

Standards for Water Utilities

STATE OF RHODE ISLAND  
PUBLIC UTILITIES DIVISION

PROVIDENCE

Rules and Regulations Prescribing Standards  
for WATER UTILITIES

Effective: March 1, 1966

STATE OF RHODE ISLAND  
DEPARTMENT OF BUSINESS REGULATION  
OFFICE OF  
PUBLIC UTILITY ADMINISTRATOR

IN RE: PUBLIC HEARING FOR THE  
ADOPTION OF THE RULES AND REGULATIONS  
PRESCRIBING STANDARDS  
FOR WATER UTILITIES.  
Docket No. 929

This proceeding was initiated by the Division of Public Utilities on the motion of the Public Utility Administrator pursuant to the provisions of Section 3, Chapter 35, Title 42, of the Public Laws of 1958.

Pursuant to the statutory provisions, the proposed rules and regulations applicable to persons and companies operating as water companies were scheduled for hearing, and the interested water companies were so notified. The hearing was held on Wednesday, November 3, 1965, in the Division's hearing room, Room 401, 49 Westminster Street, Providence, Rhode Island.

APPEARANCES:

Mr. Charles Rogers, Bristol County Water Company  
Mr. Victor E. Miller, Wakefield Water Company  
Mr. Gerard DiFiore, Kent County Water Authority  
Mr. Louis McGowan, Newport Water Works  
Mr. Paul Davenport, Jamestown Water Company

The operation of water companies has been under the regulation and supervision of the Division of Public Utilities since the passage of the first regulatory act in the year 1912. Until this time, the Division has not issued rules and regulations governing the operation of water companies. The economic well-being of our Rhode Island industries and commercial concerns, as well as the welfare of Rhode Island residents, has become increasingly dependent upon the efficient operation of the water companies.

The rules and regulations which are appended hereto and made a part of this investigation and order were deemed necessary by the Public Utility Administrator in order to establish standards to apply to water companies in their relationship between each company and its subscriber, as well as to clarify other practices relative to effecting compliance with the requirements of existing statutes.

In view of the fact that representatives of water companies, after notice and public hearing, concurred in the adoption of these proposed rules and regulations, it is the Administrator's judgment and finding that the appended rules and regulations, numbered 1 through 8, governing the practices of water companies are just and reasonable and should be adopted by the Division of Public Utilities as a practical means of enforcing the provisions of Chapters 2 to 4 inclusive, of Title 39 of the Rhode Island General Laws of 1956; accordingly, it is

(8090) ORDERED That the rules and regulations, numbered 1 to 8 inclusively, relating to standards connected with the operation of water companies as provided for in Title 39, Chapters 2, 3, and 4, respectively, be and the same are hereby adopted by the Public Utility Administrator of Rhode Island as the official rules and regulations of the Division of Public Utilities; and it is

FURTHER ORDERED: That any and all existing rules and regulations relating to standards for water companies, which may have been promulgated by the Division of Public Utilities heretofore, are hereby repealed and vacated; and it is

FURTHER ORDERED: That said rules and regulations shall become effective march 1, 1966.

Dated at Providence, Rhode Island, this thirty-first day of January A. D., 1966.

Frank L. Nunes  
Administrator

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## R. I. WATER UTILITIES STANDARDS

### RULES FOR WATER SERVICE

#### I. APPLICATION OF RULES

a. These rules shall apply to any person, firm, or corporation now or hereafter engaged as a public utility in the business of furnishing water to the public within the State of Rhode Island.

b. Upon its own motion, or upon application, and for good cause shown, the Public Utilities Division may modify, suspend, or repeal the provisions of any rule herein. Application may be made to the Division for the modification of any rule or for temporary or permanent exemption from its provision, provided, however, that no utility shall submit application for such modification or exemption without submitting therewith a full and complete justification for such action.

#### II. DEFINITIONS

a. The word "division" shall mean the Rhode Island Public Utilities Division.

b. The words "public utility" or "utility" shall mean any person, partnership, corporation, company, association, cooperative marketing association, joint stock association, their lessees, trustees or receivers appointed by any court, except municipal corporations other than as provided by statute operating within their corporate limits, owning, operating or managing any plant or equipment or any part of the same for supplying water to the public, or in the transmission or sale of water ultimately sold to the public within Rhode Island.

c. The word "customer" shall mean any person, firm, corporation, cooperative marketing association, utility or governmental unit or subdivision of a municipality or of the state or nation supplied with water service by any utility.

d. The term "water service" shall mean the furnishing of water to a customer in this state by a utility as defined in Section IIb.

e. The word "meter" as herein used without other qualification shall mean a device installed by a utility for the measurement of water quantities to be used as a basis for determining charges for water service.

f. The term "service pipe" shall mean the connection between the utility's mains and the customer's place of consumption and shall include all of the pipe, fittings and valves necessary to make the connection.

g. The term "service connection" shall mean the point of connection of the customer's piping with the service pipe owned by the utility.

### III. SERVICE PROVISIONS

#### 1. Filing of Tariffs

No utility shall render service until a complete tariff containing rules and regulations, terms and conditions, and rate schedules, shall have been filed with the Division and published in accordance with the rules governing the filling of tariffs as prescribed by the Division.

#### 2. Application for Service

An applicant desiring service under a utility's filed tariff may be required to make application in writing, in accordance with the forms prescribed by the utility. The utility may make a reasonable charge for connection of service, providing such charge is specified in the tariff.

#### 3. Information to Customers

a. Each utility shall, upon request, provide its customers with such information and assistance as is necessary that they may secure the most advantageous rate or rates available under its tariff.

b. Each utility shall, upon request, explain to its customers the method of reading meters, and a derivation of billing therefrom.

#### 4. Deposits

A utility, to protect against loss, may require a satisfactory deposit before rendering, or as a condition of continuing to render, service to any customer. This deposit shall not be less than \$5.00 nor more than the estimated bill for a period of thirty (30) days in excess of the normal billing period. Seasonal customers may be required to make a cash deposit equal to the estimated cost of the seasonal use. Interest shall be paid on deposits held six (6) months or more at rates specified in the tariff. Deposits, plus accrued interest thereon, less any amount due the company, will be refunded (a) upon termination of service, or (b) when satisfactory credit relations have been established over a period of not less than twelve (12) months. When a deposit is applied against an account which has been terminated, interest shall cease to be accumulated on the balance at the date of termination.

#### 5. Measurement of Service

- a. All water sold by a utility shall be upon the basis of metered volume sales or a fixture rate designed to reflect estimated volume sales.
- b. Where both metered and fixture rate services are provided the utility shall include in its tariff an orderly program setting forth the basis on which meters will be installed.
- c. Temporary service where the use of water can be readily estimated may be provided on a flat rate basis.
- d. Service of a character for which there is no rate of general application may be rendered under a special contract between the utility and the applicant to become effective only after permissive order of the Division.

#### 6. Meter Reading and Bill forms

- a. All meters used for metered sales shall have registration devices indicating the volume of water in either cubic feet or United States gallons. Where a constant or multiplier is necessary to convert the meter reading to cubic feet or gallons, the constant shall be plainly marked on the face of the meter.
- b. All service meters shall be read at regular intervals and on the corresponding day of each meter reading period insofar as practicable within regularly scheduled work days.
- c. Bills shall be rendered at regular intervals and shall show all meter readings and such other factors as are necessary, so that the charges may be readily computed from the information appearing on the bill. Each bill shall indicate the period covered, date of the current meter reading, and any applicable discount or penalty date.

d. Upon request by the customer the company shall make available the applicable rates or tariffs.

e. Each utility shall keep an accurate account of all charges for service billed each customer and shall maintain records showing information from which each bill rendered may be readily computed.

## 7. Complaints of Customers

Each utility shall make a full and prompt investigation of customer complaints made either directly or through the Division. A record of major complaints received shall be kept for at least two years. This record shall show the name and address of the complainant, the date and character of the complaint, and the disposition made thereof.

## 8. Discontinuance of Service

### a. By customer

A customer may be required to give reasonable notice of his intention to discontinue service in accordance with tariff provisions and shall be responsible for all charges until expiration of such notice period.

### b. By company

#### (1) Non-Payment of Bills

In accordance with tariff provisions a utility may require that bills be paid within a specified time after presentation. Thirty (30) days from the date the bill is rendered service may be discontinued for the non-payment of bills, provided the customer has been given written notice at least ten days prior to the date of discontinuance. In lieu of discontinuance or upon restoration the utility may require payments at less than normal billing intervals. If service is discontinued for non-payment the utility may make a reasonable charge for restoration provided such charge is specified in the tariff.

#### (2) Violation of Rules

No utility shall discontinue service to a customer for violation of any rule without written notice of at least ten days, advising the customer in what particular such rule has been violated, except that service may be discontinued immediately when the violation of the rule is such as to endanger life or property.



### (3) Fraudulent Use of Service

A utility may discontinue service without notice whenever a fraudulent use of the service by the customer is detected.

## IV. QUALITY OF WATER SERVICE

### 9. Quality of Water

a. Each utility shall conform to all requirements of the State Department of Health for construction and operation of its water system as pertains to sanitation and potability of the water.

b. When matters of water quality are under review by the State Department of Health, the Division shall be notified thereof in writing. A final report shall be submitted to the Division within a reasonable time after final disposition of the matter.

### 10. Cross-Connections

No physical connection between the distribution system of a public potable water supply and that of any other water supply shall be permitted except as approved by the State Department of Health.

### 11. Pressure

Each utility shall maintain normal operating pressures of not less than 20 psig nor more than 125 psig at the "service connection".

### 12. Pressure Variation

a. Variations in pressure under normal operating conditions shall not exceed 50% of the average operating pressure. The average operating pressure shall be determined by computing the arithmetical average of at least twenty-four (24) consecutive hourly pressure readings.

b. Pressure variations outside the limits specified will not be considered a violation of this rule when such

(1) Arise from unusual or extraordinary conditions, or

(2) Are infrequent fluctuations not exceeding five (5) minutes duration, or

(3) Arise from the operation of customers' equipment

c. In systems of widely varying elevations a utility may undertake to furnish a service which does not comply with the foregoing specifications if the customer is fully advised of the conditions under which average service may be expected.

13. Pressure Surveys and Records

a. Each utility serving 300 or more customers shall provide itself with one or more recording pressure gauges for the purpose of making pressure surveys as required by these rules. These gauges shall be suitable to record the pressure experienced on the utility's system and shall be able to record a continuous 24-hour test. One of these recording pressure gauges shall be maintained in continuous service at some representative point on the utility's mains in each service area.

b. At regular intervals, but not less than once in every five (5) years, and when substantial changes either in demand or distribution system occur, each utility shall make a survey of pressures in its distribution system sufficient to determine the pressures maintained at representative points on its system and to indicate compliance with the pressure requirements herein. Such surveys shall be made at or near the period of maximum usage. Utilities serving less than 300 customers may make such tests with an indicating pressure gauge, provided however that when no recording gauge is maintained on the system such tests shall be made annually.

c. All pressure meter records obtained under "a" or "b" shall be retained by the utility for at least two (2) years and shall be available for inspection by the Division or its representative. Reports of pressure complaints shall be made to the Division on Form E-14 once a month, if they occur. (Refer to Rule 29, Appendix "A").

14. Interruptions of Service

a. Each utility shall use all reasonable means to avoid interruptions to service, but should interruption occur service shall be re-established within the shortest time practicable, consistent with safety. When an emergency interruption of service affects any portion of the fire protection system, the utility shall endeavor promptly to notify the Fire Chief or other public official responsible for fire protection of such interruption and of subsequent restoration of normal service.

b. Each utility shall keep a record of all unplanned interruptions to service of over thirty (30) minutes duration affecting the entire distribution system, or the distribution system serving a service area, and shall include in such record the date and time of interruption, approximate number of customers affected, the date and time of service restoration, the cause of such interruption when known, and steps taken to prevent its recurrence.

c. When service is interrupted to perform scheduled work on mains or equipment, such work shall be done at a time causing minimum inconvenience to customers, consistent with the circumstances. Customers seriously affected by such interruption shall be notified in advance, if practicable. Where any main supplying public fire protection service is interrupted, the utility shall endeavor promptly to notify the Fire Chief or other official responsible for fire protection, stating the approximate time and anticipated duration. In addition the Fire Chief or other official responsible for fire protection shall be notified promptly upon restoration of service.

d. Reports of service interruptions as defined in 14b shall be made to the Division on Form E-18 at once. (Refer to Rule 29, Appendix "B").

## V. METER ACCURACY AND TESTING

### 15. Inspection of Meters

#### a. Meters Removed from Service

All meters other than seasonal removed from service which are to be reinstalled shall be inspected for correctness of register. Seasonal meters shall be tested annually and internally inspected every five years when practicable.

### 16. Meter Installations

a. All meters shall be in good mechanical condition and of adequate size and design for the type of service which they measure. All meters shall be checked to insure correctness of operation when installed.

b. Each utility shall adopt a standard method of meter installation. Such standard methods shall be set out with a written description and/or drawings to the extent necessary to a clear understanding of the requirements. Copies of these methods of installation shall be made available to prospective customers and contractors or others engaged in the business of placing pipe for water utilization.

## 17. Test and Calibration of Meters

All meters shall be tested and calibrated in accordance with the requirements set forth herein. No meter shall be Placed in service or permitted to remain in service if the error of registration, determined in accordance with 17 B, exceeds 2%. At the option of the utility the larger size meters may be tested in place after installation.

### a. Test Flows

All meters shall be tested at the three rates of flow specified in the following table. No meter shall be installed which registers less than 90% of the minimum test flow.

### b. Determination of Error

The percent error of registration shall be taken as the algebraic sum of the errors at the intermediate and maximum rates of test flow, as set forth in the table, divided by two.

| Meter Size - Inches | Test Flow - Gallons Per Minute |        |         |
|---------------------|--------------------------------|--------|---------|
|                     | Minimum                        | Median | Maximum |
| 5/8                 | 1/4                            | 2      | 10      |
| 3/4                 | 1/2                            | 3      | 15      |
| 1                   | 3/4                            | 5      | 25      |
| 1 1/2               | 1 1/2                          | 10     | 50      |
| 2                   | 2                              | 16     | 80      |
| 3                   | 4                              | 30     | 120     |
| 4                   | 7                              | 50     | 250     |
| 6                   | 12                             | 100    | 500     |

### c. Sealing of Meter

Upon completion of adjustment and test of any meter under the provisions of these rules, the utility shall affix thereto a suitable seal in such a manner that the adjustment of registration of the meter cannot be tampered with without breaking the seal.

## 18. Test Schedules for Meters

### a. Periodic Tests of Meters in Service

All meters in service will be tested in accordance with the following schedule:

| Size of Meter | Maximum Interval Between Tests |
|---------------|--------------------------------|
| 5/8           | 10 years                       |
| 3/4           | 10 years                       |
| 1             | 10 years                       |
| 1 1/2         | 10 years                       |
| 2             | 10 years                       |
| 3             | 2 years                        |
| 4             | 1 year                         |
| 6             | 1 year                         |

### b. Other Tests

All meters removed from service and not due for periodic test must be tested before being put back into service.

### c. Request Tests

#### (1) Tests by Utility

When requested by a customer, each utility shall test the accuracy of the customer's meter within thirty (30) days from the time the request is made. If the meter has been tested within the required test period a utility may require the deposit of a fee of five dollars (\$5.00) for such a test. If on testing the meter is found to be over-registering by more than 2%, the deposit shall be promptly refunded. If the meter is not found to be over-registering by as much as 2%, the utility shall retain the amount deposited for the test. The foregoing charges shall be in accordance with tariff provisions. A customer shall be represented in person or by his agent when the utility conducts the test of his meter.

A report giving the name of the customer requesting the test, the date of the request, the location, the type, make, size, the serial number of the meter, the date tested, and the result of the test shall be supplied to such customer within fifteen (15) days after completion of the test.

## (2) Tests by Division

Upon application to the Division by a customer, a referee test will be made of the customer's meter by the Division, or in the presence of its authorized representative, as soon as practicable. When notified of an application submitted to the Division by a customer for a referee test as herein provided, the utility shall not knowingly remove, interfere with, or adjust the meter to be tested without the written consent of the customer, and approval by the Division.

### e. Record of Tests

A complete record of all tests and adjustments and data sufficient to allow checking of test calculations shall be recorded by the meter tester. Such record shall include: the identifying number of the meter, the type of the meter, the date and kind of tests made, the reading of the meter before making any test, the error as found at each test, and, if repaired, the accuracy of the meter after the final test. The complete record of tests of each meter shall be continuous for at least two periodic tests, and in no case for less than two (2) years.

### f. Report of tests

Reports of periodic tests of meters will be reported to the Division on Form E-15 once a year. (Refer to Rule 29 Appendix "C"). Reports of request tests shall be made to the Division on Form E-16 once a month, if they occur. (Refer to Rule 29, Appendix "D").

## 19. Customer's Bill Adjustments

### a. Calculation of Error

In meter tests made by the Division or by the utility at the request of a customer, (Rule 18d) the correctness of registration of the meter and its performance in service shall be judged by its average error, determined in accordance with 17b. Any adjustment of charges which is made in accordance with this rule shall be based on the average error thus derived.

## b. Adjustments

### (1) Fast Meters

Whenever as the result of a test made by the utility or the Division at the request of the customer, a meter is found to register in excess of 10% of the correct amount, the utility shall refund to the customer an amount equal to the charge for the excess billed for the previous twelve (12) months or for a period equal to one-half of the time elapsed since the last test, whichever is the shorter period. However, if the time when the error first developed or occurred can be definitely fixed, the amount to be refunded is to be based thereon.

### (2) Slow Meters

Whenever as the result of a test made by the utility or the Division at the request of the customer, a meter is found to register less than 90% of the correct amount, the utility may make a charge to the customer for the unbilled amount supplied for the previous twelve (12) months, or for a period equal to one-half of the time elapsed since the last test, whichever is the shorter period.

### (3) Non-Registering Meters

If a meter is found which does not register, the bill for the period of non-registration shall be based upon information recorded prior or subsequent to the period of non-registration, and any other pertinent information supplied by the customer or known to the utility.

## 20. Test Facilities and Equipment

### a. Test Facilities

Each utility furnishing metered water service shall either provide the necessary standard facilities, instruments and other equipment for testing meters in compliance with these rules, or shall enter into satisfactory arrangements for test of its meters by another utility or agency equipped to test meters in compliance with these rules, subject to approval by the Division.

### b. Shop Equipment

The meter test shop, insofar as practicable, shall simulate the actual service conditions. It shall be provided with the necessary fittings, including a quick-acting valve for controlling the starting and stopping of the test, and a device for regulating the flow of water through the meter under test. The accuracy of the test equipment and test procedures shall be sufficient to enable shop test of displacement meters with an error not to exceed 0.5 of 1%.

### c. Test Measurement Standards

Measuring devices for test of meters shall consist of calibrated tanks for volumetric measurements, tanks mounted upon scales for weight measurement, or standard meters.

#### (1) Volumetric Tanks

When a volumetric tank is used it shall be certified by the State or Local Sealer of Weights and Measure.

#### (2) Weight Standards

When a weight standard is used the scales shall be tested and certified at least once every year by the State or Local Sealer of Weights and Measures, and a record maintained of the results of such test.

#### (3) Size of Basic Standards

Basic standards used for meter tests shall be of sufficient capacity to insure accuracy of the test.

#### (4) Standard Meters

Standard meters may be used for the purpose of testing meters in place provided they are tested and calibrated to permit the test of meters within the limits of accuracy required by these rules, either by the utility with its volumetric or weight standard equipment, or by an approved laboratory within sixty (60) days while the standard meter is in use. A record of such tests shall be kept by the utility for a period of not less than five (5) years.

## VI. EQUIPMENT AND FACILITIES

### 21. Standard Practice

In determining standard practice, the Commission will be guided by the provisions of the American Water Works Association Code, except as modified by municipal regulations within their jurisdiction.

### 22. Construction and Maintenance

Each utility shall construct, install, operate and maintain its plant, structures, equipment and mains in accordance with standard practice as defined in Paragraph 21, and in such manner to best accommodate the public, and to prevent interference with service furnished by other public utilities, insofar as practical.



a. Depth of Mains

Water mains shall be installed below the normal frost line or otherwise protected to prevent freezing. Mains used exclusively to provide temporary or seasonal service may be excluded from this requirement.

b. Dead Ends

Insofar as practicable the utility shall design its distribution system so as to avoid dead ends on its mains. Where dead ends are unavoidable the utility shall provide hydrants or valves for the purpose of flushing the mains. Mains with dead ends shall be flushed as often as necessary to maintain the proper quality of the water. Records shall be kept of all flushings of mains, showing the date, place and duration, and such records used as a guide in determining the necessary frequency of flushing of the same mains thereafter.

c. Segmentation of System

Valves shall be provided at reasonable intervals in the mains to facilitate repairs and minimize interruptions of service.

d. Grid Systems

Whenever feasible, the distribution system shall be laid out in a properly segmented grid so that in case of breaks or repairs the interruptions of service to the customers can be kept to a minimum number.

e. Fire Protection Service

Specification, location, installation and the responsibility for the maintenance of fire hydrants, public and private fire protection facilities, connecting mains, and their ownership may be subject to negotiation between the utility and the applicant. Fire hydrants and public and private protection facilities shall be installed in conformity to the requirements of the utility and when owned by the utility shall be subject to such conditions as the Division may determine based upon the compensation received for this service. Hydrants maintained by the utility shall be inspected and flushed at least once each year, and shall be checked for freezing as often as necessary to insure that they are functioning properly. A record of each hydrant shall be maintained showing the size, type, location, date of inspection and flushing and the results thereof. Reports of periodic inspection or flushing of hydrants will be reported to the Division on Form E-17 once a year. (Refer to Rule 29, Appendix "F")

f. Valves

Each utility shall periodically inspect the valves on its distribution system. A record of each valve shall be kept showing the size, type, location date of inspection and the results thereof.

g. Service Connections

The size, design material and installation of the service pipe shall conform to such reasonable requirements of the utility as may be incorporated in its rules and regulations, provided however that the minimum size of the pipe shall not be less than 3/4 inch nominal size except under unusual circumstances which shall be clearly defined. All service pipes shall be laid at a depth sufficient to prevent freezing, except where services are not intended for use during freezing weather and are actually drained during such periods.

h. Inspection of Service Pipe

In the installation of a service pipe, the customer shall not install any tee or branch connection, and, if required, shall leave the trench open and pipe uncovered until it is inspected by the utility and shown to be free from any irregularity or defect.

i. Tandem Service

Each service connection shall be provided with an individual shut-off. No tandem services will be permitted. Where such tandem services now exist, the shut-offs necessary to comply with this requirement shall be installed.

23. Disinfection of Facilities

Disinfection of facilities shall be as approved by the State Department of Health.

VII. RECORDS AND REPORTS

24. Station Records

Each utility shall keep sufficient records of the operation of its pumping, filtering, chlorinating and other units to show the characteristics and performance of each.

## 25. Water Supply Measurement

### a. Measuring Devices

Each utility shall install a suitable measuring device, or otherwise determine production, at each source of supply in order that a record may be maintained of the quantity of water produced at each source.

### b. Records

At least once each month the quantity produced from each source of supply shall be determined. Twelve-month totals by sources shall be recorded and transmitted to the Division in the utility's annual report to the Division.

## 26. System Maps

Each utility shall have on file at its principal office located within the state a suitable map, maps or drawings showing the following:

- a. Size, character and location of all mains including hydrants and valves.
- b. Size and location of each service connection, where practicable. In lieu of showing service locations on maps, a card record or other suitable means may be used.
- c. Layout of all principal pumping stations, filter and chlorinating plants to show size, location and character of all major equipment, pipe lines, connections, valves and other equipment used.

## 27. Meter Records

Each utility shall keep numerically arranged and properly classified records giving for each meter owned and used by the utility for any purpose the identification number, date of purchase, name of manufacturer, serial number, type, rating, and the name and address of each customer on whose premises the meter has been in service, with date of installation and removal. These records shall be maintained in a manner such that the date of the last test is readily ascertainable.

## 28. Preservation of Records

All records required by these rules shall be preserved by the utility for a period of two (2) years unless otherwise designated herein or by the Division's Regulations Governing the Preservation of Records. Such records shall be kept within the State of Rhode Island at the office or offices of the utility and shall be open at all reasonable hours for examination by the Division or its representatives.

## 29. Reports to Division

a. The utility shall furnish to the Division, at such times and in such form as the Division may require, the results of any required tests and summaries of any required records. The utility shall also furnish the Division with any information concerning the utility's facilities or operations which the Division may request and need for determining rates or judging the practices of the utility.

b. Each utility shall file periodic reports with the Division on the following forms which will be furnished by the Division upon request:

| Form No. | Title                                  | Period             | Rule No. | Appendix |
|----------|--|--------------------|----------|----------|
| E-14     | Pressure Complaint Report              | Monthly as req'd.  | 13       | "A"      |
| E-18     | Interruption of Service Rep.           | Monthly as req'd.  | 14       | "B"      |
| E-15     | Periodic Meter Test Report             | Annually as req'd. | 18       | "C"      |
| E-16     | Request Meter Test Report              | Monthly as req'd.  | 18       | "D"      |
| E-5      | Utility Accident Report                | As req'd.          | 32       | "E"      |
| E-17     | Hydrant Inspection and Flushing Report | Annually           | 22       | "F"      |

## VIII. GENERAL

### 30. Safety Instructions

Each utility shall adopt comprehensive instructions for the safety of employees in regard to the operation, construction or maintenance of its plant and facilities, and shall be satisfied that such employees have been properly informed of safe practices and are cognizant of all hazards involved.

### 31. Resuscitation

Each utility periodically shall instruct its employees engaged in electrical work in the practice and use of accepted rules for resuscitation from electrical shock. Copies of such rules shall be furnished to each such employee. Electrical work as used herein shall be construed to mean work on all live electric conductors and equipment.

### 32. Accidents

Each utility shall report to the Division as soon as possible after each accident occurring in connection with the operation of its property, facilities or service, wherein any person shall have been killed or seriously injured or whereby any serious property damage shall have been caused. The first report may be preliminary, but, if so, shall be followed later by as full a statement as possible of the cause and details of the accident and the precautions taken, if any, to prevent recurrence. Accidents resulting in slight injuries which do not incapacitate the persons injured from active work for more than six (6) days in the aggregate during the ten (10) days immediately following injury need not be reported. (Refer to Rule 29, Appendix "E")

### 33. Division Inspection

The Division will from time to time inspect the works and system of each utility and the manner in which it has conformed to the rules and regulations herein contained.

STATE OF RHODE ISLAND  
PUBLIC UTILITIES DIVISION, PROVIDENCE, R. I.

### Report of Pressure Complaints

| Name of Complainant | Location | Date of Test | Average Pressure (1) | Pressure Recorded |                  |                            | Total Minutes            |  |
|---------------------|----------|--------------|----------------------|-------------------|------------------|----------------------------|--------------------------|--|
|                     |          |              |                      | Time of Day       | Time of Max. Day | Time of Allowable Min. (2) | Below Allowable Max. (3) |  |
| 1                   |          |              |                      |                   |                  |                            |                          |  |
| 2                   |          |              |                      |                   |                  |                            |                          |  |
| 3                   |          |              |                      |                   |                  |                            |                          |  |
| 4                   |          |              |                      |                   |                  |                            |                          |  |
| 5                   |          |              |                      |                   |                  |                            |                          |  |
| 6                   |          |              |                      |                   |                  |                            |                          |  |
| 7                   |          |              |                      |                   |                  |                            |                          |  |
| 8                   |          |              |                      |                   |                  |                            |                          |  |
| 9                   |          |              |                      |                   |                  |                            |                          |  |
| 0                   |          |              |                      |                   |                  |                            |                          |  |
| 1                   |          |              |                      |                   |                  |                            |                          |  |

- (1) Average of at least 24 consecutive hourly readings.
- (2) Allowable minimum = 50% of average pressure, but not less than 20 psig.
- (3) Allowable maximum = 150% of average pressure, but not more than 125 psig.

Signed by:

Official Title:

Date: \_\_\_\_\_ 19 \_\_\_\_\_  
Appendix "A"

## STATE OF RHODE ISLAND

PUBLIC UTILITIES DIVISION, PROVIDENCE, R. I.

### Report on Unplanned Interruptions of Service Over 30 Minutes Duration

of the \_\_\_\_\_ Company  
Date \_\_\_\_\_ 19\_\_\_\_

[illegible]

Date \_\_\_\_\_ 19\_\_\_\_  
Signed by: \_\_\_\_\_  
Official Title: \_\_\_\_\_ Appendix "B"

## Appendix C

Form E-15

THE STATE OF RHODE ISLAND  
PUBLIC UTILITIES DIVISION, PROVIDENCE, R. I.

## Annual Report of Water Meter Tests

the Company Year ending \_\_\_\_\_ 19 \_\_\_\_\_

Total Meters Installed at End of Year \_\_\_\_\_ (5/8 & 3/4) \_\_\_\_\_ (3) \_\_\_\_\_  
 \_\_\_\_\_ (1, 1 1/2 & 2) \_\_\_\_\_ (4 & 6) \_\_\_\_\_

|               | NUMBER OF METERS TESTED |           |                          |           |                     |           |                         |           |
|---------------|-------------------------|-----------|--------------------------|-----------|---------------------|-----------|-------------------------|-----------|
|               | (1)<br>Minimum Flow     |           | (2)<br>Intermediate Flow |           | (3)<br>Maximum Flow |           | (4)<br>Average Accuracy |           |
| SIZE          | 5/8-3/4                 | 1-1 1/2-2 | 5/8-3/4                  | 1-1 1/2-2 | 5/8-3/4             | 1-1 1/2-2 | 5/8-3/4                 | 1-1 1/2-2 |
| TEST PERIOD   | 10 yrs.                 | 10 yrs.   | 10 yrs.                  | 10 yrs.   | 10 yrs.             | 10 yrs.   | 10 yrs.                 | 10 yrs.   |
| Non-Register  |                         |           |                          |           |                     |           |                         |           |
| Less than 90% |                         |           |                          |           |                     |           |                         |           |
| 90 to 93.9    |                         |           |                          |           |                     |           |                         |           |
| 94 to 96.9    |                         |           |                          |           |                     |           |                         |           |
| 97 to 97.9    |                         |           |                          |           |                     |           |                         |           |
| 98 to 98.9    |                         |           |                          |           |                     |           |                         |           |
| 99 to 99.9    |                         |           |                          |           |                     |           |                         |           |
| 100 to 101    |                         |           |                          |           |                     |           |                         |           |
| 101.1 to 102  |                         |           |                          |           |                     |           |                         |           |
| 102.1 to 103  |                         |           |                          |           |                     |           |                         |           |
| 103.1 to 106  |                         |           |                          |           |                     |           |                         |           |
| 106.1 to 110  |                         |           |                          |           |                     |           |                         |           |
| More than 110 |                         |           |                          |           |                     |           |                         |           |
| TOTALS        |                         |           |                          |           |                     |           |                         |           |

FOR TESTS OF ALL OTHER SIZES, REPORT INDIVIDUALLY BELOW

[illegible]

NOTE: Do not include tests of new meters in above tabulation.

Date: \_\_\_\_\_ 19\_\_

Signed by: \_\_\_\_\_ Official Title: \_\_\_\_\_

## Appendix "C"



## STATE OF RHODE ISLAND

PUBLIC UTILITIES DIVISION, PROVIDENCE, R. I.

### Report of Water Meter Complaint Tests

of the \_\_\_\_\_ Company \_\_\_\_\_  
For the Month of \_\_\_\_\_ 19\_\_\_\_

[illegible]

Date: 19\_\_\_\_

Date: \_\_\_\_\_  
Signed by: \_\_\_\_\_  
Official Title: \_\_\_\_\_  
Appendix "D"