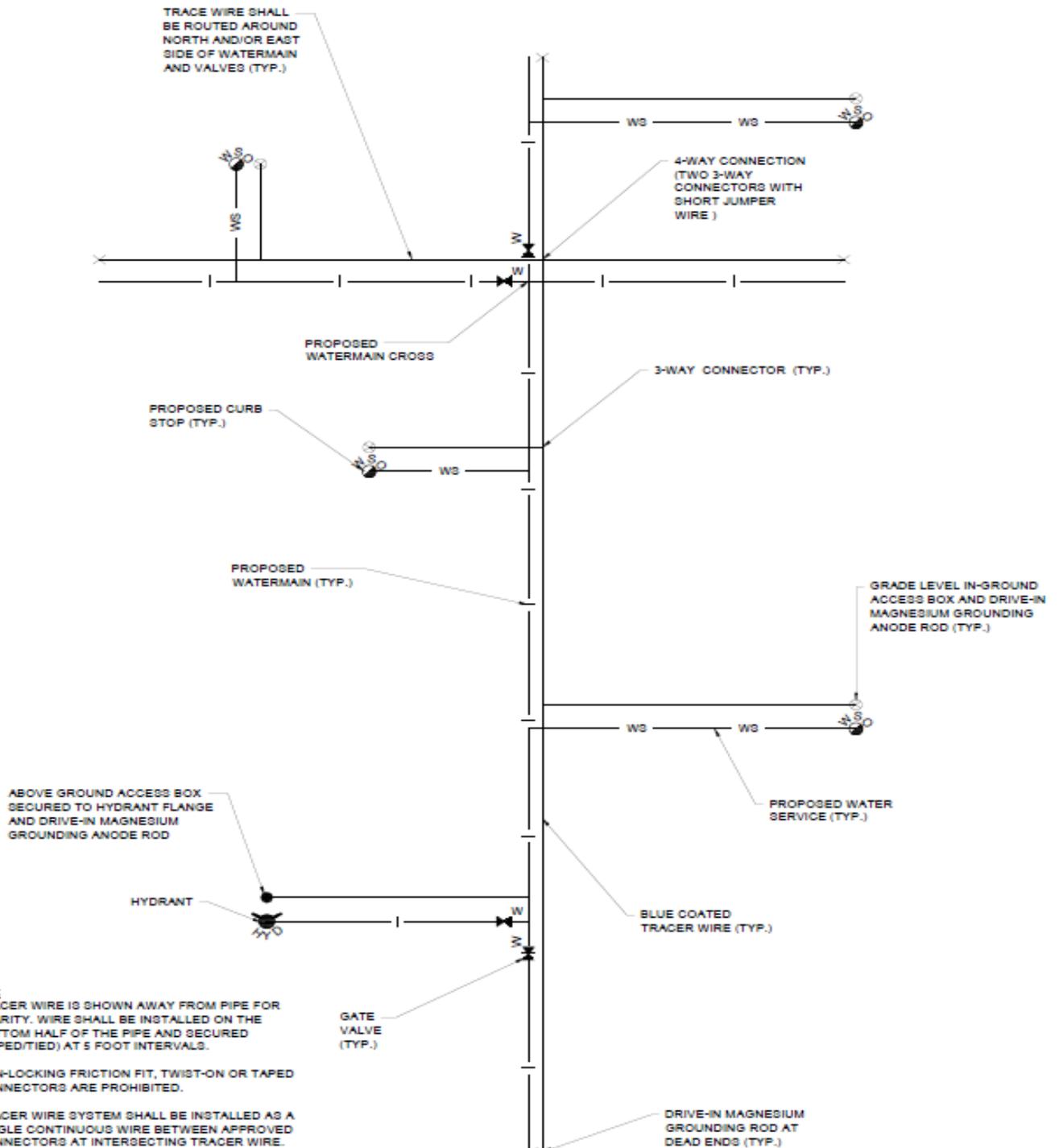
**PURPOSE AND SUMMARY:** The following policy shall apply to customers who require seasonal disconnect and or reconnect of water service.

**POLICY:**

ALP will charge residential customers \$50.00 for a seasonal disconnect/reconnect.

# ALP Utilities Water Service Policy

## Exhibit A – Typical Water Main Tracer Wire Plan



**NOTE:**

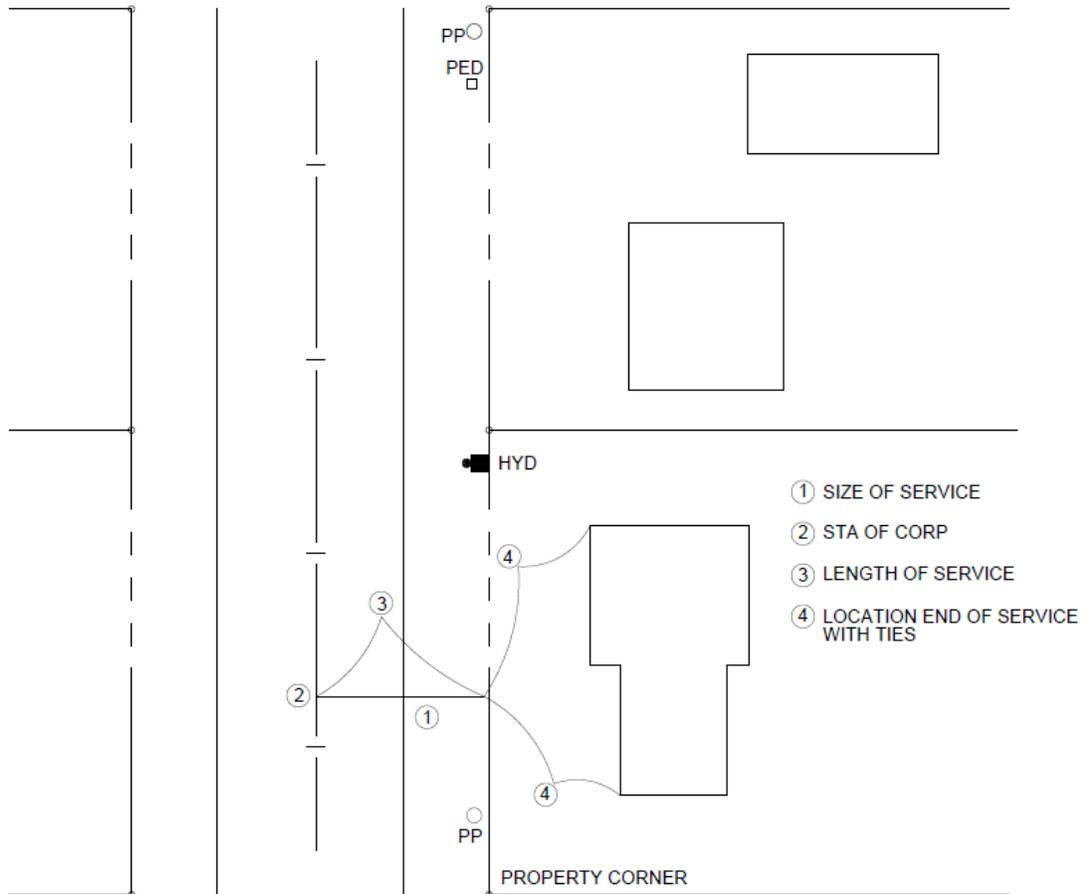
1. TRACER WIRE IS SHOWN AWAY FROM PIPE FOR CLARITY. WIRE SHALL BE INSTALLED ON THE BOTTOM HALF OF THE PIPE AND SECURED (TAPED/TIED) AT 5 FOOT INTERVALS.
2. NON-LOCKING FRICTION FIT, TWIST-ON OR TAPED CONNECTORS ARE PROHIBITED.
3. TRACER WIRE SYSTEM SHALL BE INSTALLED AS A SINGLE CONTINUOUS WIRE BETWEEN APPROVED CONNECTORS AT INTERSECTING TRACER WIRE. SPLICING MAINLINE TRACER WIRE BETWEEN CONNECTIONS OF INTERSECTING MAINLINE TRACER WIRE IS PROHIBITED.
4. ALL TRACER WIRE LATERALS SHALL BE A SINGLE CONTINUOUS WIRE CONNECTED TO THE MAINLINE USING AN APPROVED CONNECTOR INSTALLED WITHOUT CUTTING/SPLICING THE MAINLINE TRACER WIRE. NO LOOPING OR COILING OF TRACER WIRE IS ALLOWED.

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## Exhibit B – Water Service Ties

NOTE:  
CONTRACTOR SHALL KEEP ACCURATE RECORDS OF ALL SERVICE INSTALLATIONS.

TIE-INS SHALL BE MADE TO PERMANENT EXISTING STRUCTURES, INCLUDING BUT NOT LIMITED TO HOUSES, GARAGES, TELEPHONE POLES, TELEPHONE PEDESTALS, POWER PEDESTALS, MANHOLES AND ALSO PROPERTY CORNERS

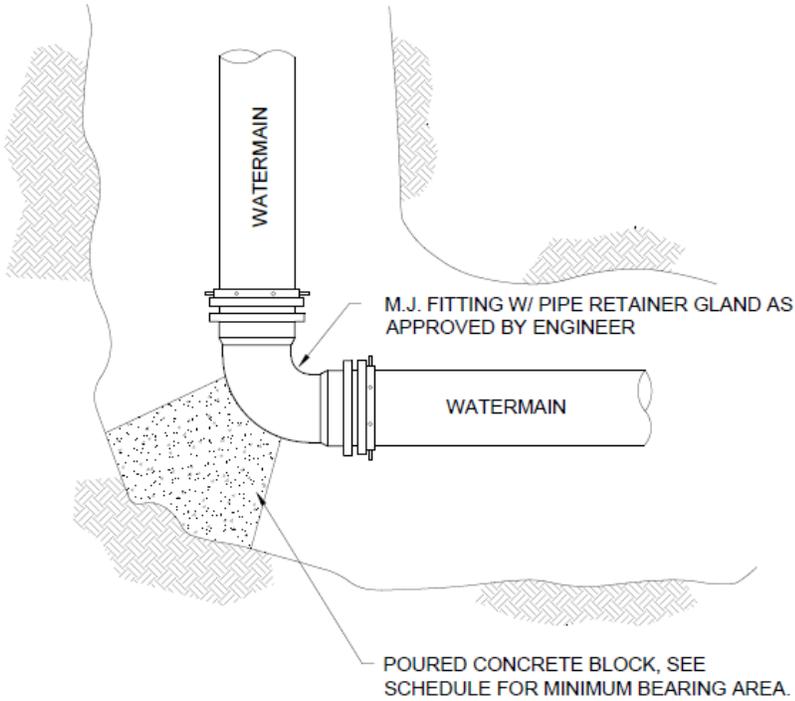


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## Exhibit C – Water Main Thrust Blocking

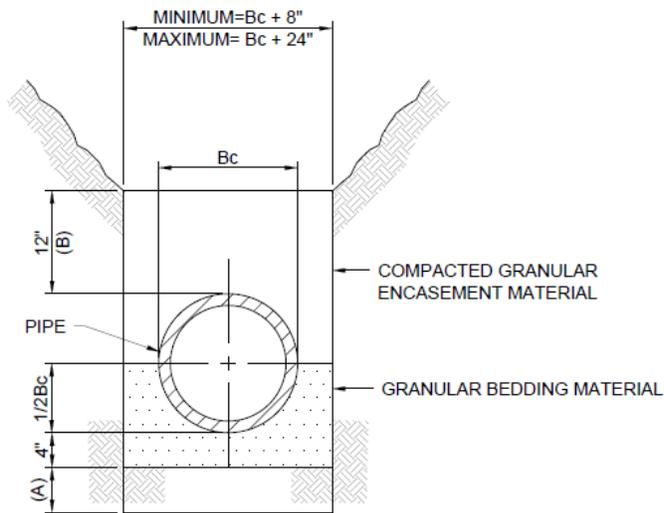
BEARING AREA (SQ. FT.)

	6"	8"	10"	12"
11 1/4° BEND	0	1.0	1.2	1.7
22 1/2° BEND	1.0	1.5	2.6	3.4
45° BEND	1.6	2.9	4.6	6.6
90° BEND OR PLUGGED CROSS	3.1	5.3	8.4	12.0
TEE OR PLUG	2.9	3.8	5.9	8.5



**POLY ENCASE ALL FITTINGS.**

## Exhibit D – Typical Class B Pipe Bedding

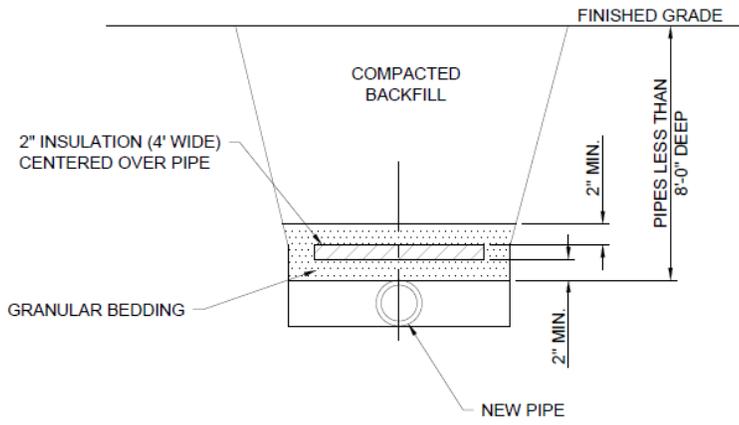


- (A) THE TRENCH MAY BE OVER EXCAVATED A MIN. OF 6" & BACKFILLED WITH COMPACTED GRANULAR MATERIALS WHEN ROCK, INCOMPRESSIBLE MATERIALS OR UNSTABLE SOILS ARE ENCOUNTERED.
- (B) IF THIS DIMENSION DECREASES, THE BEDDING CONDITION WILL CHANGE. A HIGHER LEVEL BEDDING CONDITION SHALL BE SOLELY AT THE CONTRACTORS EXPENSE.

**NOTE:** THIS DETAIL APPLIES TO SANITARY SEWER, STORM SEWER, WATERMAIN, AND ALL SERVICE PIPE.

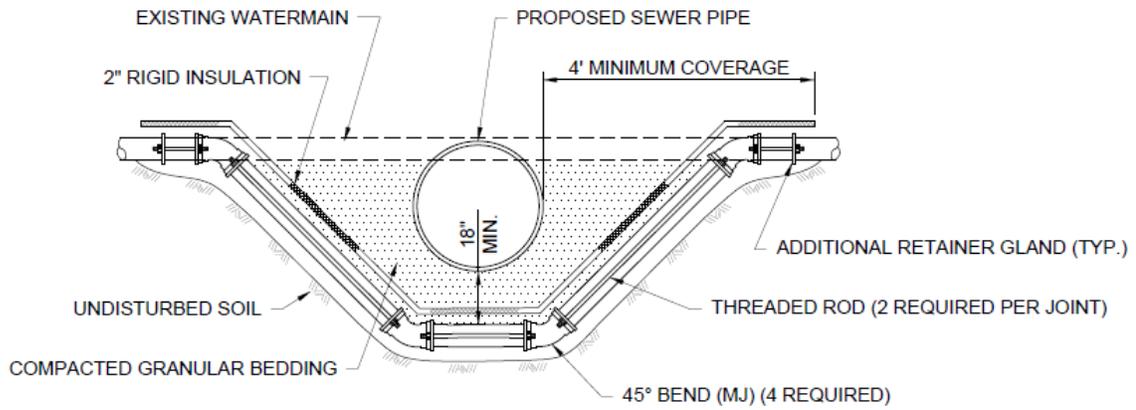
# ALP Utilities Water Service Policy

## Exhibit E – Insulation



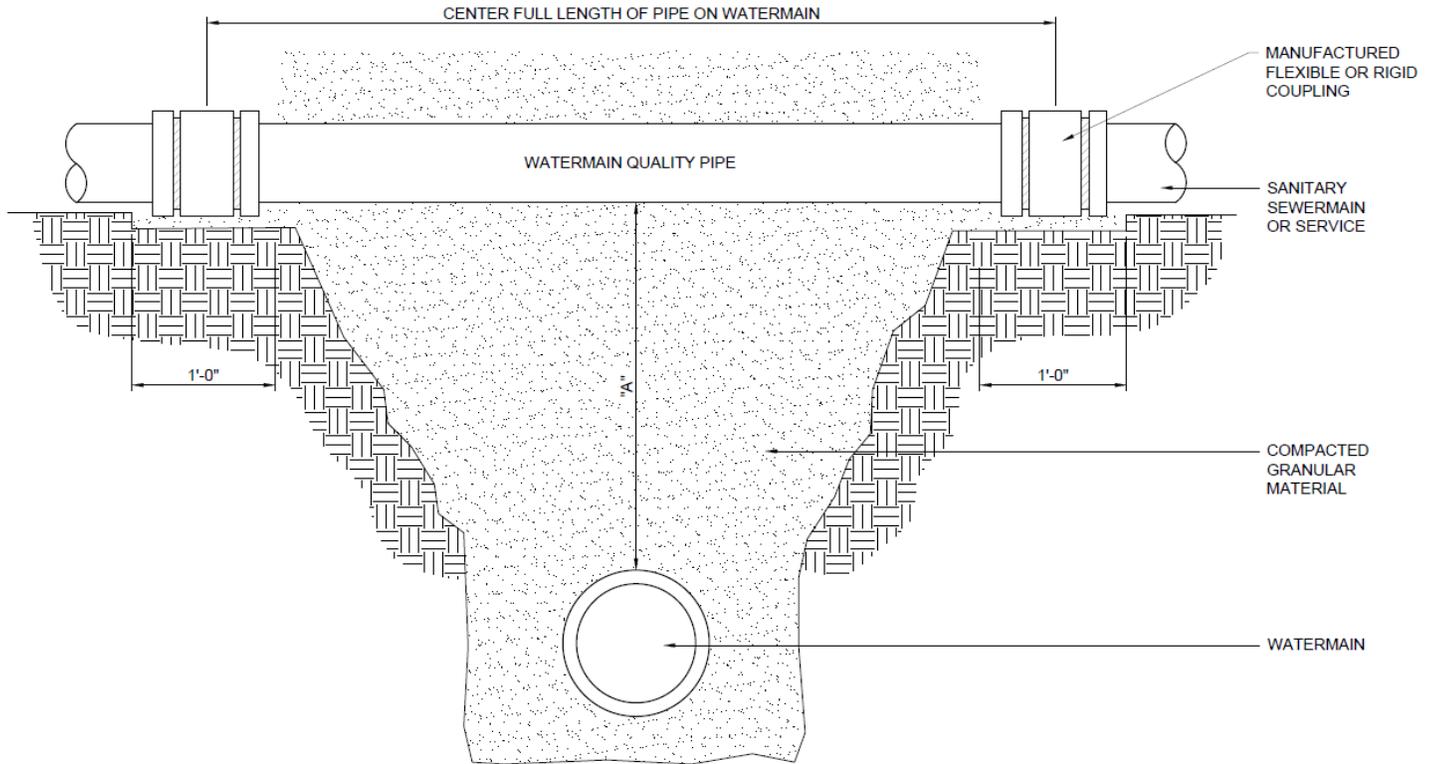
- ① USE THIS DETAIL FOR WATERMAIN, WATER SERVICES, SANITARY SEWER AND SEWER SERVICES.
- ② USE 4" OR MORE OF INSULATION WHERE PIPE IS LESS THAN 6' DEEP.

## Exhibit F – Water Main Lowering



- (1) IF SEPARATION BETWEEN WATER AND SEWER IS LESS THAN 18" AT CROSSING POINT, THEN SEWER PIPE JOINTS SHALL BE SPACED EQUIDISTANT FROM WATERMAIN.

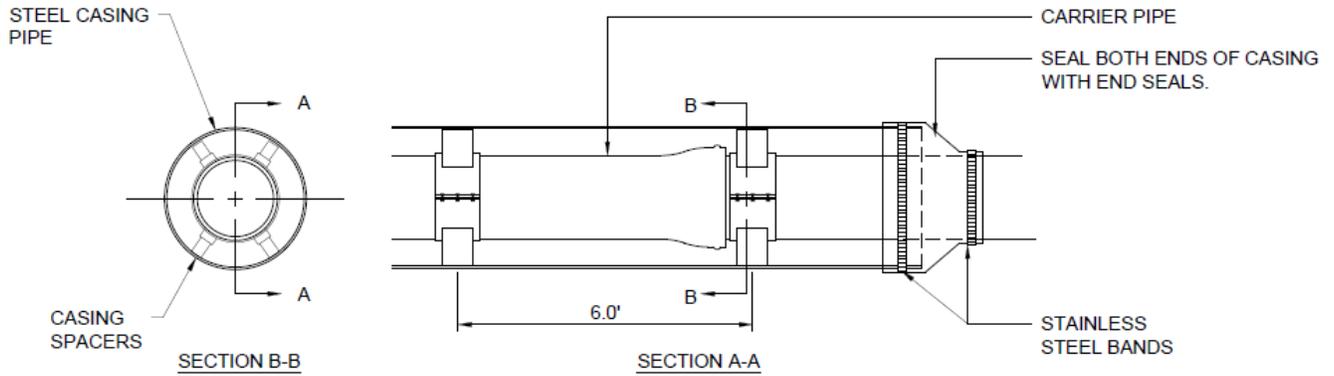
# Exhibit G – Sewer – Water Main Separation



NOTE: THIS CONSTRUCTION IS REQUIRED WHERE DIMENSION "A" IS 18" OR LESS ABOVE OR BELOW SANITARY SEWER.

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**Exhibit H – Casing Pipe Spacer**



NOTES:  
 ONE SPACER SHALL BE PLACED ON  
 THE SPIGOT END OF EACH SEGMENT  
 AT THE LINE MARKING THE LIMIT OF  
 INSERTION INTO THE BELL. SUBSEQUENT  
 SPACERS SHALL BE PLACED AT 6' INTERVALS.

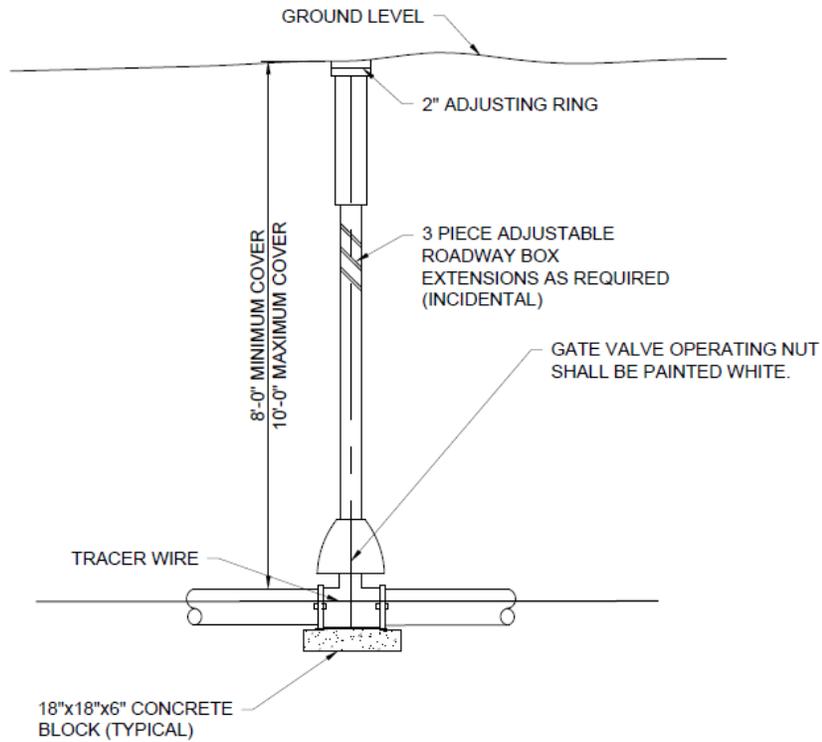
UNIT PRICE BID ITEM INCLUDES CASING AND CARRIER PIPE

SCHEDULE	
CARRIER PIPE DIA.	CASING DIA.
6"	20" DIA.
8"	20" DIA.



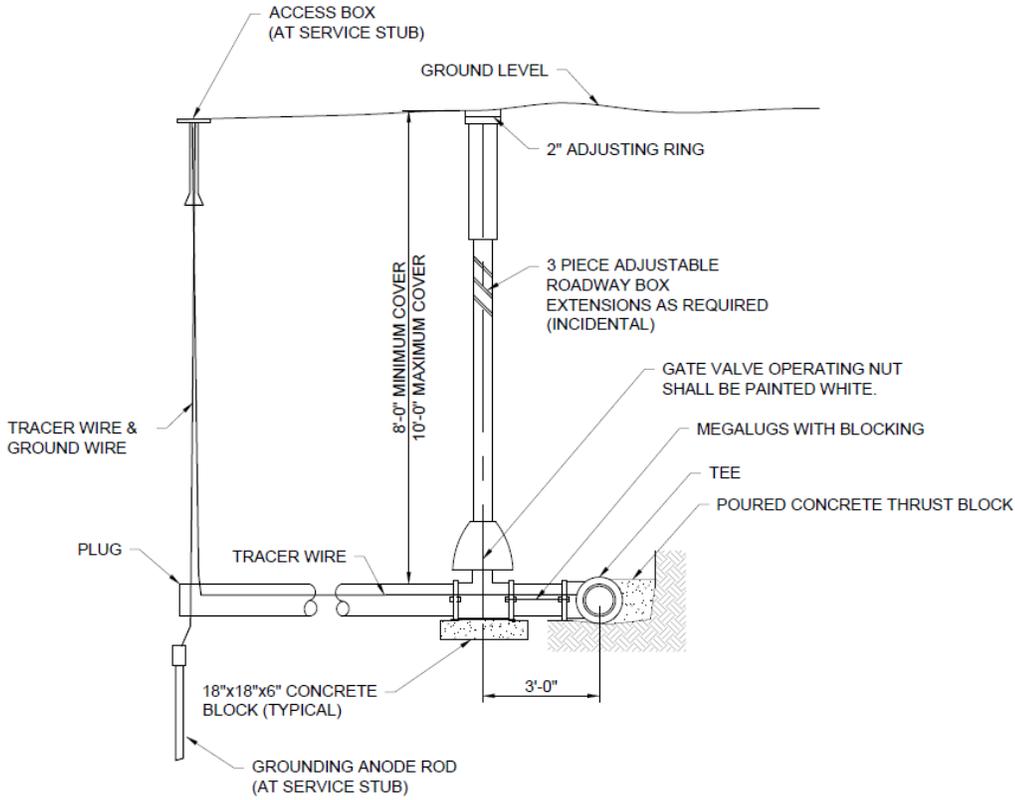
**Exhibit J – Water Service**

## Exhibit K – Inline Water Valve



- ① PROVIDE TRACER WIRE PER CITY STANDARD SPECIFICATIONS.
- ② FOR PAVED STREETS, THE VALVE BOX SHALL BE SET 1/2" BELOW TOP OF PAVED SURFACE.

**Exhibit L – 6" Water Service**



- ① PROVIDE TRACER WIRE PER CITY STANDARD SPECIFICATIONS.
- ② FOR PAVED STREETS, THE VALVE BOX SHALL BE SET 1/2" BELOW TOP OF PAVED SURFACE.