

**HAWAIIAN SHORES COMMUNITY ASSOCIATION  
WATER DIVISION  
RULES AND REGULATIONS – WATER CONNECTION AND SERVICE**

**FOREWARD**

These rules and regulations have been adopted to establish uniform practices governing water service and to define the obligations of the Hawaiian Shores Community Association Water Division to consumers and of consumers to the water division.

It is the policy of the Hawaiian Shores Community Association Water Division to render adequate and satisfactory service to all consumers and to encourage courtesy to the consumers by all its employees and representatives. The Association desires to cooperate with consumers to eliminate water waste and minimize charges to the consumer.

**RULE I – DEFINITIONS**

For the purpose of these rules and regulations, unless it is plainly evident from the context that a different meaning is intended, certain words and phrases used herein are defined as follows:

1. **AIRGAP:** The unobstructed vertical distance through the free atmosphere between the lowest opening from any pipe or faucet supplying water to a tank, plumbing fixture, or other device and the flood-level rim of the receptacle. The vertical distance shall be at least double the diameter of the supply pipe above the flood-level rim and in no case shall the gap be less than one inch.
2. **APPROVED:** Accepted by the authority responsible as meeting an applicable specification stated or cited in these rules or as suitable for the proposed use.
3. **AUXILIARY WATER SYSTEM:** Any water supply in a building or premise maintained in addition to the HSCA potable water system. Such secondary water system shall include any system, other than the public water supply, supplying surface water, reservoirs and cisterns, and groundwater from both deep and shallow sources; also, any supply of HSCA water which has been stored, held, reserved, treated, and processed in a manner which may detract from the potability of the water by either bacterial, chemical, or radiological nature. These waters may be objectionable and constitute an unacceptable water source over which HSCA does not have sanitary control.
4. **BACKFLOW:** The undesirable reversal of flow in a portable water distribution system of water or other liquids, mixtures, or substances.
5. **BACKFLOW PREVENTOR:** An assembly or means to prevent backflow into the potable water system. Backflow Preventors are devices manufactured in full conformance with the standards established by the American Water Works association – AWWA – C506-78 and have met completely the laboratory and field performance specification of the Foundation for Cross-Connection Control and Hydraulic Research of the University of Southern California – FCCCHR and include Air Gap, Reduced pressure backflow prevention assembly and Double check valve assembly.
6. **BACK PRESSURE:** A pressure, higher than the supply pressure, caused by a pump, elevated tank, boiler, or any other means that may cause backflow.

7. **BACK SIPHONAGE:** Backflow caused by negative or reduced pressure in the supply piping.
8. **CHECK VALVE:** A self-closing device which is designed to permit the flow of fluids in one direction and to close if there is a reversal of flow.
9. **CONSUMER:** The person, firm, corporation, association or governmental department, whether owner or tenants, whose name appears on the records of HSCA as the party responsible and liable for receiving water service from HSCA.
10. **CONTAMINATION:** An impairment of the quality of the potable water by sewage, industrial fluids or waste liquids, compounds or other materials to a degree which creates an actual hazard to the public health through poisoning or through the spread of disease.
11. **CROSS CONNECTION:** Any physical arrangement whereby the potable water supply is connected, directly or indirectly, with any other water supply system, sewer, drain, conduit, pool, storage reservoir, plumbing fixture, or other device which contains, or may contain contaminated water, sewage or other waste or liquid of unknown or unsafe quality which may be capable of imparting contamination to a potable water system as a result of backflow. Bypass arrangements, jumper connections, removable sections, swivel or changeover devices, and other temporary or permanent devices through which, or because of which, backflow could occur are considered to be cross-connections.
12. **DEGREE OF HAZARD:** The term is derived from an evaluation of the potential risk to public health and the adverse effect of the hazard upon the potable water system.
  - a. Hazard – health. A cross-connection or potential cross-connection involving any substance that could, if introduced into the potable water supply, cause death or illness, spread disease, or have a high probability of causing such effect.
  - b. Hazard –plumbing. A plumbing-type cross-connection in a consumer’s potable water system that has not been properly protected by an approved air gap or an approved backflow-prevention assembly.
  - c. Hazard – non-health. A cross-connection or potential cross-connection involving any substance that generally would not be a health hazard but would constitute a nuisance or be aesthetically objectionable, if introduced into the potable water supply.
  - d. Hazard – system. An actual or potential threat of severe damage to the physical properties of the public potable water system or of pollution or contamination that would have a protracted effect on the quality of the potable water in the system.
13. **DISTRIBUTION SYSTEM OPERATOR:** The Distribution System Operator (DSO) is in charge of the water treatment and distribution facilities of the Hawaiian Shores Community Association Water Division and is vested with the authority and responsibility for water service to all consumers and the implementation and enforcement of an effective cross connection control program.
14. **DOUBLE CHECK VALVE ASSEMBLY:** An assembly which consists of two independently-operating check valves which are spring-loaded or weighted. The assembly comes complete with a shut-off valve on each side of the checks, as well as test cocks to test the checks for tightness.
15. **HSCA:** The Hawaiian Shores Community Association Water Division, a Hawaii corporation.

16. **NONPOTABLE WATER:** Water that is not safe for human consumption or that is of questionable quality.
17. **POTABLE WATER:** Water that is safe for human consumption as described by the public health authority having jurisdiction.
18. **REDUCED-PRESSURE BACKFLOW-PREVENTION ASSEMBLY:** The approved reduced-pressure principal backflow-prevention assembly consists of two independently acting approved check valves together with a hydraulically-operating, mechanically independent pressure differential relief valve located between the check valves and below the first check valve. These units are located between two tightly closing resilient-seated shutoff valves as an assembly and equipped with properly located resilient-seated test cocks.
19. **SERVICE CONNECTION:** The terminal end of a service connection from the HSCA potable water system, that is, where HSCA loses jurisdiction and sanitary control over the water at its point of delivery to the consumer's water system. If a meter is installed at the end of the service connection, then the service connection shall mean the downstream end of the meter. There should be no unprotected takeoffs from the service line ahead of any meter or backflow-prevention assembly located at the point of delivery to the consumer's water system. Service connection shall also include water service connection from a fire hydrant and all other temporary or emergency water service connections from the HSCA potable water system.
20. **SUBMERGED INLET:** A water pipe or extension thereto from HSCA terminating in a tank, vessel, fixture or appliance which may contain water of questionable quality, waste or other contaminant and which is unprotected against backflow.
21. **USED WATER:** Any water supplied by HSCA from the water system to a consumer's water system after it has passed through the point of delivery and is no longer under the sanitary control of HSCA.
22. **VACUUM:** Any pressure less than that exerted by the atmosphere.
23. **VACUUM BREAKER, ATMOSPHERIC NON-PRESSURE TYPE:** A vacuum breaker designed so as not to be subjected to static line pressure or installed where it would be under pressure for not more than twelve hours in any twenty-four hour period.
24. **VACUUM BREAKER, PRESSURE TYPE:** A vacuum breaker designed to operate under conditions of static line pressure.
25. **WATER SYSTEM:** The water system shall be considered as made up of two parts: the utility system and the consumer system. The utility system shall consist of the source facilities and the distribution system and shall include all those facilities of the water system under the complete control of the utility, up to the point where the consumer's system begins, usually at the downstream end of the meter. The source shall include all components of the facilities utilized in the production, treatment, storage and delivery of water to the distribution system. The distribution system shall include the network of conduits used for the delivery of water from the

source to the consumer's system. The consumer's system shall include those parts of the facilities beyond the termination of the utility distribution system that are utilized in conveying utility delivered domestic water to points of use.

## **RULE II – GENERAL CONDITIONS**

1. A prospective consumer whose property is within subdivision boundaries, service limits established by HSCA, and adjacent to a distributing main, can only obtain water service through a connection to HSCA's water system. No auxiliary water supplies are allowed on a consumer's premises.
2. The amounts to be paid for water and water service shall be in accordance with the rates established by the Board of Directors of HSCA. Rates are subject to change by HSCA upon 30 days' notice.
3. HSCA will determine the location and size of service connections to its system. All service connections shall remain the property of HSCA for operation and maintenance after installation and new connections or disconnections may be made thereto by HSCA at any time.

## **RULE III- CONSERVATION MEASURES AND INTERRUPTION OF WATER SUPPLY**

1. HSCA will exercise reasonable diligence and care to deliver an adequate supply of water to the consumer to avoid shortages or interruptions in water service and to maintain a pressure in its water mains, but will not be liable for any interruption, shortage, insufficiency of supply, lack of pressure or any loss or damage occasioned thereby.
2. Whenever in HSCA's opinion, special conservation measures are advisable in order to forestall water shortages and a consequent emergency, HSCA may restrict the use of water by any reasonable method of control.
3. HSCA reserves the right at any and all times to shut off water from the mains without notice for the purpose of making unscheduled repairs, extensions, alterations or for other reasons. Repairs or improvements will be completed as rapidly as possible and at such times as will cause the least inconvenience to consumers.

## **RULE IV- PRESSURE CONDITIONS**

When the pressure of HSCA's supply is higher than that for which individual fixtures are designed, the consumer shall protect such fixtures by installing and maintaining pressure reducing and relief valves. HSCA will not be liable for damage due to pressure conditions caused by or arising from the failure or defective conditions of such pressure regulators and relief valves or for damage that may occur through the installation, maintenance or use of such equipment.

## **RULE V – APPLICATION FOR WATER CONNECTION AND SERVICE**

1. Each prospective consumer is required to sign a standard application form for water service, assuming responsibility for the payment of all charges at the designated location, before service is started. Owners who wish to have their tenants pay the water bill will be responsible for transmitting to HSCA a notarized statement identifying the tenant and advising that the tenant will be transmitting an Application for Water Connection and Service. Owners will also be

responsible for the payment of outstanding charges left by tenants who have vacated the property. Such charges will be paid before service is restored.

2. Charges will begin when the water service is applied for and continue until due notification from the consumer or until discontinued by HSCA for failure of the consumer to comply with the rules and regulations. When requested a deposit will be paid when application for service is made.
3. When an application for water service is made by a consumer who was responsible for and failed to pay bills previously rendered, regardless of location or time incurred, HSCA may refuse to furnish water service to such applicant until the outstanding bills are paid.

## **RULES VI – CONNECTIONS**

1. Installation – When the application for a new service connection has been approved, such connection will be installed by HSCA. Service charges will accrue from the date of the service connection installation. The service connection will be maintained by HSCA.
2. Owner’s Supply Pipe – The owner shall install and connect at his expense, his supply pipe to the service connection installed by HSCA. Modification to the service connection, tapping into lines and tampering with locks are strictly prohibited. The owner’s supply pipe shall at all times remain the sole property of the owner, who shall be responsible for its maintenance and repair.
3. Connection to Distribution System – Only a representative of HSCA will be allowed to connect, disconnect or modify the service connection to or from HSCA’s delivery conduits.
4. Compensation – Employees of HSCA are strictly forbidden to demand or accept personal compensation for services rendered.
5. Alteration to Water System – All work and materials in connection with the change in location or elevation of any part of the existing water system made necessary by a new service connection shall be at the expense of the applicant.

## **RULE VII – RENDERING OF BILLS**

Meters will be read on a monthly basis. The usage based water bill will be invoiced to the owner the following week and will cover one month’s water usage. Customers may receive a partial month’s billing.

## **RULES VIII – PAYMENT OF BILLS**

1. Bills – All bills are due and payable as shown. Payment shall be made by US mail or at the office of HSCA. If any bill is not paid within thirty days of the billing date, water service shall be subject to discontinuance. Service will not be resumed until all delinquencies and a reconnection charge are paid. Scheduled turn off notice will be hand delivered or mailed to offending address.
2. Late Charges- A late fee, as established by the HSCA Board, will be assessed in all cases of unpaid water bills thirty days after the billing date.

3. Returned Check Charge. A charge, as established by the HSCA Board, will be added to accounts for any checks returned from the bank unpaid for any reason.

#### **RULE IX – DISCONTINUATION OF WATER SERVICE**

1. Non-Compliance With HSCA’s Rules and Regulations – If the consumer fails to comply with any of these rules and regulations or tampers with the water system or water system appurtenances of HSCA, HSCA will have the right to discontinue service.
2. Consumer About to Vacate Property – Consumers shall give notice of their intention to vacate prior thereto, specifying the date service is to be discontinued. Before buildings are demolished, HSCA will be notified so the service connection can be closed.
3. Unauthorized Use of Water – HSCA will refuse or discontinue water service to any property if necessary without giving notice, to protect itself against fraud, abuse or unauthorized use of water.
4. Wasteful Use of Water – Where negligent or wasteful use of water exists on any property, HSCA may discontinue the water service if such conditions are not corrected by the consumer within fifteen days after giving the consumer written notice.

#### **RULE X – RESTORATION OF WATER SERVICE**

If water service is turned off because of failure to pay a bill, violation of any of the regulations of HSCA or for other reasons, all outstanding accounts against the consumer, including a reconnection fee must be paid before water service is restored.

#### **RULE XI- HSCA’S EQUIPMENT ON CONSUMER’S PROPERTY**

All equipment belonging to HSCA and installed upon the consumer’s property for measurements, test, check or any purpose, shall continue to be the property of HSCA and may be repaired, replaced or removed by HSCA at any time without the consent of the consumer. The consumer shall exercise reasonable care to prevent damage to connections and other equipment of HSCA upon said property and shall in no way interfere with the operation of same.

#### **RULE XII – DAMAGE AND ACCESSIBILITY TO HSCA’S PROPERTY**

1. Any damage to water mains, service connections, valves, fire hydrants or other property of HSCA shall be paid for by the person or the organization responsible for the damage.
2. An owner shall be liable for any damage to equipment or property of HSCA caused by his tenants, agents, employees, contractors, licensees or permittees, on the owner’s property. HSCA shall be promptly reimbursed by the owner for any damage upon presentation of a bill.
3. No obstruction (walls, fences, etc.) shall be placed on waterline easements or near fire hydrants or valves so as to render them inaccessible. Each consumer is responsible to keep the meter and fixtures

clear of weeds and debris on consumer's property. If the utility needs to clear the area of weeds, debris, or other obstructions, an hourly maintenance charge will be levied.

### **RULE XIII – RELIEF VALVES**

Whenever a check valve or pressure reducing valve is installed on the consumers cold water supply line between the main and a hot water storage tank and/or heater; there shall be installed on the consumers hot water distributing system; a suitable pressure relief valve.

### **RULE XIV – INGRESS TO AND EGRESS FROM CONSUMER'S PROPERTY**

Any officer, employee or representative of HSCA shall have the right to ingress to and egress from the consumer's property at all reasonable hours for any purpose reasonably connected with the furnishing of water or other service, including reading and servicing meters, to said property and the exercise of any and all rights secured to it by law or these rules and regulations. In case any such officer, employee or representative is refused admittance to any property, HSCA may cause the water to be turned off from said property after giving 24 hours' notice to the owner or occupant.

### **RULE XV – RESPONSIBILITY**

1. The DSO shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow of contaminants or pollutants through the water service connection. If, in the judgment of said DSO an approved backflow-prevention assembly is required (at the consumer's water service connection; or within the consumer's private water system) for the safety of the water system, the DSO or his/her designated agent shall give notice in writing to resident to install such an approved backflow-prevention assembly(s) at specific location(s) on his/her premises. The consumer shall immediately install such approved assembly(s) at his/her own expense. Failure, refusal, or inability on the part of the consumer to install, have tested, and maintain said assembly(s) shall constitute grounds for either:
  - a. The DSO or his/her designated agent shall install the required backflow-prevention assembly and bill the consumer for time and materials for this work; or
  - b. The DSO or his/her designated agent shall discontinue water service to the premises until such requirements have been satisfactorily met.
2. HSCA will not be responsible for damage to property caused by spigots, faucets, valves and other equipment that may be open when water is turned on at the connection, either when turned on originally or when turned on after a temporary shutdown.

### **RULE XVI – ABATEMENT OF NOISES**

Where it has been determined that noises emanating from a consumer's property are caused by plumbing fixtures or other equipment attached to water pipes and such noises are being transmitted through the water pipes causing annoyance to other consumers, HSCA may issue a notice in writing to the offending consumer or the owner of such property or to his agent, giving reasonable time within which to correct or to remove the cause of complaint. Failure on the part of the consumer, owner or person responsible to correct or remove the cause of the noise will be sufficient reason for discontinuance of water service to the consumer until such time as the condition has been remedied.

## **RULE XVII- ELECTRICAL GROUNDING**

Grounding installations shall conform in all details with the National Electrical Code of the National Board of Fire Underwriters and with the county building code. HSCA shall not be responsible for any damage or injury caused by any electrical grounding.

## **RULES XVIII – PUMPS, CROSS CONNECTIONS AND BACKFLOW PROTECTION**

1. No water service connection to any premises shall be installed or maintained by HSCA unless the water supply is protected as required by State/Federal laws and regulations and the Ordinance for the Control of Backflow and Cross-Connections for Hawaiian Shores Water District. ( SEE EXHIBIT A)
2. No internal cross-connections or intricate plumbing and piping arrangements are allowed on a consumer's premises.
3. No auxiliary water supplies are allowed on a resident's premises.
4. The use of any type of chemical spray attachment connected to the premises plumbing, including garden hose fertilizers and pesticide applicators, or radiator flushing kits is prohibited within the water system without proper protection from the potential of backflow occurring.
5. The consumer's system shall be open for inspection at all reasonable times to authorized representatives of HSCA to determine whether cross-connections or other structural or sanitary hazards, including violations of these regulations, exist. When such a condition becomes known, the DSO shall deny or immediately discontinue service to premises by providing for a physical break in the service line until the consumer has corrected the condition(s) in the conformance with state and federal statutes relating to plumbing and water supplies and the regulations adopted pursuant thereto.
6. The HSCA water system shall install appropriate back-flow preventers as needed to prevent back-siphonage or cross-contamination to occur between its facilities and the potable water distribution system.
7. All HSCA backflow prevention devices shall be inspected and tested annually by a licensed backflow preventer tester and records of such testing will be maintained in the HSCA water system records. A certified cross connection inspector shall determine the type of backflow assemblies to be installed within the water system. All assemblies shall be installed at the service connection unless it is determined by the inspector and approved by the DSO that it should be installed at the point of use. If a point-of-use assembly has not been tested or repaired as required by the Ordinance for the Control of Backflow and Cross Connections, a backflow prevention assembly commensurate with the degree of hazard shall be required at the service connection. An assembly shall be required in each of the following circumstances:
  - A. When the nature and extent of any activity at a property, or the materials used in connection with any activity at a property, or materials stored at a property, could contaminate or pollute the potable water supply.
  - B. When a property has one or more cross connections.
  - C. When internal cross connections are present which are not correctable.



- D. When intricate plumbing arrangements are present making it impractical to ascertain whether cross connections exist.
  - E. When the property has a repeated history of cross connections being established or re-established.
  - F. When entry to the property is restricted so that inspections for cross connections cannot be made with sufficient frequency to assure cross connections do not exist.
  - G. When materials are being used such that, if backflow should occur, a health hazard could result.
  - H. On any and all used water return systems.
  - I. When there is a property with an unapproved auxiliary water system which is or can be connected to the water service or supply system.
  - J. On all non-residential multi-story buildings or any building with a booster pump or elevated storage tank.
  - K. Where there is piping or equipment for conveying liquids other than potable water and that piping or other equipment is under pressure and installed and operated in a manner that could cause a cross connection.
  - L. When installation of an approved backflow prevention assembly is deemed by a Certified Cross Connection Control Inspector to be necessary to accomplish the purpose of the Cross Connection Control Program.
8. All landscape irrigation systems shall be protected utilizing the following guidelines:
- A. Atmospheric vacuum breakers shall be installed after the last control valve of each sprinkler circuit and at a minimum of six inches above the highest irrigation head. The atmospheric vacuum breaker shall be installed only on irrigation circuits with heads that will not return any pressure in the circuit when the circuit control valve is closed.
  - B. Pressure vacuum breakers shall be installed at the beginning of each irrigation circuit and at a minimum of twelve inches above the highest irrigation head on the circuit. Individual irrigation circuits having quick coupling valves or other similar type heads that will permit pressure to be retained in the circuit shall have a pressure vacuum breaker installed as a minimum requirement for each circuit. Irrigation systems using the subsurface drip method shall have a pressure vacuum breaker on each circuit. A pressure vacuum breaker may not be installed where a double check valve assembly, reduced pressure principle backflow prevention device, or air gap separation is required.
  - C. A double check valve assembly may be installed to serve multiple irrigation circuits in lieu of vacuum breakers on each individual irrigation circuit.
  - D. A reduced pressure principal backflow preventor or air gap separation shall be required before any piping network in which fertilizers, pesticides and other chemicals or toxic contaminants are injected or siphoned into the irrigation system.
9. As a protection to the consumer's plumbing system, a suitable pressure relief valve must be installed and maintained by the owner at the owner's expense.
10. Any device installed for the prevention of backflow shall, unless HSCA approves otherwise in writing, be located above ground and in such a manner as to be safe from flooding or submergence in water or other liquids, properly protected from external damage, freely accessible and with adequate working room for inspections, testing and repairing.
11. All such devices shall be inspected by a certified backflow inspector not less than once annually. Proof of current certification must be furnished to HSCA in advance of any inspection or repairs. Repairs, replacement or parts, etc., shall be the responsibility of the owner and shall be made by a qualified person. Records of tests and inspections shall be furnished to HSCA annually.

**RULE XIX – USE OF AND DAMAGE TO FIRE HYDRANTS** – Any use of fire hydrants, tampering therewith or taking of water there from for purposes other than fire protection by persons other than authorized employees of the fire department or representatives of HSCA is prohibited. The fire department shall have the prior right to use any hydrant at any time.

**RULE XX – SEVERABILITY**

If any section, sentence, clause, or phrase of these rules and regulations or its application to any person or circumstance or property is held to be unconstitutional or invalid, the remaining portions of these rules and regulations or the application of these rules and regulations to other persons or circumstances or property shall not be affected. HSCA hereby declares that it would have adopted these rules and regulations and each and every section, sentence, clause, or phrase thereof, irrespective of the fact that any one or more other sections, sentences, clauses, or phrases be declared unconstitutional or invalid.