

RULES, REGULATIONS & RATES
OF THE
**Hammond Water Works
Department**

6505 Columbia Ave.
Hammond, IN 46320
853-6421

M a y o r

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Rev. 10.19.16

**MUNICIPAL WATER UTILITY
Hammond, Indiana
SCHEDULE OF RATES AND CHARGES
FOR IN-CITY CUSTOMERS
AND RULES AND REGULATIONS
GOVERNING WATER SERVICE OF THE
HAMMOND WATER WORKS
DEPARTMENT**

**Applying at
HAMMOND, INDIANA**

Pursuant to Public Service Commission of Indiana
Order No. 37653, 6/18185

With respect to A-D below, the customer shall pay for each service connection on a monthly or once every two months rate, as applicable, which shall be the sum of a service charge based on the size of the meter through which the customer receives such service and a volume charge based on the amount of water consumed.

A) GENERAL METERED RATES FOR A TWO MONTH CONSUMPTION PERIOD

Applicable to residential direct consumers. For use of service rendered by the above noted water utility based upon the amount of water supplied by the utility.

CONSUMPTION PER TWO

MONTH PERIOD	RATE PER 1,000 GALLONS
FIRST 10,000 gallons	\$0.44
NEXT 30,000 gallons -	0.43
NEXT 60,000 gallons	0.38
NEXT 100,000 gallons	0.36
OVER 200,000 gallons	0.35

B) GENERAL MINIMUM RATE FOR A TWO MONTH CONSUMPTION PERIOD

Applicable to residential direct consumers. Each user shall pay a minimum rate in accordance with the following applicable size meter installed for basic service rendered by the utility.

METER SIZE Rate Per Two Month Period

5/8 inch meter	5.99
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C) GENERAL METERED RATES FOR A ONE MONTH CONSUMPTION PERIOD

Applicable to industrial direct consumers. For use of and service rendered by the above noted water utility based upon the amount of water supplied by the utility.

CONSUMPTION PER ONE

MONTH PERIOD	RATE PER 1,000 GALLONS
FIRST 5,000 Gallons	\$0.44
NEXT 15,000 Gallons	0.43
NEXT 30,000 Gallons	0.38
NEXT 50,000 Gallons	0.36
OVER 100,000 Gallons	0.35

D) GENERAL MINIMUM RATES FOR A ONE MONTH CONSUMPTION PERIOD

Applicable to industrial direct consumers. Each user shall pay a minimum rate in accordance with the following applicable size meter installed for basic service rendered by the utility.

METER SIZE Rate Per One Month Period

5/8 inch meter	4.03
1 inch meter	6.42
1 1/2 inch meter	10.68
2 inch meter	14.23
3 inch meter	25.35
4 inch meter	40.65
6 inch meter	79.80
8 inch meter	127.48
10 inch meter	186.67
12 inch meter	281.62

E) SPECIAL METERED RATES

Monthly rates for user communities and/or resellers shall be determined by contracts and governed by the Indiana Utility Regulatory Commission where applicable.

F) FIRE PROTECTION RATES FOR HYDRANTS AND SPRINKLERS

Available only to users who are located on the utility's distribution mains which are suitable and adequate for supplying the service requested. Service under these rates shall generally consist of stand-by service for fire emergencies. All water taken through such connections shall be restricted to fire emergencies unless other temporary use shall have been specifically authorized by the Water Department. The utility reserves the right to install flow detectors from time to time to see that the service is restricted to fire fighting purposes.

LINE SIZE	ANNUAL
1 inch line	6.04
1 1/2 inch line	13.58
2 inch line	24.14
3 inch line	54.32
4 inch line	96.56
5 inch line	150.88
6 inch line	217.26
8 inch line	386.24
10 inch line	603.50
12 inch line	869.04

G) RATE FOR TEMPORARY USERS FOR CONSTRUCTION

A temporary construction meter must be installed on all buildings larger than one (1) family dwelling unit at existing rate structure.

The minimum charge for each and any service under construction shall be eight dollars (\$8).

Contractors must pay for water used on streets, sewers, buildings and sidewalks, while under construction. Contractors are to furnish the Water Department with the amount of material to be used before starting construction. Payment is to be made in advance. The Utility may require contractors to install a construction meter at the property line or other designated place so that all water used can be metered.

H) CHARGE FOR TAPPING THE UTILITY'S MAINS

The tapping of any main shall only be done by the Utility. All digging, back-filling, dry trench work or any other work necessary in preparation for making a tap, as well as reconditioning, must be done by the consumer or his agent. All taps over 2 inches shall be estimated by the water utility and this charge shall be paid before the tap is actually made.

TAP SIZE	CHARGE
3/4 inch	\$12.80
1 inch	16.00

I) VARIOUS NON-RECURRING CHARGES

Miscellaneous non-recurring charges exclusive of those mentioned previously shall be charged as follows:

Bad Check Fee	\$10.00
Late Payment of Bill	10% of first \$3.00 and 3% of excess

Deposits - residential 5/8 and 3/4 inch meters:

Owners	\$20.00
Non-owners	60.00

Deposits - Commercial and Industrial:

5/8 inch meter	\$ 75.00
1 inch meter	100.00
1 ¹ / ₂ inch meter	150.00
2 inch meter	250.00

Repair of Frozen Meter Labor and Parts

Meter Test	\$15.00 (refundable if test indicates meter is bad)
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Reconnection charges for non-payment or violation of rules:

Buffalo box has been installed	\$ 50.00
Buffalo box has not been installed or is not accessible	200.00
Fee for illegal water turn on by customer	50.00

RULES AND REGULATIONS DEFINITIONS

1. CUSTOMER: Whenever the word "Customer" appears herein, it shall be taken to mean any person, firm, corporation, association, municipality or other political subdivision taking service from the HAMMOND WATER WORKS DEPARTMENT.

2. UTILITY: Whenever the word "Utility" appears herein, it shall mean the HAMMOND WATER WORKS DEPARTMENT of the City of Hammond, Indiana.

3. OWNER: Whenever the word "Owner" appears herein, it shall mean the owner of the premises being furnished water, whether or not such owner occupies the premises or such owner personally signed for water service to the owned premises.

APPLICATIONS

Application for service must in all cases be made before water service is rendered. The amount of meter deposit shall be the amount set forth herein.

RESPONSIBILITY FOR WATER USAGE

If the Owner of the premises, for any reason, cannot or will not sign the said water contract for a non-owner Customer, the Owner shall still remain responsible for the payment of all water charges incurred in connection with the Owner's premises in the event the non-owner Customer fails to pay the same when due.

METER DEPOSITS

- The Utility shall require of each Customer taking service under the rates provided, a meter deposit and verification of identification.
- The meter deposit charges are as follows:
 - a) **BUSINESS AND/OR COMMERCIAL SERVICE** On all properties that are business and/or commercial in nature and produce income either directly or indirectly as distinguished from private-single family residences, new applicants shall hereafter be charged a meter deposit for service as follows:
 - ^{5/8"} Meters - \$ 75.00
 - 1" Meters - \$100.00
 - 1 1/2 " Meters - \$150.00
 - 2" Meters - \$250.00
 - b) **CUSTOMER-OWNER SERVICE-RESIDENTIAL** For all applicants for single family residential units the charge for meter deposit for commencing service hereafter to a Customer, who is either the Owner of the premises or whose contract for water service has been signed by the Owner of the premises or the Owner's authorized agent guaranteeing payment of the water bills, shall be as follows:

(Owner-Customer or Customer whose payment for service is guaranteed by the Owner.)

 - 5/8" Meters - \$20.00
 - 1" Meters - \$35.00
 - 1 1/2 Meters - \$35.00
 - 2" Meters - \$35.00

- c) **NON-OWNER CUSTOMER-RESIDENTIAL** For all applicants for single family residential units the charge for meter deposit for commencing service hereafter to a Customer, who is not the Owner of the premises nor is his contract for water service signed by the Owner of the premises or the Owner's authorized agent guaranteeing payment of water bills, shall be as follows: (non-owner customer)

5/8 "	Meters - \$60.00
1"	Meters - \$100.00
1 1/2 "	Meters - \$150.00
2"	Meters - \$250.00

3. Such cash meter deposits shall be returned to Customer upon the discontinuance of service, and payment in full of all water and as hereinafter provided.
4. The Utility having on hand meter deposits from Customers, shall keep records to show:
 - (a) The name of each Customer making a meter deposit. The premises occupied by the Customer when making the meter deposit and successive premises occupied while the meter deposit is retained by the Utility
 - (b) The premises occupied by the Customer when making the meter deposit is retained by the Utility.
 - (c) The amount and date of making the meter deposit.
 - (d) A record of each transaction concerning such meter deposit.
5. The Utility shall issue to every Customer from whom a meter deposit is received, a certificate of meter deposit.
6. The Utility shall provide reasonable ways and means whereby Customer shall not be deprived of the return of his meter deposit because he may be unable to produce the original of said meter deposit certificate.

BILLS RENDERED PERIODICALLY

1. Bills rendered periodically to Customer for metered service shall show the readings of the meter at the beginning and end of the period for which the bill is rendered, the dates of the Meter readings and the number and kinds of units of service supplied. On all bills which are computed on any other basis than a definite charger unit service, any other factors used in computing the bill shall be clearly stated so the amount maybe readily computed from the information appearing on the bill.
2. All accounts shall be due and payable at the office of the Utility within seventeen (17) days after such bill, and if not paid and received by the Utility within seventeen (17) days a late charge of ten percent (10% on Customer's bills amounting to Three Dollars (\$3.00) or less, plus an additional three percent (3% on all amounts in excess of Three Dollars (\$3.00) shall be added to the water bill.
3. If the account for water charges is not paid within (17) days after the due date of such bill, water service may be discontinued as hereinafter provided and the Customer and/or Owner shall pay all past due charges plus a reconnection charge of Fifty (\$50.00) Dollars before water service is resumed to said premises. Any time service is discontinued for any reason, and said premises are not equipped with a buffalo box in good working condition or readily accessible to the Utility, a charge of Two Hundred (\$200.00) Dollars shall be made to the Customer and/or Owner before water service is resumed to said premises. The Utility shall then give (30) days notice to the Customer and/or Owner to install such a buffalo box on their property for future access by the Utility at Customer's and/or

Owner's expense. In the event the Customer and/or Owner does not comply with the (30) day notice the Utility shall have the authority to cut off the water supply at the water mains or as near thereto as is practicable, and no water shall again be supplied to the premises or be permitted to be turned on thereto until such buffalo box is installed. The Utility shall have the option to install buffalo box and the charges will be made to the Customer and/or Owner, payable to the Utility, to cover expenses of installation. In the event that an innocent Customer at another premises is found to be on the same buffalo box or service line as the premises being discontinued for any reason, the Utility shall immediately resume service to the innocent Customer.

4. In the event that any Customer shall pay his water bill or any combined water, sewer user charge and garbage fee, in whole or in part, with a check or other commercial paper and said check and commercial paper is dishonored or returned for non-payment, a charge of Ten (\$10.00) Dollars shall be made to the Customer for each such dishonored or returned check or commercial paper. Said charge, when collected, shall become part of the general revenues of the Utility.

5. All bills must be paid at the Office of the Utility or an approved collection agency (as listed on back page) during business hours or sent by United States mail to the office of the Utility.

METERS

1. All Buildings using Utility water must have a meter installed. After a meter has been installed it shall not be moved or disturbed without permission from the Utility and the Utility reserves the right to discontinue the water service if the meter has been tampered with in any way.

2. All water passing through the meter will be charged for, whether used or wasted and no deductions will be made on account of leaks in plumbing fixtures.

3. If a meter becomes out of order and fails to register, the Customer will be charged during such period at the average consumption as shown by the meter when it was in good order. In the event a discrepancy is discovered between the outside meter reading device and the inside meter reading, the reading on the inside meter will govern.

4. A bypass will be installed on all meters two inches (2") or over in size. On meters of less than two inches (2"), bypasses maybe installed only upon approval and under the supervision of the Utility. All such bypasses shall be sealed by the Utility and shall not be tampered with without the approval of the Utility. All bypasses will be installed at the Customers/ Owners expense.

5. The Utility will furnish and maintain all meters two inches (2") or less at its own expense, except as hereinafter provided.

6. All meters over two inches (2") in size must be furnished, installed and maintained by Customer.

7. For a fee of Fifteen (\$15.00) Dollars the Utility shall make a test of the accuracy of a meter upon request of the Customer. A report giving the results of such tests shall be made to the Customer and a complete record of the same shall be kept on file in the office of the Utility. If such test shall establish the accuracy of the meter within two percent (2%) plus or minus, said deposit shall be forfeited and accrued bills paid promptly. If such test shall show inaccuracy then the water charge shall be properly corrected and said test deposit refunded to Customer. The Customer or his agent shall be given the opportunity to be present at the test.

8. When a meter is found to have a positive average error -i.e., is fast - in excess of two percent (2%) in tests made at the request of the Customer, the Utility shall refund to the Customer an amount equal to the excess charged for the water incorrectly metered, for a period equal to one half (1/2) of the time elapsed since the previous test, but not to exceed (6) months. No part of a minimum rate need be refunded.

9. When a meter is found to have a negative average error -i.e., is slow - in excess of two percent (2%

in test made at the request of the Customer, the Utility may a charge to the Customer for the water incorrectly metered for a period equal to one half (1/2) of the time elapsed since the previous test, but not to exceed six (6) months. If a meter is found not to register for any period, the Utility shall estimate the charge for the water used by averaging the amounts registered over similar periods, preceding or subsequent thereto, or over corresponding periods in previous years.

10. Free access must be given to properly authorized representatives of the Utility at all reasonable hours for examination of pipes and fixtures and for the taking of meter readings. Where access is denied, water supply will be turned off.

11. The Utility shall not be held liable for any damage done by reason of the breaking of, or defect in, any of the Customer's pipes or fixtures.

12. Before any meter is placed by the Utility, the Customer shall, at his own expense, have pipes so arranged that all water will pass through the meter.

13. All meters shall be put in and connected under the direction and conformity with the rules and regulations of the Utility. When placed in premises where hot water tank is used, there shall be at least twenty (20) feet opening between the meter and such hot water tank and a check or relief valve must be placed in the supply pipe between the hot water tank and the meter. If this rule is not complied with, the Customer will be charged for all damages to meter caused by the hot water.

14. Customer will be held responsible for any damages to meters from freezing, hot water or steam settling back from a boiler or from any other source of neglect, if caused by his negligence, and any necessary repairs from such cause will be made at the expense of the Customer. Such charges shall be paid to the Utility within fifteen (15) days from date of invoice.

15. The Utility shall not allow unapproved cross connection of a customer's water pipes to any other source of water supply or for permitting any condition to exist that might cause pollution or contamination of the public water supply.

16. Backflow devices are to be installed when and where the Utility so determines at the Customer/Owners expense. A copy of the rules and Regulations governing Cross Connections and Backflows will be furnished upon request.

SERVICE LINES

1. The installation and maintenance of the entire service line(s), including the Curb Stop (Roundway) and Buffalo Box, shall at all times be the responsibility of the Customer and/or Owner. The service line shall be defined as "the water line connection from the water main to the water meter location."

2. As a courtesy, the Utility may make one (1) repair on the portion of the service line which connects the water main to the Buffalo Box or to the property line, whichever comes first, provided that said service line is two inches (2") or less in diameter, has a tapping valve, and serves a single family residence only.

3. Service line repairs by the Utility are to be made only on lines that are in the Public Right-of-Way or Easement. The Utility will not make a repair on private property.

4. If a service line has been deemed beyond repair by the Utility Representative, the Customer and/or Owner shall replace said service line at their expense.

5. If it is determined by the Utility that a leak, resulting in the loss of water, exists on the service line, then the Utility shall give the Customer and/or owner a five (5) day written notice

to repair and/or replace said service line at their expense. If however the utility determines; that such a leak presents a hazard then the utility has the option to discontinue service immediately. If said repairs and/or replacements are not made within said five(5) day period, the Utility shall shutoff and discontinue water service to such premises until such time as the repairs and/or replacements are made and the Rules herein complied with.

6. In no case may two or more buildings be served through one service line. Each building must have its own service line and Buffalo Box. In the event a multiple unit building is served by one service line and has two or more meters the contract(s) to purchase water shall remain with the owner. Any duplex with more than one owner shall have separate service lines.

7. Thawing frozen pipes and/or service lines shall be the responsibility of the Customer and/or Owner.

HYDRANTS

1. No person, except a duly authorized agent of the Utility or Fire Department shall open for public or private use any fire hydrant or take water from any outlet whatever, unless such person, shall first obtain permission from the Utility and if such permission is granted no other wrench except a regular hydrant wrench shall be used.

2. All lines designated for fire protection must be approved by the Utility Engineers for metering and valving.

MISCELLANEOUS

1. Contractors, builders, plasterers, bricklayers, stone mason, plumbers, etc., are forbidden to use water without a permit from the Utility for each and every job, and payment of building rates made in advance for the water to be used in construction of the new building or structure. No water shall be turned on nor shall a tapping permit be issued for water services to a new building or structure under construction until this provision shall be complied with.

2. Persons desirous of discontinuing the use of water must give notice to the Utility office prior to the stopping thereof or they will be charged until such notice is given.

3. No person supplied with water by this Utility shall permit any other person or persons to take water through his service connection.

4. No person except a duly authorized agent of the Utility will be permitted to tap or make connection with the main or any distributing pipe of the Utility's system, whether owned by the Utility or private individuals.

5. Taps will be made any time during the year except when weather prohibits.

6. In no case will the Utility be liable for damage for shutting off the water for any Customer either while making repairs to mains or service pipes, or for any violation of the rules and regulations of the Utility.

7. No Customer shall damage, tamper with, or obstruct any meter which may interfere with the quantity of water being measured by the meter.

8. In the event an Owner and/or Customer directs the Utility to shut off water service at premises occupied by persons other than the Owner and/or Customer such Owner shall be required to execute a written shut off order to the Utility which will give the occupant of the premises ten (10) days notice of such shut off and the Owner and/or Customer agrees to hold harmless and indemnify the Utility for any fees, expenses, damages, and costs which may be occasioned by such shut off.

VIOLATION OF RULES AND NON-PAYMENT OF WATER BILLS

1. If a Customer and/or Owner fails to pay his water bills when due or fails to pay any charges assessed by the Utility or fails to comply with any rules of the Utility, the service shall be shut off and discontinued at the premises until all such payments are made in full by the Customer and/or Owner and the rules complied with.

2. The Utility will postpone the disconnection of service for ten (10) days if, prior to the disconnect date specified in the disconnect notice the Customer supplies the Utility with a written medical statement from a licensed physician or public health official which states that disconnection would be a serious and immediate threat to the health or safety of a designated person in the household of the Customer. The postponement of disconnection will be continued for only one additional ten (10) day period upon furnishing of an additional medical statement.

3. The Utility may discontinue water service to a Customer. and/or owner of the premises for non-payment of water charges which are past due and unpaid for a period of at least thirty (30) days. Before water service is discontinued the Utility shall give a written notice to the Customer and/or Owner of its intention to discontinue water service if all the unpaid water charges are not paid before a date specified on the notice. The notice shall be mailed not less than ten (10) days before water service is to be discontinued and addressed to the Customer and/or Owner at his last known address by regular mail.

4. Serious penalties are also provided by law, (IC 35-43-5-31 which provides that any person who, with the intent to defraud a Utility, shall avoid a lawful charge for that service by scheme or device or by tampering with facilities or equipment of the Utility is guilty of a Class A misdemeanor, and on conviction thereof, shall be fined not more than Five Thousand (\$5,000.00) Dollars and be imprisoned not more than one year.

5. The Utility will reconnect the service to the Customer within a reasonable time, but at least within three (3) working days after it is requested to do so; provided however, that the Utility will not be required to reconnect the service until:
 - (a) The conditions, circumstances, and practices which caused the disconnection have been corrected.
 - (b) Payment of all water charges, reconnection charges, and delinquencies owed by the Customer have been made.
 - (c) A responsible person is present in the premises on the Customer's behalf to see that all water outlets are closed to prevent damage from escaping water.

6. All prior rules of the Utility in conflict herewith are repealed.

7. In the event an owner has multiple properties and fails to pay the water bill or sewer usage charge for any one or more locations, services may be shut off and discontinued at all locations until payment in full of past due water and sewer charges is made and the rules complied with.

For your convenience Water Bills may also be paid at:

First Financial 2635 169th St. Hammond
(Located in Van Til's)

American Trust 1321 119th St. Whiting

Van Til's 2635 169th St. Hammond