



**MUNICIPALITY OF EAST HANTS  
EAST HANTS WATER UTILITY**

**SCHEDULE OF RULES AND REGULATIONS  
GOVERNING THE SUPPLY OF WATER AND WATER SERVICES**  
Effective 1 April 2026

1. **DEFINITIONS:** In these Rules and regulations, unless the context otherwise requires, the expression:

**“Municipality”** means the Municipality of the District of East Hants.

**“Utility”** means the East Hants Water Utility.

**“Engineer”** means the Engineer of the Utility.

**“Customer”** means a person, firm or corporation who, or which, contracts to be supplied with water at a specific location or locations.

**“Domestic Services”** means the type of service supplied to the owner, his authorized agent or to the occupant or tenant of any space or area occupied for the distinct purpose of a dwelling house, rooming house, apartment flat, etc.

**“Commercial Service”** means any type of service, other than domestic service, and public fire protection service as herein defined.

**“Metered Rate Service”** means that type of service charged for at metered rates. Metered rate service is required for all new services.

2. **APPLICATION FOR SERVICE:** The Utility may, before rendering service, require a regular application form signed by the prospective customer.
3. **DEPOSITS:** When required, an applicant for water service shall deposit with the Utility a sum equal to the estimated charges for such service for a period of six months. The estimated charges will be based on either the residential or commercial base charge and the average annual consumption from the previous fiscal year. This deposit shall be held by the Utility as collateral security for the payment of the customer's bills, but is not to be considered as a payment on account thereof. When the customer ceases to use the water service and discharges all his liability to the Utility in respect of such service, the deposit shall be returned to him, with interest calculated on at 1%.

4. **REFUSAL OF SERVICE:** Service may be refused or suspended to any customer who has failed to discharge all of his liabilities to the Utility.
5. **PAYMENT OF BILLS:** Bills shall be rendered to each customer at intervals of approximately three months. All bills shall be payable within twenty (20) days after the date rendered, which date shall be clearly shown on the bill. Bills not paid within twenty (20) days of the date rendered, shall incur an interest charge of 1.0% per month or part thereof.
6. **ADJUSTMENT OF BILLS:**
  - (a) If the seal of a meter is broken or if a meter does not register correctly, the bill for that water service shall be estimated in accordance with the best data available. Any customer desiring to question an estimate of a water bill must do so in writing within thirty (30) days of the bill being rendered.
  - (b) Customers Under billed - Should it be necessary for the Utility to make a billing adjustment as a result of a customer being under billed for any reason, such adjustment shall be retroactive for a maximum of six billing periods or 18 months, whichever is the longer. Notwithstanding the above, in the event that a billing adjustment is the result of the customer's illegal connection to the water system or willful interference or damage of metering equipment, the billing adjustment in such circumstances will not be limited to 18 months or 6 billing periods, but rather the customer shall be responsible for all payments of such accounts from the date such illegal connection or interference to meter equipment took place.
  - (c) Customer Over billed – Should it become necessary for the Utility to make a billing adjustment as a result of a customer being over-billed for any reason, such adjustment will be estimated by the Utility based on the best available data from the prior period usage records for the ratepayer and the Utility will be responsible for payment of the over-billed amount with interest calculated on the basis current simple interest at a rate of prime less 2% as measured at the beginning of the most recent fiscal period of the Utility. Such period not to exceed five (5) years.
7. **LIABILITY FOR PAYMENT OF WATER BILL:** An agreement is deemed to exist between a customer and the Utility for the supply of water service at such rates and in accordance with these Regulations by virtue of:
  - a) the customer applying for and receiving approval for water service;
  - b) the customer consuming or paying for water service from the date that the customer who is a party to an agreement pursuant to clause (a) (the customer of record) moves out of the premises, in which case the customer of record shall remain jointly and severally liable for the water service account up to the date the Utility is notified in writing that the customer of record wishes to terminate the supply of water service;
  - c) any person, business or corporation that receives water service without the consent of the Utility, shall be liable for the cost of such water service which cost shall be

determined in the sole discretion of the Utility based upon its reasonable estimate of the amount of water utilized;

d) a property owner who rents or leases a property or self-contained unit to a tenant or lessee shall be required to contract for the provision of water service at the address of the property rented or leased. At the discretion of the Utility the tenant or lessee may be permitted to contract for their own water service subject to Section 3.

8. **BILLING:** If a contract is entered into or terminated at any time other than a regular billing date, the amount to be charged to the customer shall be the pro rata proportion to the next billing date, of the regular service charge for the billing period, plus the consumption charge, if any.

The Utility charges the base rate for the entire year for seasonal customers. The quarterly base rate charge will apply for each quarter regardless of water turn-offs.

9. **ESTIMATED READINGS FOR BILLING PURPOSES - METERED CUSTOMERS:** If the Utility is unable to obtain a meter reading for billing purposes, after exercising due diligence in the usual practice of meter reading, the bill for that service shall be estimated in accordance with the best data available, subject, however, to the provision that in no circumstance will an estimated reading be used for more than three (3) consecutive billing periods. If an estimated bill is rendered for three (3) consecutive billing periods, the Utility shall notify the customer by regular mail that arrangements must be made for the Utility to obtain a reading and failing such arrangements, the Utility may suspend service until such arrangements are made. When such meter reading has been obtained the previous estimated bill or bills shall be adjusted accordingly.

10. **SUSPENSION OF SERVICE FOR NON PAYMENT BILLS:** The Utility shall have the right to enter onto customers' premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than thirty (30) calendar days after the date rendered.

11. **RESUMPTION OF SERVICE:** The customer shall pay the reconnection fee as set out in the Schedule of Rates and Charges. Service suspension can be delayed if approved payment arrangements have been made and the customer is in compliance with arrangements.

12. **WATER TO BE SUPPLIED BY METER:** No water will be supplied to a Domestic Service or Commercial Service without a meter first being connected to the line except in emergency situations. Except where water is used for construction purposes from a hydrant under the supervision of the Utility and except as in these regulations otherwise provided, all services other than those used exclusively for fire protection shall be metered. A meter shall be installed at the very earliest opportunity. The Utility may elect to supply water to a customer without a meter on a temporary basis

Any building occupied by more than one tenant may have a separate meter with appropriate isolation valves for each tenant. With the Utility's approval, such a building

may be serviced by one meter.

13. **INSTALLATION AND REMOVAL OF METERS:** The Utility shall determine the size and type of meter to be installed in each case. All meters shall be the property of the Utility. Meters shall be installed and removed only by employees or duly authorized representatives of the Utility and no other person shall install, alter, change or remove a meter without the written permission of the Utility. The connections for such meters shall be installed to the approval of and at a charge to the customer as outlined in the Schedule of Rates. The plumbing and connections shall be properly prepared to receive the installation of such meters to the approval of and without expense to the Utility.

In the case of multiple unit premises, the Utility may require separate meters for each dwelling unit at its discretion. Each metered service shall have a curb stop located at the property line to permit control of the service. Each service line shall be metered individually. The connection for the meters shall be installed with shut-off valves on both sides of the meter, to the satisfaction of and without expense to the Utility and as prescribed by the Utility.

If a meter is replaced at the request of a customer (not deemed necessary by the Utility) or if a customer requests a meter of a type different than what is felt to be necessary by the Utility then the Customer shall be responsible for the costs in accordance with the rates and charges schedule.

14. **MASTER METERS:** In the case of any existing customer or customers served by the Utility with multiple meters, the Utility may supply, at its own expense, a master meter (so called) and install the same in a suitable frost-proof box constructed by the customers to be serviced, to the satisfaction of the Utility where the service pipe for the customers(s) joins the Utility's main pipe. Each customer shall be liable to pay for the water which passes through the customer's own meter, but if the amount of the total consumption of the individual meters is less than the amount of the water which passes through the master meter, the difference in cost is to be divided equally among the group of customers; and upon failure of customers to pay their portion of this amount within forty (40) days after the bill is rendered, the Utility may suspend the water service without notice. All customers receiving water service where there is a master meter as hereinbefore provided shall be jointly and severally liable for all the water passing through the meter and also for the minimum charges as herein set forth. The customer, or group of customers, as the case may be, shall be responsible for the distribution of water from the Utility's master meter to be the properties of a customer or customers, and the Utility shall be under no obligation to install, maintain or replace any pipes, appliances, fixtures, or other appliances connected therewith.

15. **METER READERS:** Each meter reader shall be provided with an official identification, which they shall exhibit on request.

16. **ACCESS TO CUSTOMER'S PREMISES:** Representatives of the Utility shall have right of access to all parts of a customer's property or premises at all reasonable hours for the purpose of inspecting any water pipes or fittings, or appliances, or discontinuing service,

or for the purpose of installing, removing, repairing, reading or inspecting meters. The Utility shall have the right to suspend service to any customer who refuses such access.

17. **LOCATION OF METERS:** The Utility shall have the right to refuse service to, or suspend the service of, any customer who does not provide a place which, in the opinion of the Utility, is suitable for the meter. It should be in the building served, at or near the point of entry of the service pipe, in a place where it can be easily read and where it will not be exposed to freezing temperatures.

Where the premises of a customer are of such a nature that a meter cannot be properly installed in a building or if the building is not sufficiently frost-proof as to guarantee the safety of the meter, the Utility may order the construction of a suitable frost-proof box in which the meter can be installed. Service to such premises may be refused or suspended until such a frost-proof box approved by the Utility is installed.

18. **DAMAGE TO WATER METERS:** Each customer shall be responsible for the meter installed on his service and shall protect it. The customer shall be liable for any damage to the meter resulting from carelessness, hot water or steam, or the action of frost or from any other cause not the fault of the Utility or its employees. The cost to the Utility occasioned by such damage to the meter shall be paid by the customer. If after the rendering of a bill by the Utility to the customer for such cost the same is not paid within forty (40) days from the date rendered, the supply of water to the customer concerned may be suspended until all charges are paid.

19. **METER TESTING.** On the request to have their meter tested, the Utility may charge the a fee as set out in the Schedule of Rates and Charges to defray, in part, the cost of making the test for meters up to 1 ½ inch in size. In the case of meters 1-1/2 inches and larger, the actual cost of the test will be paid by the customer. If the test shows that the meter is over registering by more than one and one half percent (1.5%) for positive displacement meters and three percent (3%) for turbine or compound meters, the sum so deposited will be refunded to the customer.

20. **PLUMBING TO BE SATISFACTORY:** All plumbing, pipes and fittings, fixtures, and other devices for conveying, distributing, controlling, or utilizing water which are used by a customer and are not the property of the Utility, shall be installed in the manner provided by the Regulations of and be approved by the proper official of the Municipality and/or the operators of the Utility. The water shall not be turned on (except for construction or testing purposes) until the applicant for service has satisfied the Utility that these requirements have been met. The supply of water may be discontinued to any customer at any time if, in the opinion of the proper official of the Municipality and/or the operator of the Utility, the plumbing, pipes, fittings, fixtures, or other devices as hereinbefore mentioned, or any of them, fail to comply with the above requirements, or if any part of the water system of such customer or the meter is in any unsuitable, dirty, unsanitary or inaccessible place. Service shall not be re-established until such condition is corrected to the satisfaction of the Utility.

21. **REMOTE REGISTERING WATER METERS:** When a remote registering water meter is installed on a customer's premises, the cost of the meter and its installation shall be paid

for by the Utility. The meter shall become the property of the Utility which shall become responsible for its operation, maintenance and replacement. Any damage to the meter caused by the negligence or wrongful acts or omissions by the customer, his agents or members of his family, shall be paid for by the customer, and the failure by the customer to make the payment shall entitle the Utility, after making a forty day written demand for the payment, to disconnect the water service to the customer.

**22. CROSS CONNECTION CONTROL & BACKFLOW PREVENTION:**

- a) No owner, consumer, customer or other person hereinafter collectively referred to in this rule and regulation as "person" shall connect, cause to be connected, or allow to remain connected to the water system, or plumbing installation, without the express written consent of the Utility, any piping fixtures, fittings container or appliance in a manner which, under any circumstances, may allow water, wastewater, or any other liquid, chemical or substance, to ingress or egress the water system. Connection of any customer's installation served by the Utility to any other source of water supply is prohibited.
- b) Where, in the opinion of the Utility, there may be a risk of contamination to the potable water system, notwithstanding the provisions of subparagraph (a), the Utility may require the customer, at the customer's sole cost and expense, to install at any point on the customer's water service connection or water service pipe, one or more backflow prevention (BFP) devices, which devices shall be of a quality and type approved by the Utility.
- c) All BFP devices shall be maintained in good working order. Such devices must be inspected and tested by a certified tester, approved by the Utility, at the expense of the customer. Such inspections shall take place upon installation, and thereafter annually, or more often if required by the Utility. The customer shall submit a report in a form approved by the Utility on any or all tests performed on a BFP device within 30 days of a test. A record card shall be displayed on or adjacent to the BFP device on which the tester shall record the name and address of the owner of the device; the location, type, manufacturer, serial number and size of the device; and the test date, the tester's initials, the tester's name, the name of his employer, and the tester's license number.
- d) The Utility shall maintain a program for the issuance, renewal and cancellation of Cross Connection Control Tester's Licenses. The Utility's program shall establish minimum standards, fees and administrative procedures.
- e) Installation, maintenance, field-testing and selection of all BFP devices shall fully conform to the latest revision of CSA B64.10 and CSA B64 series.
- f) In the event of any breach, contravention or non-compliance by a person of any of the provision and regulations in a sub-paragraphs (a),(b),(c) or (d) the Utility may:
  - (i) suspend water service to such person, or

(ii) give notice to the person to correct the breach, contravention or non-compliance within 96 hours, or a specified lesser period. If the person fails to comply with such notice, the Utility may immediately thereafter suspend water service to such person

23. **DANGEROUS CONNECTIONS**: No connection shall be permitted to any installation; equipment or source in such a manner as may allow any contamination to pass from such installation, equipment or source into the Utility's water supply system. If any such connection exists the Utility may discontinue the supply of water to such customer.
24. **PROHIBITED DEVICES**: Service may be refused or suspended by the Utility to any customer who installs or uses any device or appurtenance, as, for example, booster pumps, quick-opening or quick-closing valves, flushometers, water operated pumps or siphons, standpipes, large outlets for supplying locomotives or ships, etc., which may occasion sudden large demands of short or long duration, thereby requiring oversize meters and pipe lines, or affect the stability or regulation of water pressure in the Utility's system. Permission to install or use any such device or appurtenance must be obtained from the Utility, which permission shall specify what special arrangements, such as elevated storage tanks, surge tanks or equalizing tanks, etc., must be provided by the customer.
25. **IMPROPER USE, MANUFACTURING USE OR WASTE OF WATER**: No customer shall permit the improper use or waste of water, nor shall they sell or give water to any person except upon such conditions and for such purposes as may be approved in writing by the Utility. No customer shall use water purchased from the Utility as an input into producing a product for sale, without written permission from the Utility.
26. **SERVICE PIPES**: Upon receipt of an application for service to any premises located on any portion of a street through which portion a main water pipe is laid and which premises are not already provided with water service, the Utility shall install a service pipe which it considers to be of suitable size and capacity. No pipe smaller than 3/4" (19mm) in diameter shall be laid for any service.

For services larger than 1" (25 mm) the whole cost shall be borne by the customer.

Should any person make application for more than one service to his premises, the decision as to the necessity of the additional service shall be made by the Utility, and if the additional service is installed, the total cost thereof from the main to the customer's premises shall be paid by such applicant.

All services must be installed in accordance with the Rules and Regulations of the Municipality of the District of East Hants as set out in the By-Laws and to the satisfaction of the Utility.

When a service has been installed without objection from the customer as to the location of the same, no subsequent removal of or alteration to the position of the pipe shall be

made except at the expense of the customer requesting such removal or alteration.

27. **REPAIRS TO SERVICES:** If a leak or other trouble occurs it shall be repaired as soon as possible. If the leak or trouble occurs in a service line providing non-fire protection water supplies between the main and the property line it shall be repaired by the Utility at its expense. If the leak or trouble occurs elsewhere in a service line providing non-fire protection water supplies, it shall be repaired by the customer at his/her expense. If the leak or trouble occurs in a service line which provides private fire protection services (sprinkler or hydrant) it shall be repaired by the customer at his/her expense. The Utility may make such repairs for any customer provided the customer agrees to pay the cost of same. When required, each customer desiring the Utility to do such work, shall deposit with the Utility, a sum equal to the estimated cost of the work.

If a leak occurs on the customer's portion of his service pipe and, after being notified of same, they refuse or unduly delay to have repairs made, the Utility may discontinue the supply of water to such service pipe if, in its opinion, such action is necessary in order to prevent wastage of water. The Utility shall notify the customer affected of its intention to discontinue such supply.

28. **DEPOSITS IN ADVANCE FOR REQUEST FOR UTILITY WORK:** Whenever a customer requests the Utility to do work for which they are required to pay and the Utility agrees to do the works, they shall deposit with the Utility, before the works is started, a sum of money equal to the Utility's estimate for the probable cost of said work and execute an agreement to pay the actual cost. When the actual cost is determined, an adjustment in the payment shall be made. Regular service shall not be established by the Utility until all charges are paid in full. Installations shall be made in accordance with the Municipality of the District of East Hants Municipal Services Systems General Specifications and be subject to inspection by the Utility's Engineer or representative prior to water service being made available.

29. **UNAUTHORIZED EXTENSIONS, ADDITIONS OR CONNECTIONS:** No person shall, without the written consent of the Utility, make or cause to be made any connections to any pipe, hydrant and/or main or any part of the water system or in any way obtain or use water therefrom in any manner other than as set out in these Regulations. Any unauthorized connection shall be subject to removal by the Utility. The cost of the removal including labour, materials together with any applicable charges as outline in the Utility Schedule of Rates and Charges shall be paid by those who made the unauthorized connection.

30. **SEASON FOR LAYING PIPES:** The Utility shall not be required to lay any pipe at any season of the year or at any time which, in its opinion, is not suitable.

31. **SPRINKLER SERVICE MAINS AND HYDRANT SYSTEM:** The customer shall be responsible for the cost of installing and maintaining a sprinkler service pipe from the main in the street to the building. It shall include a proper size control valve so that the service may be shut off if necessary. If requested by the applicant, a domestic service pipe may be connected to the sprinkler service pipe, but only if it is connected outside the building

foundation wall and is provided with an approved shutoff valve located outside the building to permit control of the domestic service pipe without the necessity to enter the building. Before any domestic service pipe is connected to a sprinkler service pipe, the applicant must obtain approval from the appropriate authority and provide the Utility with a certified copy of such approval. The utility shall supervise the installation of same. When the private fire protection system includes private hydrants, these hydrants must be flushed by the Customer's staff during the Utility's regular flushing periods, under the supervision of the Utility's personnel. These hydrants shall be maintained on a regular basis by the customer.

32. **PRIVATE FIRE PROTECTION:** Fire protection lines within buildings shall be installed so that all pipes will be open and readily accessible for inspection at any time, and no connection for any purpose other than fire protection shall be made thereto. Unless approved by the Utility in writing, no fire protection line shall be connected in any way to a metered service. Payment for private fire protection service shall be at such rates as approved by the Nova Scotia Regulatory and Appeals Board
33. **LIABILITY OF UTILITY:** The Utility shall not be deemed to guarantee an uninterrupted supply or a sufficient or uniform pressure and shall not be liable for any damage or injury caused or done by reason of the interruption of supply, variation of pressure or on account of the turning off or turning on of the water for any purpose.
34. **SUSPENDING SERVICE FOR VIOLATION:** Whenever, in the opinion of the Utility, violation of any of these Rules and Regulations is existing or has occurred, the Utility may cause the water service to be suspended from the premises where such violation has occurred or is existing and may keep the same so suspended until satisfied that the cause for such action has been removed.
35. **INTERFERENCE WITH UTILITY PROPERTY:** No person, unless authorized by the Utility in writing, shall draw water from, open, close, cut, break, or in any way injure or interfere with any fire hydrant, water main, water pipe, or any property of the Utility or obstruct the free access to any hydrant, stop cock, meter, building, etc., provided, however, that nothing in this paragraph contained shall be deemed to prevent an officer or member of the Fire Department engaged in the work of such Department, from using any hydrant or other source of water supply of the Utility for such purpose.
36. **RESELLING OF WATER:** It is prohibited for a customer of the Utility to resell water to others, without the express written consent of the Utility. In the event that a customer is reselling water to others, without prior approval by the Utility, the Utility may suspend service to the premises until such time as the activity ceases or approval to resell is granted.
37. **PRESSURE REDUCING VALVES:**  
Where, in the opinion of the Utility, it is necessary for proper water service, a customer shall install on the service pipe, between the meter and the shut off valve on the supply side of the meter, a pressure reducing valve of a type satisfactory to the Utility. The customer shall be responsible for the cost of installing and maintaining the pressure

reducing valve at all times.

38. **PRESSURE RELIEF VALVES:** Whenever a pressure reducing valve has been installed by a customer in accordance with Regulation 37, the customer shall, for his own safety and protection, install on his hot water boiler and any other hot water heating device connected to the building's plumbing system, a pressure relief valve of an approved type, as well as an approved temperature limiting device. It shall be the customer's responsibility to maintain and keep in service the pressure relief valve at all times.
39. **WATER CONSERVATION DIRECTIVES:** The Utility may enact conservation of water directives to its customers, if in the opinion of the Utility, such directives are required to permit the Utility to provide reliable continuous water service to all customers served by the Utility. During such times as these directives may be enacted, customers who do not comply with the directives may have their water service suspended until such time as they agree to comply with the directive or upon suspension of the water conservation directive, whichever occurs first. In the event that water is temporally suspended for non-compliance of the a water conservation directive, the cost of turning on the service will be billed to the customer.
40. **EXTENSIONS:** Upon the request of the owner/developer of any property situated with the serviceable boundary as outlined in the Municipal Planning Documents on any street or highway in which no water main has been laid, for the extension of the water service thereto, such extension shall be subject to payment of the complete cost by the owner/developer.

Installations shall be made in accordance with the Municipality of the District of East Hants Municipal Services Systems General Specifications and be subject to inspection by the Utility's Engineer or representative prior to water service being made available.

41. **CURB STOP/CONTROL VALVE SERVICE BOX:** The curb stop/control valve service box housing the customers control valve shall be exposed for access by the Utility at all times. The Utility requires all curb stop/control valve service boxes and/or valves to be fully exposed and adjusted to final landscape grade before the installation of a customer's water meter. Any adjustment of the service box or valve box is the responsibility of the customer.

The customer shall ensure the curb stop/control valve service box and/or the valve box is exposed at all times. In the event that the curb stop/control valve service box is buried, paved over, back-filled or damaged as a result of carelessness, willful obstruction or any other occurrence by the customer, their agents and/or their contractors working, in the opinion of the Utility, results in the requirement for the Utility to expose, re-expose, adjust or repair the curb stop /control valve service box, it shall be at the customer's expense. The Utility may undertake such activities as it deems necessary to gain access to the premises curb stop/control valve service box without expense to the Utility. When such action is undertaken, the reinstatement of the road, right-of-way, driveway, sidewalk, curb or landscape will be charged back to the customer if such activity is undertaken by the Utility.