Town of East Arcadia
Water Policy

Adopted: October 20, 2025

The Policy is a document for those seeking water resources from the Town of East Arcadia. It is intended to support responsible growth and development, particularly infill development where feasible, in accordance with the goals and management strategies of the town.

The Town manages its water resources to ensure sufficiency for current and planned future demands. A team of professionals operates infrastructure (wells, pipes, storage tanks), manages physical resources groundwater and surface water), and integrates supplies with State and Town water management requirements. Although this policy addresses resources and touches upon infrastructure, it is intended to serve primarily as a water resource management guide, policies and procedures to promote water supply protection, provide basic physical supply information, and how the foregoing are integrated to ensure sufficient and stable water supplies for the community. The Policy is a document for development requests seeking water resources from the Town of East Arcadia. It is intended to support responsible growth and development, particularly infill development where feasible.

The Town has established a strong foundation for water conservation. The Mayor and Council resolved that it had become " necessary to conserve and protect the water supply of the Town of East Arcadia," setting into motion conservation actions. Using water more efficiently and effectively to extend supplies, a long- time goal, is the responsibility of both the Town as water provider, and all water customers. The Town' s role is two-fold: 1) to limit losses from its municipal water system and 2) facilitate achievement of the state requirement.

Water Application Guidelines This section contains criteria and guidance applicable to consideration of, and approvals for, new water service. Water supplies associated with a reservation, contract, or other previously approved Council actions, are not subject to the Water Budget.

Section l. Applying for Water Service:

1. In order to receive water service from the Town, a Water Service Agreement(WSA) application shall be submitted for new construction or connection. The Town Clerk or designee may: (1) direct any request for water to Town Council for consideration and approval/ denial; or (2) administratively approve requests for water service.

WSA applications shall expire 1- year after the application was submitted if the project described in the application is not considered by Council. Approved WSA applications will expire 1- year after the approval date if the project is not actively moving through the permitting process. Once a Water Service Agreement Application expires, it will need to be re- submitted for consideration pursuant to the current Water Policy and Water Budget. The applicant will need to reapply for

water pursuant to the current Water Policy and Water Budget. 7. In the event a property applying for water service has an existing entitlement to water from the Town in a Contract, that entitlement must be fully utilized before the Town will consider approving additional water for the property. Any proposal to increase the number of lots or volume of water shall require resubmission of a new WSA application for the revised project, which will be evaluated according to the current Water Policy and Water Budget, if applicable.

Section 2. Water Outside Town Limits:

1. Water Service: Water will be furnished to users subject to rules and regulations adopted by the Town Council. Those rules and regulations Town of East Arcadia Water Policy are made a part of every permit, application, license, contract, or other agreement entered into with the Town.

2. Applicants for service outside the Town of East Arcadia jurisdictional limits are responsible for the extension of all utility infrastructure necessary to serve their property, unless exempt by prior agreement with the Town of East Arcadia.

Section 3. Water Installation Fees:

1. All meter installations shall be made by the Town upon written application. Meters shall be placed at suitable locations approved by the Town. The actual cost in the chart below includes one (1) meter and the percent increase covers the labor required for each installation. The actual cost will be updated annually on July 1st or as needed. The consumer or property owner at the time of making application shall pay the Town the following installation charges:

Meter Size	Meter and Installation Charge
3/4"	$1,500.00
1"	Actual Cost + 20%
1 1/2"	Actual Cost + 20%
2"	Actual Cost + 20%
3"	Actual Cost + 5%
4"	Actual Cost + 5%
6"	Actual Cost + 5%
All others	Actual Cost + 2%

Note: If under the road boring is required, it will be the contractor's cost + 20%.

2. Property must be abutting a water main for a service connection to be made, unless otherwise allowed pursuant to this section. In cases where the main is not abutting, the main must be extended at the expense of the property owner before a connection is made. Private lines will not be allowed to be extended over areas that could be provided with water by public main.

3. A contractor shall have the right to install individual stub-in service connections; provided, that the stub-in service connections are constructed in conjunction with a development, and the costs for said service connections are included as a part of the financial assurances of an approved subdivision, planned area development or other development.

4. The installation of the water service connection, including the tap into Town operated main lines, shall be made by Town of East Arcadia personnel or Contractor only.

Section 4. Water Service Lines:

1. Service lines shall be installed by the consumers at their own expense. Temporary lines must be buried two feet (2') and backfilled ten feet (10') from the meter. All service lines shall be installed at least two feet (2') deep and not less than two feet (2') from an open area or vault.

Section 5. Water Service Connection Fee:

1. Water connection fee in the following amounts will be required of all persons making application for water service:

Residential consumer	$200.00
Multi-service (2 through 5 units)	$250.00
Multi-service (over 5 units)	$325.00
Commercial and industrial	The greater of $200.00 or to cover at least two (2) months' estimated bills

2. The consumer or property owner shall notify the Town at the time each property becomes vacant. Otherwise, the consumer or property owner shall be responsible for any damage to the property until the Town receives a vacancy notice.

3. The Town will presume service is being rendered from the time water is turned on by application of the consumer until the consumer or property owner gives written notice to discontinue service. When the discontinue service notice has been given to the Town, the Town may at that time apply a consumer's connection fee to his final bill.

Section 6. Water Rates:

1. Residential (including but not limited to mobile home parks and apartment houses): A monthly water charge shall be assessed against all residential consumers having a service connection with the Town water mains in accordance with the following table:

FY 2025-2026 Water Rates (Average Use 3,000 gallons)					
	Fixed Costs	Usage Block	Revenue		
Customer Class	Base Rate/Availability Fee	0-2,000 Gal	2,000-5,000 Gal	3,000 Gallon Residential Charge	3,000 Gallon per Commercial/Municipal
In-Town	$26.00	$2.00	$2.50	$32.50	
Out of Town	$32.00	$2.40	$3.00	$39.80	
Commercial	$276.14	$3.40	$4.25		$856.69
Municipal	$80.00	$2.40	$3.00		$2,381.00

Section 7. Water Meter Reading and Billing:

1. Water meters will be read and billed monthly. All bills shall be payable at the Town's office or at places designated by the Town for the convenience of the consumers. All bills to consumers shall be due and immediately payable upon receipt of notice. If a bill remains unpaid longer than thirty (30) calendar days after the original written notice, the Town may discontinue water service. In the event a customer disputes the amount due, said customer may request a review of their account. Such review shall take place within seven (7) calendar days of the request. If the billing dispute is not resolved because of this review, the customer may then request a hearing before the Council. Such hearing shall be informal and shall be held within seven (7) calendar days of receipt by the town clerk of a written request for the hearing, unless otherwise agreed between both parties. Said hearings should not prevent the discontinuance of water service for nonpayment. In order to maintain water service, the customer must pay the disputed amount within the time stated in the original bill. If a meter is found stopped during a meter reading period, the bill will be estimated from similar periods, but consideration shall be given for any excessive use of water or water wasted during such period. The Council is also authorized to write-off a water billing account in the event the account is deemed uncollectable.

Section 8. Disconnection of Service for Nonpayment:

1. If service has been discontinued for nonpayment of bills, or for violation of the rules of the Town, service to such consumer will not be resumed by the Town until the unpaid bill, including penalties, has been paid in full and/or the violation of any of the Town's rules and regulations has ceased or been eliminated. In the event the water service

discontinued be that of a private line (either "existing" or "future" as such lines are designated in these rules), service to such private line will not be resumed until the full amount of such unpaid bill, including penalties, has been paid.

2. In leased or rental residential properties where multiple apartments, units or dwellings are serviced by a single water meter, for water provided by the Town, including apartment consumers and trailer and mobile home park consumers, the service contract with the Town Water Department shall be in the name of the owner or lessor thereof. The owner or lessor shall be the consumer or customer of the Town Water Department and the party responsible for payment for water service.

3. Based upon then current Town records, prior to discontinuing water service to properties for nonpayment of the water bill, the Town shall cause at least one (1) notice of intent to discontinue service to be posted on each individual residential rental apartment, unit or dwelling at least seven (7) calendar days prior to actual discontinuance of service.

Section 9. Water Turn-On:

1. Water shall not be turned into any water line and fire hydrants shall not be turned on for any purpose by anyone except an authorized employee or contractor of the Town. Unauthorized turn-ons and turn-offs will be subject to punitive action by the Town. In addition to such punitive action, a consumer whose water was turned on or off by unauthorized personnel shall be subject to a fifty dollar ($50.00) surcharge, which amount shall be added to their billing for water service.

2. Whenever water service has been discontinued for nonpayment of any bill rendered, or because of violation of any rules or regulations of the Town, a fee of fifty dollars ($50.00) shall be assessed to cover the cost of turning the water on again. Said fee shall be paid prior to turning on the water.

3. In the event the consumer requests that the water be turned on at any time other than during the Town's scheduled working hours, the consumer shall be charged an additional fifty dollar ($50.00) fee. Said fee shall be paid prior to turning on the water.

4. A fee of twenty-five dollars ($25.00) shall be charged for a turn-on request for water which has been voluntarily discontinued by the consumer, and not for nonpayment of any bill rendered, or because of violation of any rules or regulations of the Town.

Section 10. Water Cut Off For Repairs:

1. The Town reserves the right to shut off the water in the mains at any time for the purpose of making repairs or extensions or for other necessary purposes. It will endeavor to give notice of such shutoff except in cases of accident or emergency.

Section 11. Interruptions Of Water Service:

1. All contracts for furnishing water shall be made subject to interruptions or inability to fulfill same from all causes whatsoever beyond the control of the Town and the Town will not be liable for damages for such failure to furnish water or to carry out its contracts to furnish water from any cause or causes beyond its control.

Section 12. Testing Fire Hydrants:

1. The Town reserves the right to use or test fire hydrants without liability for any damage claims resulting from water discoloration or chemical or other changes that might be caused by such practice.

Section 13. Failure of Consumer of Comply with Regulations:

1. The Town may refuse to furnish water service to the premises of any applicant who fails to meet all the applicable conditions and terms of the regulations or requirements set forth.

Section 14. Tampering With The Water System:

1. It shall be unlawful for any person to break, deface, tamper with or damage any hydrant, pipe or other water system appliance or fixture, or in any other manner interfere with the operation of any part of the water system of the Town.

2. It shall be unlawful for any person to connect any pipe, tube or other instrument with any main or service pipe for conducting water belonging to the Town, for the purpose of taking water from such main or service pipe without first obtaining a written permit from the Town.

3. No unauthorized person shall uncover, make any connections with or open into, use, alter or disturb any mains, appurtenances or service connections, without first obtaining a written permit from the Town.