

ROXBURY WATER COMPANY  
OF  
ROXBURY TOWNSHIP, MORRIS COUNTY

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Date of Issue: July 1, 2009

Effective for Service rendered on  
and after July 1, 2009

Issued by:

John F. Hosking, President  
79 Sunset Strip  
Succasunna, NJ 07876

**AN INTRODUCTION TO CUSTOMERS**

The approved tariff located in the Company's office is available for your review. The Company is responsible to maintain its tariff with any changes approved by the Board of Public Utilities and must, by State Law and regulations, maintain it in exactly the same format as the Company's tariff on file at the Board of Public Utilities, Two Gateway Center, Newark, NJ. The Division of Water and Sewer is on the 9<sup>th</sup> floor.

If, after you review this tariff and discuss it with appropriate Company employees, you still have questions regarding clarification or interpretations, please contact the Board of Public Utilities, Division of Water and Wastewater, Bureau of Rates and Tariff design at (973) 648-2275 or the Board's Division of Customer Assistance at 1-800-624-0241 or 1-973-648-2350 or at the Board's website address: [www.nj.gov/bpu/](http://www.nj.gov/bpu/).

You have the right to review this tariff at the Company's offices or at the Board's office in Newark. Your inquiries will be handled by the Board's staff in an expeditious manner in order to protect your rights as well as those of the water and/or sewer Company. Please feel free to exercise this right by telephone or by visiting the Board's offices at any time between the hours of 9:00AM to 5:00PM, Monday through Friday, or by writing a letter. The letter should contain the writer's name, address and phone number-including the area code. If the writer is a customer of record, the account number should be included.

The Company also has available in its office a leaflet entitled "An Overview Of Common Customer Complaints and Customer Rights." This is a summary of the most frequent customer complaints and rights; it does not include all customer rights or utility obligations.

The Board of Public Utilities is responsible for the final interpretation and enforcement of a utility's tariff provisions and rates. The utility is bound by New Jersey statutes and the Board's regulations. If a conflict should exist in the tariff that is detrimental to the customer, the Board's regulations supersede the tariff provision absent specific approval to the contrary by the New Jersey Board of Public Utilities. A utility company may provide for more liberal treatment than that provided for in the Board's regulations.

(Revised July, 2009)

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**AN OVERVIEW OF COMMON CUSTOMER COMPLAINTS AND CUSTOMER RIGHTS**

(I.) No public utility shall refuse to furnish or supply service to a qualified applicant. (N.J.A.C. 14:3-3.1).

(II.) The utility shall not place the name of a second individual on the account of a residential customer unless specifically requested by said second individual. (N.J.A.C. 14:3-3.2(b)).

(III.) A customer has the right to have any complaint against the utility handled promptly by that utility. (N.J.A.C. 14:3-7.6).

**DEPOSITS**

(IV.) If after notice of the methods of establishing credit and being afforded an opportunity, a customer has not established satisfactory credit, the utility may require a deposit. The deposit amount shall be determined by taking the cost of service for one year, dividing by twelve and multiplying that figure by 2. EX: 12 months total bills = \$763.54 divided by 12 = \$63.63 multiplied by 2 = \$127.26 deposit, or \$127.

(V.) The utility shall furnish a receipt to each customer that makes a deposit. If the deposit is provided by mail, internet or telephone, the utility may comply with this requirement by displaying the amount of the deposit on the customer's next bill. N.J.A.C. 14:3-3.4(i).

Each utility shall review a residential customer's account at least once every year and a nonresidential customer's account at least every two years. If this review indicates that the customer has met the utility's standard requirements for establishing credit, the utility shall refund the customer's deposit. N.J.A.C. 14:3-3.5(a).

Interest payments on the customer deposits held to secure residential accounts shall be made to the customer at least once during each 12-month period in which a deposit is held. N.J.A.C. 14:3-3.5(g).

When a utility refunds a deposit or pays a customer interest on a deposit, the utility shall offer the customer the option of a credit to the customer's account or a separate check. In either case, the utility shall provide the full refund or payment

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within one billing period after the review required under N.J.A.C. 14:3-3.5(a) is completed, or after the interest payment is due, as applicable, unless other reasonable arrangements are made between the customer and the utility. N.J.A.C. 14:3-3.5(h).

(VI.) Where a water or sewer utility furnishes unmetered service, for which payment is received in advance, it may not require a deposit. (N.J.A.C. 14:3-3.4(j)).

#### **DEFERRED PAYMENT AGREEMENTS**

(VII.) A customer is entitled to at least one deferred payment plan in one year. In the case of a residential customer who receives more than one utility service from the same utility (ex: water and sewer; gas and electric) and the amount which is in arrears is a combination of those services, the utility shall offer a separate deferred payment agreement for each service based on the outstanding balance for that service. (N.J.A.C. 14:3-7.7(b)2). The Company MUST renegotiate the deferred payment agreement should the customers financial situation change significantly. The Company must also issue a new discontinuance notice each time it intends to shut-off service, including defaults on the terms of the agreement. In the case of a residential customer who receives more than one utility service from the same utility and has subsequently entered into an agreement for each separate service, default on one such payment agreement shall constitute grounds for discontinuance of only that service. (N.J.A.C. 14:3-7.7(f)).

#### **DISPUTES AS TO BILLS**

(VIII.) A water and sewer utility shall not discontinue service because of nonpayment of bills in cases where a charge is in dispute provided the undisputed charges are paid and a request is made to the Board of Public Utilities within five (5) days for investigation of the disputed charge. The Company must advise the customer of their right to appeal to the Board of Public Utilities. (N.J.A.C. 14:37.6(b)).

#### **NOTICE OF DISCONTINUANCE FOR NONPAYMENT**

(IX.) A customer has at least fifteen (15) days to pay a bill. A water and/or sewer utility may not discontinue water and sewer service unless written notice giving the customer at least ten (10) days notice prior to the proposed discontinuance. The notice shall not be given until after the expiration of the said

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fifteen (15) day time to pay a bill. (N.J.A.C. 14:3-3A.3). The notice shall contain sufficient information for the customer to notify the Board of Public Utilities of the nature of the dispute. The utility shall make a good faith effort to determine which of its residential customers are over 65 years of age, and shall make good faith efforts to notify such customers of discontinuance of service by telephone in addition to notice by regular mail. This effort may consist of an appropriate inquiry set forth on the notice informing customers that they may designate a third party to receive notice of discontinuance. Utilities shall annually notify all residential customers that, upon request, notice of discontinuance of service will be sent to a designated third party as well as to the customer of record. (N.J.A.C. 14:3-3A.4(c)).

#### **BASIS OF DISCONTINUANCE OF SERVICE**

(X.) New Jersey State Holiday: Public utilities shall not discontinue residential service except between the hours of 8:00AM and 4:00PM Monday through Thursday, unless there is a safety related emergency. There shall be no involuntary termination of service on Fridays, Saturdays, and Sundays or on the day before a holiday or on a holiday absent such emergency.

(XI.) The occupant of a multiple family dwelling has the right to be notified of a pending service discontinuance at least fifteen (15) days prior to the service being discontinued.

#### **PROVIDING INFORMATION TO CUSTOMERS**

(XII.) Each utility shall, upon request, furnish its customers with such information as is reasonable in order that the customers may obtain safe, adequate and proper service. (N.J.A.C. 14:3-3.3(a)). Each utility shall inform its customers, where peculiar or unusual circumstances prevail, as to the conditions under which sufficient and satisfactory service may be secured from its system. (N.J.A.C. 14:3-3.3(b)). Each utility shall supply its customers with information on the furnishing and performance of service in a manner that tends to conserve energy resources and preserve the quality of the environment. (N.J.A.C. 14:3-3.3(d)).

#### **METERS**

(XIII.) The utility must provide for one free meter test within a year if the customer so requests it. The customer can request that the Company or the Board may test the meter. A meter of a

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customer who has a complaint filed with the Board reflecting on the accuracy of the meter shall not be removed from service by the utility during the pendency of said complaint or during the following thirty (30) days unless otherwise authorized or directed by the Board. (N.J.A.C. 14:3-4.8(c)). When a billing dispute is known to exist, the electric, gas or water utility shall, prior to removing the meter, advise the customer that they may have the meter tested by the utility or may have the Board either conduct a test of the meter or witness a testing of the meter by the utility, and that in any event the customer may have the test witnessed by a third party. (N.J.A.C. 14:3-4.5(c)). A meter test arising from a billing dispute may be appropriate in instances which include, but not limited to, unexplained increased consumption, crossed meters, consumption while an account is vacant or any other instance where the meters accuracy might be an issue in a bill dispute. (N.J.A.C. 14:3-4.5(d)).

(XIV.) Whenever a water meter is found to registering fast by more than one and one-half percent, an adjustment of charges shall be made in accordance with the following: (1) If the date when the meter had first become inaccurate can be ascertained then the adjustment shall be such percentage as the meter is found to be in error at the time of test adjusted to 100 percent on the amount of the bills covering the entire period that the meter has registered inaccurately. (2) In all other cases the adjustment shall be such percentage as the meter is found to be in error at the time of the test on one-half of the total amount of the billing affected by the fast meter adjusted to 100 percent since the previous test. No adjustment shall be made for a period greater than the time during which the customer has received service through that meter. No adjustment shall be made for a meter that is found to be registering less than 100 percent except in the case of meter tampering, non-registering meters or in circumstances in which the customer should reasonably have known that his bill did not reflect his usage. (N.J.A.C. 14:3-4.6).

(XV.) A utility must maintain records of customers accounts for each billing period occurring within a six (6) year period. Such records shall contain all information necessary to permit computation of the bill. (N.J.A.C. 14:3-6.1(b)).

(XVI.) Bills rendered must contain the following information: (a) The meter readings at the beginning and end of the billing period; (b) The dates on which the meter is read; (c) The number and kind of units measured; (d) Identification of applicable rate schedule or a statement that the applicable rate schedule will be furnished on request; (e) The amount of the bill; (f) A distinctive marking to indicate an estimated, averaged or a

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remote meter index; (g) An explanation or statement of any conversion from meter reading to billing units or any other calculations or factors used in determining the bill; and (h) The gross receipts and franchise tax statement. (N.J.A.C. 14:3-7.2).

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Docket No. WR09010090 dated July 1, 2009.



**TERRITORY SERVED**

1. TERRITORY TO WHICH TARIFF APPLIES

Water works and system service to franchised area in the Townships of Roxbury, Mine Hill, Morris County, New Jersey.

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**STANDARD TERMS AND CONDITIONS**

2. RULES AND REGULATIONS

Roxbury Water Company has adopted the rules and regulations of the Board of Public Utilities of the State of New Jersey.

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**STANDARD TERMS AND CONDITIONS**

3. APPLICATION FOR SERVICE CONNECTION

Written application for service connection shall be made to this Corporation before any connection shall be installed.

4. TERMINATION AND RESUMPTION OF SERVICE

For resumption of service after discontinuance of service due to non-payment, and for resetting a meter there shall be a charge of: . . . . \$40.00.

5. BAD CHECK CHARGE

For the receipt of a negotiable instrument from a customer or other third party, in payment of a bill, charge, or deposit due and such instrument is subsequently dishonored or uncollectible for any reason, the Company shall charge a handling charge equal to and set at the actual amount charged by the Company's bank or other unaffiliated vendors.

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TERMS OF PAYMENT: Bill will be rendered on a three (3) month basis and will become due and payable fifteen (15) days after the date of mailing.

WATER TAX: The State of New Jersey enacted Ch. 443 of the Laws of New Jersey 1983 connecting the periodic testing of public water supplies which establishes a water tax of \$0.01 per 1,000 gallons of water. This tax is reflected and included in the consumption charge.

CONDITIONS: Subject to "Standard Terms and Conditions".

TERMS & CONDITIONS: Service charges are calculated on a daily basis from the first day of each billing quarter through the date of which service is terminated.

Service charges are calculated on a daily basis from the day service is established through the last billing date of the quarter.

MULTI-USE SERVICE: Multi-use service means water service that is supplied to a structure using a single service line for use in both a fire suppression system inside a structure, such as an automatic sprinkler system, as well as for domestic service.

General Terms and Conditions: By applying for multi-use service, the customer agrees to be responsible for all claims, costs, and liability for personal injury, death and/or property damage, resulting from the customer's individual water system, unless

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caused by the negligence of the water utility.

Conditions: By applying for multi-use service, the customer or builder certifies that:

- (1.) The customer or builder has hydraulically calculated the demand for the customer's or builder's water system, based on the simultaneous domestic demand and fire sprinkler demand. The customer or builder shall make this calculation in accordance with the Uniform Construction Code; and
- (2.) The customer or builder will ensure that the system is installed in accordance with the Uniform Construction Code at 5:23; and
- (3.) The customer will, prior to installation of the meter, obtain a construction permit in accordance with the Uniform Construction Code from the enforcing agency having jurisdiction over the system.

Provision of Service: By applying for multi-use service, and operating the same, the customer agrees:

- (1.) To include a backflow prevention device(s) as defined at 7:10-1.3, and as specified at 7:10-10.3;
- (2.) To be solely responsible for all costs and expenses relating to the installation, operation, maintenance repair and replacement of the customer's water system, including the fire suppression system and backflow prevention device(s);
- (3.) To ensure that the customer's water system complies with the applicable requirements of the Uniform Construction Code in effect at the time of system installation, including any applicable building, plumbing and fire protection subcodes; and

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(4) To ensure that the customer's water system is maintained in accordance with all applicable law so as to protect against backflow, back-siphonage and contamination of the potable water system.

Terms of Payment: A water utility may terminate a customer's multi-use service for non-payment of a valid water bill for multi-use service, in accordance with the Board's rules governing discontinuance of service at 14:3-3.6.

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RATE SCHEDULE NO. 1

GENERAL METERED SERVICE

APPLICABLE TO THE USE OF SERVICE for: All water supplied through meters in territory franchised and served.

CHARACTER OF SERVICE: Continuous, except as limited by "Standard Terms and Conditions."

FIXED SERVICE CHARGE: A fixed service charge shall be paid quarterly in accordance with the following schedule:

<u>SIZE OF METER</u>	<u>FIXED SERVICE CHARGE PER QUARTER</u>
5/8 Inch	\$ 22.50
1 Inch	\$ 56.25
1 1/2 Inch	\$ 112.50
2 Inch	\$ 180.00
3 Inch	\$ 337.50
4 Inch	\$ 562.50
6 Inch	\$1,125.00

CONSUMPTION CHARGES: In addition to the fixed service charge, a consumption charge of \$3.29<sup>1</sup> per 1,000 gallons for all metered water will be billed quarterly.

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<sup>1</sup>Includes \$0.01 for Public Water Testing Tax.

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RATE SCHEDULE NO. 2

MUNICIPAL SERVICE

APPLICABLE TO USE OF SERVICE FOR: Annual Fire Protection charges to municipality for territory franchised and served.

CHARACTER OF SERVICE: Continuous except as limited by "Standard Terms and Conditions".

RATE: Hydrant Charge - Annual charge of \$252.89 for fire hydrant in public right of way to be used exclusively for the extinguishment of fires.

TERMS OF PAYMENT: Bill will be rendered on a three (3) month basis and will be payable, net cash, within fifteen (15) days of the rendering of the bill.

CONDITIONS: Subject to "Standard Terms and Conditions".

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RATE SCHEDULE NO. 3

PRIVATE FIRE PROTECTION

APPLICABLE TO USE OF SERVICE FOR: Other customers having private fire protection (sprinkler systems) in territory franchised and serviced.

CHARACTER OF SERVICE: Continuous except as limited by "Standard Terms and Conditions".

RATE:

- (a) Annual charge of \$367.16 per system.
- (b) Water for any use other than fire protection shall be charged for at the regular schedule of meter rates.

TERMS OF PAYMENT: Bill will be rendered on a three (3) month basis and will be payable, net cash, within fifteen (15) days of the rendering of the bill.

CONDITIONS: Subject to "Standard Terms and Conditions".

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MISCELLANEOUS CHARGES

TERMINATION: There shall be a \$24.00 reconnection fee for Turn On of service after service has been physically discontinued due to a customer request.

APPLICABILITY: See "Standard Terms and Conditions".

CHARACTER OF SERVICE: See "Standard Terms and Conditions".

TERMS OF PAYMENT: See "Standard Terms and Conditions".

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1. EMERGENCY RESPONSES DUE TO EXTRAORDINARY DEMAND AND/OR DIMINISHED SUPPLY.

1.1 Discontinuance of service for failure to comply with use restrictions.

For compliance by the utility in good faith with any governmental order or directive, notwithstanding that such order or directive subsequently may be held to be invalid. The Company may, upon reasonable notice, as set forth in Sections 2.1 and 2.3 herein, suspend, curtail, or discontinue service pursuant to N.J.S.A. 48:2-23, and N.J.S.A. 48:2-24, and N.J.A.C. 14:3-3.6 for any of the following acts or omissions on the part of the customer:

- (1) Connecting or operating any piping or other facility, including but not limited to lawn sprinkling on the customer's premises, in such a manner as to adversely affect the safety or adequacy of service provided to other customers present or prospective; or
- (2) Continuing waste of water by customers after notice from the utility through improper or imperfect pipes, fixtures or failure to comply with restrictions; or
- (3) Failure to comply with the Standard Terms and Conditions contained in this tariff or failure to comply with any State law, or the rules, regulations, orders or restrictions of any government authority having jurisdiction.

1.2 Water service shall be restored when the conditions under which such service was discontinued, as specified above, are corrected and upon payment of the SPECIAL RESTORATION OF SERVICE CHARGE of \$115.00 for each restoration.

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- 2.1 The Company will endeavor to provide a regular and uninterrupted supply of water through its facilities. However, if because of emergencies beyond the control of the Company, including governmental mandate, service is interrupted, irregular, defective or fails, the Company will not be liable for damage or inconvenience resulting therefrom. In the event of any extraordinary demand and/or diminished supply, the Company may restrict the use of water whenever the public welfare may require it and, if necessary, may shut-off the water in its mains and pipes. In such case, the Company shall advise its customers by placing a prominent advertisement detailing the conditions and restrictions in a newspaper of general circulation in the utility service area. The notice will state the purpose and probable duration of the restriction or discontinuance. Failure to provide regular and uninterrupted service due to breakdowns is covered under other sections of this tariff.
- 2.2 The Company may restrict water service during certain periods, where the Company advises the Board of Public Utilities, in order to protect public water supply, or otherwise to comply with any regulations, orders or decrees issued by the Governor of New Jersey or the Department of Environmental Protection pursuant to the Water Supply Management Act. Such interruptions or restrictions shall be reported to the Department of Environmental Protection and the Board of Public Utilities by each utility by the speediest means of communications available, followed by a detailed written report, pursuant to the provisions of N.J.A.C. 14:3-3A.1, within one week. Thereafter, the utility shall provide weekly reports for the duration of the emergency.

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2.3 When the supply of water to individual customers is to be shut-off or curtailed for failure to comply with emergency water restrictions imposed because of extraordinary demand or diminished supply, the Company shall advise customers by placing a doortag on the front door of the home of the individual(s) in violation of the restrictions, at least twenty-four (24) hours prior to discontinuance or curtailment or by giving another form of notice acceptable to the Board of Public Utilities. The Company will advise business and commercial customers, in writing, by mailing a notice to the customers, billing address. In the case of doortags, they shall be sequentially numbered and include the date, time and nature of the violation and the procedure for restoration of service. All such notices shall be accounted for by the utility.

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