



BOROUGH OF TARENTUM

Allegheny County, Pennsylvania

ORDINANCE #26-04



ORDINANCE OF THE BOROUGH OF TARENTUM, COUNTY OF ALLEGHENY, COMMONWEALTH OF PENNSYLVANIA, ESTABLISHING THE RULES AND REGULATIONS OF THE TARENTUM BOROUGH WATER DEPARTMENT AND SETTING FORTH THE RATES AND CHARGES TO BE ASSESSED BY THE BOROUGH FOR THE FURNISHING OF WATER SERVICE TO CUSTOMERS WITHIN TARENTUM BOROUGH

WHEREAS, Section 1201 of the Borough Code, 8 Pa.C.S. §1202 (“Specific Powers”), authorizes the Borough to make and adopt ordinances necessary for the proper management, care, and control of the Borough and its citizens and to provide for enforcement and penalties for violation thereof; and

WHEREAS, the Borough Code authorizes the Borough to acquire, own, operate, and maintain utilities and other facilities and services, and to make and regulate charges for the same for general borough purposes; and

WHEREAS, the Borough operates a public water system and is responsible for protecting public health and ensuring reliable service in accordance with the Pennsylvania Safe Drinking Water Act, 35 P.S. §721.1 et seq., and regulations of the Pennsylvania Department of Environmental Protection (including 25 Pa. Code Chapter 109), as amended; and

WHEREAS, Tarentum Borough Council desires to enact an ordinance establishing rules, regulations, and the framework for rates and charges for water service, with rates and fees to be set by resolution of Council pursuant to the Borough Code, including 8 Pa.C.S. §3301.1 (relating to rates for services);

NOW, THEREFORE, it is hereby enacted and ordained by the Borough Council of the Borough of Tarentum, Allegheny County, Pennsylvania, in accordance with the powers conferred by the Borough Code (8 Pa.C.S. §1202 et seq.), that the **Tarentum Borough Water Service Ordinance** shall read as follows:

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ARTICLE I – GENERAL PROVISIONS

Section 1.1 – Purpose and Authority

This Ordinance establishes the rules, regulations, and conditions under which the Borough of Tarentum (“Borough”) provides public water service to its residents, businesses, and other users. The purpose is to ensure safe, reliable, and equitable distribution of water; to protect public health; to comply with state and federal law; and to maintain the financial and operational integrity of the Borough’s water utility system.

This Ordinance is enacted under the authority of the Pennsylvania Borough Code, the Safe Drinking Water Act, the Pennsylvania Department of Environmental Protection (DEP), and other applicable laws.

This Ordinance repeals and replaces Ordinance No. 91-10 and all prior conflicting provisions.

ARTICLE II – DEFINITIONS

- Adjusted Due Date – The official due date for a utility bill after application of any extension required by this Ordinance. If the fifteenth (15th) day of the month falls on a Saturday, Sunday, New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day After Thanksgiving, Christmas Day, the Day After Christmas, or any day on which Borough administrative offices are closed due to a publicly announced emergency posted on the Borough's official website, the due date shall automatically be extended to the next regular business day. All penalties, delinquency calculations, notices, payment arrangements, and termination procedures shall be calculated from the Adjusted Due Date.
- AMI (Advanced Metering Infrastructure) – A network-based metering system enabling continuous, remote collection of water usage data. Supports hourly/sub-hourly consumption reporting, leak detection, tamper alerts, and analytics. In Tarentum, AMI data is managed through Sensus Analytics.
- Applicant – Any person, partnership, corporation, association, or other entity applying to the Borough for water service.



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- Auxiliary Water System – Any water source or system on the premises of or available to the customer except connections to another approved public water supply system.
- Backflow – A flow condition, induced by a differential in pressure, that causes water or mixtures of water and other substances to flow into the distribution pipes of a potable water system from a source other than its intended source.
- Backflow Preventer – A device or other means to prevent backflow of questionable or contaminated water into the Borough’s public water supply.
- Backsiphonage – The backflow of water or mixtures of liquids, gasses, or substances into a public water main due to temporary negative or sub-atmospheric pressure.
- Borough – The Borough of Tarentum, including its officials, employees, departments, and duly authorized agents.
- Containment – Cross-connection control that isolates a customer’s entire premises from the public water supply system.
- Consumer – The owner or person in control of any premises supplied by or connected to the Borough water system.
- Consumer’s Water System – Any water system located on the consumer’s premises that is connected to the Borough system. Household plumbing is considered a consumer’s system.
- Contamination – The degradation of water quality by wastewater, process fluids, or non-potable water that creates an actual health hazard.
- Cross-Connection – Any direct or indirect connection between the Borough’s water supply and another source of actual or potential contamination.
- Customer – Any individual, business, partnership, or entity supplied with water service by the Borough. Includes property owners if different from the account holder.
- Degree of Hazard – An evaluation of potential risk to health or damage to the Borough’s water system due to contamination or improper use.
- Double-Check Valve Assembly (DCVA) – An assembly with two independently acting check valves, shutoff valves at each end, and test cocks for evaluating valve tightness.
- Emergency – Any condition posing a risk to public health, safety, or system integrity, requiring immediate corrective action.
- Health Hazard – Any condition or practice in a water system that creates or may create danger to health. A 'severe' health hazard is one likely to result in significant illness or death.
- Hydrant – A Borough-owned device connected to the water system, installed for fire protection or flushing purposes. Unauthorized use is prohibited.
- Interchangeable Connection – An arrangement or device allowing alternate but not simultaneous use of two water sources.
- Meter (Water Meter) – A Borough-owned device that measures water supplied to a property. Includes smart meters equipped with AMI and compound/turbine meters for large customers.
- Nonpotable Water – Water not safe for drinking, culinary, or domestic purposes.



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- Owner – The legal owner of real property supplied with Borough water service. Owners are ultimately responsible for all bills, charges, and liabilities for service to their property, even if an account is in a tenant’s name.
- Person – Any individual, partnership, company, corporation, municipality, political subdivision, or government agency, including officers and employees thereof.
- Pollution – The presence of a foreign substance in water that impairs its use for domestic purposes without creating an immediate health hazard.
- Potable Water – Water safe for human consumption and meeting DEP standards.
- Pressure Reducing Valve (PRV) – A privately owned device installed by the property owner to regulate pressure where Borough supply exceeds recommended limits.
- Process Fluids – Industrial or commercial fluids that could constitute a hazard if introduced into the public or a consumer’s water system.
- Public Water Supplier – An entity that owns or operates a public water supply system.
- Public Water Supply System – A system providing water to at least 15 connections or 25 people daily for at least 60 days per year, including collection, treatment, storage, and distribution.
- Reduced Pressure Zone (RPZ) Device – An assembly of two check valves with a relief valve, maintaining pressure between checks at less than supply pressure and discharging to atmosphere if leakage occurs.
- Service Connection – The terminal end of a service line from the public water supply. If a meter is installed, the service connection is the downstream end of the meter.
- Service Line – The pipe running from the Borough’s main to the property line, curb stop, or meter, whichever applies. Maintenance beyond the curb stop is the owner’s responsibility.
- System Hazard – A condition posing an actual or potential threat of damage to the Borough system or consumer’s water.
- Tap or Service Connection – The physical connection from the Borough’s water main to a customer’s service line.
- Tenant – A non-owner occupant of a property who may be a customer of record.
- Utility Appeals Ordinance – Ordinance 25-06, governing appeals of billing, service, or termination disputes.
- Valve – A device to control water flow, including main valves, curb stops, and check valves.

ARTICLE III – APPLICATIONS FOR SERVICE

Section 3.1 – Application Requirement

Every new user of water service shall make written application to the Borough of Tarentum on the form prescribed and furnished by the Borough. Applications must be signed by the property owner or by an authorized tenant/agent with the owner’s written consent.

The use of water service supplied by the Borough shall be deemed a request and contract by the customer (on behalf of the property owner and all occupants) for utility service and an acceptance by the customer of all rules, regulations, ordinances, policies, and rate schedules of the Borough.



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Section 3.2 – Borough Right to Reject Applications

The Borough reserves the right to reject any application for service under any of the following conditions:

1. Where service is not available under an adopted rate schedule.
2. Where service would require excessive installation costs or extension of mains not economically feasible under Borough policy.
3. Where service may adversely affect the adequacy, pressure, or reliability of supply to existing customers.
4. Where the applicant or property has outstanding indebtedness to the Borough for prior utility service.
5. Where the application is determined to be fraudulent, incomplete, or in conflict with Borough ordinances, DEP regulations, or applicable building/plumbing codes.

Section 3.3 – Application Content

The application shall include, at minimum:

- Property address and parcel number.
- Name, mailing address, and contact information of the property owner.
- Name of tenant or occupant (if applicable).
- Intended use of premises (residential, commercial, industrial, institutional, etc.).
- Meter size requested or required.
- Statement of whether the premises includes auxiliary water systems, wells, or potential cross-connections.
- Acknowledgement of Borough backflow prevention requirements.
- Any required deposits or fees.

Section 3.4 – Deposit and Fees

At the time of application, the applicant shall pay all required deposits, tap-in fees, inspection fees, and other applicable charges in accordance with Borough ordinances and resolutions. No service shall be connected until such payments are received.

Section 3.5 – Owner Responsibility

The property owner is ultimately responsible for all charges for water service to the property, regardless of whether the account is billed to a tenant, lessee, or other occupant. Failure of a tenant to pay charges shall not relieve the owner of liability. The Borough may pursue collection of unpaid accounts through municipal lien against the property.

Section 3.6 – Inspection Prior to Connection

Before new service is connected, the premises shall be inspected by the Borough's Code Enforcement Officer and/or Water Department personnel to ensure that:

1. The customer's plumbing is in compliance with the International Plumbing Code and Borough ordinances.
2. Required backflow prevention devices, pressure reducing valves, and meter pits (if required) are properly installed.
3. Service lines are constructed of approved material and meet Borough specifications.



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4. No cross-connections or hazards exist which could compromise the Borough's water supply.

No service shall be initiated until a **Certificate of Approval** is issued.

Section 3.7 – Special Facilities / Large Service Applications

Applicants requesting unusually large service connections, fire lines, private hydrants, or other special facilities shall provide engineering drawings and specifications, and shall enter into a written agreement with the Borough detailing the conditions of service, cost responsibilities, and any continuing obligations.

Section 3.8 – Term of Contract

The contract for service shall remain in effect until the customer provides written notice of termination to the Borough, and all outstanding charges are paid in full. Acceptance of service constitutes agreement to abide by all future amendments to Borough ordinances, policies, and rate schedules.

ARTICLE IV – CONDITIONS OF SERVICE

Section 4.1 – General Conditions

Water service is furnished subject to the provisions of this Ordinance, applicable Borough policies, and all rules and regulations adopted by the Pennsylvania Department of Environmental Protection (DEP) and any other governing authority.

The Borough does not guarantee a continuous or uninterrupted supply of water but shall use reasonable diligence in providing adequate service at appropriate pressure for domestic, commercial, industrial, and fire protection purposes.

Section 4.2 – Service Connections

1. Ownership of Service Line and Appurtenances

- The Borough shall own and maintain the water main up to the curb stop or meter pit.
- The property owner shall own and maintain the service line from the curb stop or meter pit into the premises.

2. Installation of Service Connections

- All connections to the Borough water main shall be made only by Borough employees or contractors approved by the Borough.
- No unauthorized person shall tap or connect to a Borough water main.

3. Standards

- All service connections shall comply with the Borough's construction specifications, the International Plumbing Code, and DEP regulations.
- The Borough reserves the right to determine the size and location of service connections.



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Section 4.3 – Service Lines

1. **Responsibility of Property Owner**
 - The property owner shall install, maintain, and replace the service line from the curb stop to the premises.
 - Leaks, breaks, or defects in the service line must be promptly repaired by the owner at their expense.
2. **Pressure Reducing Valves (PRVs)**
 - Where system pressure exceeds recommended limits, the property owner shall install and maintain a pressure reducing valve at their own expense.
 - The Borough assumes no liability for damage caused by high or fluctuating pressure where the owner fails to provide adequate protection.

Section 4.4 – Water Meters

1. **Installation and Ownership**
 - All water furnished by the Borough shall be metered, except for fire hydrants or special uses as approved by the Borough.
 - Meters are the property of the Borough but shall be installed at the customer's expense.
2. **Location and Accessibility**
 - Meters shall be installed at a location approved by the Borough, generally near the point of entry into the building or in an exterior meter pit.
 - Customers must maintain a clear and safe area for meter access and reading.
3. **Advanced Metering Infrastructure (AMI)**
 - All new and replacement meters shall be AMI-compatible.
 - AMI meters transmit hourly consumption data to the Borough's central system and may be used for billing, leak detection, tamper detection, and customer service purposes.
4. **Testing and Accuracy**
 - Upon request of a customer, the Borough will test a meter for accuracy.
 - If the meter is found to be more than $\pm 2\%$ inaccurate, the Borough shall repair or replace the meter at no charge and adjust the customer's bill accordingly.
 - If the meter is found accurate within tolerance, the customer shall pay a testing fee in accordance with the Borough's rate resolution.

Section 4.5 – Fire Service Connections

1. **Separate Service Required**
 - Private fire protection lines, hydrants, or sprinkler systems shall be supplied through a separate service connection and meter, unless otherwise approved by the Borough.
 - No interconnection between fire service and domestic service lines shall be permitted.
2. **Testing of Fire Services**
 - Fire service meters may be subject to periodic testing by the Borough.



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- Unauthorized use of water through fire connections for purposes other than fire protection shall be grounds for immediate termination of service and penalty charges.

Section 4.6 – Auxiliary Water Supplies & Cross-Connection Control

1. Prohibition

- No auxiliary water supply (e.g., wells, cisterns, or other non-Borough sources) shall be connected to the Borough system without Borough approval and an approved backflow prevention device.

2. Backflow Prevention Devices

- Customers must install and maintain backflow prevention devices (RPZ, DCVA, etc.) where required.
- Annual testing by a certified tester is required; results must be submitted to the Borough.
- Failure to comply is grounds for termination of service.
- Auxiliary water supplies must remain isolated from the Borough system unless approved.

Section 4.7 – Temporary Service

1. Application

- Temporary water service for construction, events, or other purposes may be granted at the discretion of the Borough.
- Applicants must pay applicable fees, deposits, and provide appropriate backflow prevention.

2. Duration and Removal

- Temporary service shall be furnished only for the period specified in the application.
- At the conclusion, the Borough shall remove the temporary connection, and the applicant shall be responsible for any damages or unpaid charges.

Section 4.8 – Special Facilities

1. Customer Responsibility

- Any special facilities, such as booster pumps, storage tanks, or treatment systems required to meet a customer's specific needs, shall be provided and maintained by the customer at their expense.
- Such facilities must not interfere with the operation of the Borough's water system.



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ARTICLE V – BILLING AND PAYMENT

Section 5.1 – Rates, Billing Period and Frequency

Water Rates and Charges.

Water rates and charges for service shall be established and amended by resolution of Borough Council as needed, in accordance with the Pennsylvania Borough Code. The current schedule of rates and fees is set forth in Resolution R25-17, or as may be subsequently amended by Council. All customer billing shall conform to the rate schedule in effect at the time of service.

1. Bills for water service shall be rendered monthly, on or about the last business day of each month.
2. Billing shall be based on actual consumption data collected through the Borough's AMI metering system.
3. In the event that actual readings are unavailable, the Borough may issue an estimated bill based on prior usage history.
4. A final bill shall be rendered at the time of termination of service, based on an actual meter reading when possible.

Section 5.2 – Bill Content

Each bill shall clearly state:

- Customer name, account number, and service address.
- Previous meter reading, current meter reading, and total usage.
- Rate schedule applied, including base charges and consumption charges.
- Previous balance, current charges, and total due.
- Due date and late payment penalties, if applicable.

Section 5.3 – Payment Terms

1. Utility bills shall be due and payable on the fifteenth (15th) day of each month.
2. If the fifteenth (15th) day falls on a Saturday, Sunday, New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day



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After Thanksgiving, Christmas Day, the Day After Christmas, or any day on which Borough administrative offices are closed due to a publicly announced emergency posted on the Borough's official website, the due date shall automatically be extended to the next regular business day.

3. The adjusted date established under subsection (2) shall be deemed the official due date for all purposes under this Ordinance.
4. Payments not received by the Adjusted Due Date shall be considered delinquent and subject to late payment penalties established by resolution of Borough Council.
5. Delinquent accounts shall be subject to the collection and termination procedures set forth in Article VII of this Ordinance.

Section 5.4 – Methods of Payment

1. Payments may be made by mail, in person at the Borough office during normal business hours, or through Borough-authorized electronic or online payment systems.
2. Returned checks or rejected electronic payments shall be subject to a service charge in accordance with the Borough's fee resolution, and the account shall be considered unpaid.
3. Partial payments will be applied first to the oldest charges and then to current charges.

Section 5.5 – Budget Billing Plan

1. The Borough shall maintain a **Budget Payment Plan**, authorized by Resolution R23-20, allowing customers to make equalized monthly payments based on their average annual consumption.
2. Budget plan balances shall be reconciled and adjusted quarterly to reflect actual usage.
3. Customers who default on the budget plan by missing two or more consecutive payments may be removed from the program and required to pay the full outstanding balance.
4. Customers may only re-enroll in the Budget Payment Plan once their account is current and with Borough approval.

Section 5.6 – Customer Information

1. The Borough shall maintain accurate customer records, including ownership information, billing history, consumption data, and deposit balances.
2. Customers are responsible for promptly notifying the Borough of changes in mailing address, contact information, or property ownership.
3. Customers may request copies of their billing and consumption history. A service charge may be applied for duplicate records.

Section 5.7 – Disputed Bills

1. A customer disputing a bill shall follow the procedures established in the **Utility Appeals Ordinance (25-06)**.
2. Filing a dispute does not relieve the customer of the obligation to pay the undisputed portion of the bill by the due date.



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3. The Borough may suspend termination proceedings while a valid appeal is under review, at the discretion of Council or its designee.

Section 5.8 – Borough Liability

The Borough shall not be responsible for damages, losses, or claims resulting from billing errors, meter malfunctions, or consumption anomalies, except where such errors are directly attributable to gross negligence or willful misconduct by Borough employees.

ARTICLE VI – DEPOSITS

Section 6.1 – Requirement for Deposits

1. The Borough may require a security deposit from applicants or existing customers as a condition of initiating or continuing water service.
2. Deposits shall generally be required in the following cases:
 - o Accounts established by renters or tenants who are not property owners.
 - o Customers with a record of delinquency, defined as failure to pay two (2) consecutive bills or three (3) or more bills within a twelve-month period.
 - o Customers whose service has been previously terminated for nonpayment.
 - o Temporary or construction service accounts.

Section 6.2 – Amount of Deposit

1. For residential customers, the deposit shall be equal to an estimated two (2) months' average bill or a flat amount as determined by Borough resolution.
2. For commercial or industrial customers, the deposit shall be equal to the highest estimated single billing period for that account, plus one additional month.
3. In the case of temporary service, the deposit shall equal the full estimated usage for the term of service.

Section 6.3 – Refund of Deposits

1. Deposits shall be refunded, with interest as required by law, after the customer has established a satisfactory payment history for a period of twelve (12) consecutive months.
2. Deposits may also be refunded upon termination of service, provided that all outstanding charges have been paid in full.
3. Any unpaid balance at the time of termination shall be deducted from the deposit before refunding.

Section 6.4 – Accounting of Deposits

1. The Borough shall maintain a record of all deposits received, including customer name, account number, deposit amount, and date received.



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2. Customers may request a statement of deposit balance upon reasonable notice.
3. Deposits shall not relieve the customer of the obligation to pay for service as bills become due.

ARTICLE VII – TERMINATIONS AND RESTORATIONS

Section 7.1 – General Authority

1. The Borough may discontinue water service to any customer for nonpayment, violation of this Ordinance, illegal connections, tampering, or conditions hazardous to the system.
2. Terminations shall be conducted in compliance with Borough policy, the **Utility Appeals Ordinance (25-06)**, and applicable state or federal laws.

Section 7.2 – Termination for Nonpayment

Bills are due on the fifteenth (15th) day of each month or on the Adjusted Due Date as defined by this Ordinance.

If payment is not received by the Adjusted Due Date, the account becomes delinquent and shall be subject to the following sequence:

1. **Delinquent Notice via Next Billing Cycle**
The next regularly issued bill, typically rendered approximately thirty (30) days after the prior billing, shall include any unpaid balance clearly identified as "Past Due."
The appearance of a past-due balance on the subsequent bill shall serve as official delinquent notice to the customer and, if different, the property owner.
2. **Termination Notice**
If the past-due balance remains unpaid after issuance of the delinquent notice, the Borough shall provide a termination notice to the customer and property owner, if different from the customer. The termination notice may be mailed, posted upon the property, or otherwise delivered in accordance with Borough policy.
3. **Termination of Service**
If payment in full is not received within five (5) days of the termination notice, the Borough may terminate service.

No termination shall occur on a Friday, Saturday, Sunday, New Year's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, the Day After Thanksgiving, Christmas Day, the Day After Christmas, or during any period in which termination is otherwise prohibited by this Ordinance.

4. **Restoration of Service**
Service shall be restored only after:
 - o All delinquent balances and current charges have been paid in full;
 - o Applicable reconnection and service fees have been paid; and
 - o Any required deposits have been received in accordance with Borough policy.



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This process generally results in approximately forty-five (45) to sixty (60) days from the original billing date before service may be terminated, providing customers with ample notice and opportunity to cure delinquent accounts while maintaining the financial integrity of the Borough's utility systems.

Section 7.3 – Immediate Termination Without Notice

The Borough may immediately terminate service without prior notice in the following cases:

1. Where a dangerous or hazardous condition exists on the customer's premises.
2. Where unauthorized connections or tampering with Borough property is discovered.
3. Where water is being obtained fraudulently or diverted without registration through the meter.

Section 7.4 – Exceptions to Termination

Service shall not be terminated under the following conditions:

1. **Medical Exemption** – When the Borough has received a certification from a Pennsylvania licensed physician that a seriously ill or disabled person resides at the premises. This exemption shall not exceed thirty (30) days and may only be invoked once in any six-month period.
2. **Freezing Temperature Prohibition** – When the projected outdoor temperature is forecasted to be at or below 32°F within the next twenty-four (24) hours.
 - o *Resumption of Disconnection:* If service has already been terminated for at least seven (7) days, the Borough is not obligated to restore service solely due to temporary freezing conditions. Restoration will occur only after all outstanding account obligations are satisfied.
3. **Payment Arrangements** – Customers may enter into a payment arrangement, requiring a minimum payment of 25% of the outstanding bill. No more than three (3) such arrangements may be granted in a calendar year. Breaking an arrangement voids further eligibility for that year.
4. **Tenant Rights (Act 299 of 1978)** – Where premises are subject to the Utility Service Tenant Rights Act, the Borough shall follow all procedures required by law, including direct notification of tenants. The Borough shall not terminate service as retaliation for disputes between landlord and tenant.

Section 7.5 – Restoration of Service

1. Service terminated for nonpayment shall not be restored until all arrears, penalties, reconnection fees, and required deposits have been paid in full.



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2. For terminations due to hazardous conditions, restoration shall not occur until such conditions have been corrected to the satisfaction of the Borough.
3. Restoration shall be scheduled during normal business hours unless otherwise authorized by the Borough Manager.
4. A reconnection fee shall be assessed for each service restored, in accordance with the current Borough fee schedule.

Section 7.6 – Reporting and Controls

1. The Borough shall maintain a Termination/Restoration Log (digital or other) recording the date, account, address, cause of termination, and date of restoration.
2. All termination and restoration orders must be approved by the Borough Manager or their designee.
3. The Finance Department shall reconcile all reconnection charges and deposits with customer billing accounts.

Section 7.7 –Protective System Shutoff

If any property's water or electric service has been terminated for any reason and no contact or payment arrangement has been made with the Borough within seven (7) days of termination, the Borough shall proceed to disconnect all remaining municipal utilities to that property and finalize the account.

This is necessary to protect the integrity of the Borough's utility systems, particularly during winter months when a lack of electric service may cause frozen plumbing or contamination risks within the water system.

A final bill shall then be issued, and any outstanding balances shall be subject to lien in accordance with law.

ARTICLE VIII – DISPUTE PROVISIONS

Section 8.1 – Customer Right to Dispute

A customer has the right to dispute any bill, fee, charge, or decision of the Borough relating to water service. All disputes shall be handled in accordance with the Utility Appeals Ordinance (25-06). The procedures and rights set forth therein apply equally to water customers.

Filing a dispute does not relieve the customer of the obligation to pay the undisputed portion of the bill by the due date.



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Section 8.2 – Borough Review

1. The Borough Manager or designee shall promptly review the dispute and may consult with staff, the customer, or relevant records.
2. A written response shall be issued to the customer within ten (10) business days of receipt of the dispute.

Section 8.3 – Formal Appeal

1. If dissatisfied with the Manager’s decision, the customer may file a formal appeal under the **Utility Appeals Ordinance (25-06)**.
2. Appeals may be heard by Borough Council or its designated hearing officer.
3. The customer shall be given at least seven (7) business days’ notice of the hearing.

Section 8.4 – Effect on Termination

1. Filing a valid dispute suspends termination proceedings until a decision is rendered.
2. Council or its designee may stay termination pending appeal.
3. If the dispute is resolved against the customer, payment in full must be made within five (5) business days to avoid termination.

Section 8.5 – Finality

Decisions of Borough Council on disputes shall be final, subject only to appeal to a court of competent jurisdiction under Pennsylvania law.

ARTICLE IX – SERVICE REQUESTS AND EXTENSIONS

Section 9.1 – Emergency Service Requests

1. Emergency utility service shall be available 24 hours a day, 365 days a year.
2. Customers should report emergencies to the Borough at its published emergency contact number.
3. If an emergency results from Borough equipment failure, service shall be restored at no charge.
4. If an emergency results from conditions on the customer’s premises (e.g., broken service line, internal plumbing), the customer shall be billed for the cost of the service call.



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Section 9.2 – Non-Emergency Service Requests

1. Non-emergency service requests shall be performed during normal Borough business hours.
2. The Borough may charge a service fee for requests that do not result in discovery of a Borough-side problem.
3. A service request form shall be completed and retained for all service calls.

Section 9.3 – Distribution Main Extensions

1. The Borough shall construct, own, and maintain water mains as required for system expansion and customer service.
2. For new developments or customer-initiated extensions:
 - o The Borough may construct extensions up to 300 feet at its expense where revenues justify the investment.
 - o Extensions beyond 300 feet but less than 1,000 feet may be constructed by the Borough at its discretion, provided the applicant guarantees cost recovery.
 - o Extensions exceeding 1,000 feet shall generally be at the applicant's expense unless otherwise approved by Council.

Section 9.4 – **Line**, Hydrant, or Facility Relocation

1. If a customer requests the relocation of Borough-owned lines, hydrants, or other water system facilities, the customer shall bear the full cost.
2. Payment for relocation must be made prior to commencement of work.

ARTICLE X – MISCELLANEOUS PROVISIONS

Section 10.1 – Change of Occupancy

1. Whenever there is a change of occupancy of premises receiving water service, the new occupant must file an **Application for Service** with the Borough before service will be continued.
2. The Borough shall not connect or continue service until all prior balances have been paid and the premises have been inspected by the Borough's Code Enforcement Officer for compliance with plumbing and cross-connection standards.
3. A **Certificate of Approval** from the Code Enforcement Officer is required before reconnection.



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Section 10.2 – Special Facilities and Requirements

1. Customers requiring special facilities, such as large capacity meters, private hydrants, or fire service connections, must execute a written agreement with the Borough outlining their responsibilities.
2. Customers shall bear the cost of installation, maintenance, and replacement of such facilities unless otherwise provided by Borough resolution.

Section 10.3 – Service Supply

1. The Borough does not guarantee uninterrupted service but shall use reasonable diligence to furnish water at adequate pressure and volume.
2. The Borough shall not be liable for damages resulting from failure, interruption, or variation in water pressure or supply.
3. In times of system emergency, fire demand, or drought, the Borough may restrict or interrupt service as necessary for the protection of the system and public health.

Section 10.4 – Use of Water Service

1. No customer may resell water purchased from the Borough.
2. Unauthorized metering or distribution of water to third parties is prohibited.
3. Use of Borough water for purposes other than those authorized in the application or permit may result in termination of service.

Section 10.5 – Standby Service

1. Any customer requiring standby water supply (e.g., for industrial cooling or secondary fire protection) must notify the Borough in writing.
2. Such standby arrangements shall be subject to Borough review and agreement, including cost responsibilities.

Section 10.6 – Customer Installation and Liability

1. The Borough is not responsible for damages resulting from defects in customer-owned plumbing, service lines, or fixtures.
2. Customers must maintain plumbing in compliance with the **International Plumbing Code** and Borough ordinances.
3. Customers must install and maintain pressure reducing valves (PRVs) if system pressure at their service exceeds recommended levels.



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4. All backflow prevention devices, cross-connection controls, and other protective measures must be maintained at the owner's expense.

Section 10.7 – Conservation and Water Use Restrictions

1. During drought or emergency conditions, the Borough may impose temporary restrictions on water use, including outdoor watering, nonessential commercial uses, or bulk water sales.
2. Customers must comply with all conservation directives issued by the Borough or state agencies.

ARTICLE XI – Advanced Metering Infrastructure (AMI) & SCADA

Section 11.1 AMI

1. Ownership & Access. The Borough owns AMI consumption/interval data. Customers may access their own data upon request, subject to reasonable verification and permitted formatting fees.
2. Permitted Uses. AMI data may be used for billing, leak detection, system balancing, conservation, customer service, and regulatory reporting; aggregate or de-identified data may be used for planning/public reporting.
3. Disclosure Limits. Individually identifiable AMI data shall not be shared with third parties except to the customer/authorized agent, as required by law, or to vendors under written confidentiality and cybersecurity provisions.
4. Security & Retention. The Borough shall maintain role-based access, authentication, audit logs, and follow records schedules for retention in compliance with law.
5. Non-Communicating Meters. Where permitted, customers may request non-communicating meters subject to fees that recover incremental costs and access requirements for manual reading; requests may be denied if they compromise operations or safety.

Section 11.2 SCADA – Water Plant (Supervisory Control and Data Acquisition)

1. Ownership & Change Control. SCADA software/hardware/networks/data are Borough property. Changes to logic, alarms, setpoints, user accounts, or network architecture shall follow documented change-management procedures authorized by the Water Plant Director (or designee) and Borough Manager.
2. Cybersecurity. The Borough will maintain reasonable controls, including network segmentation, access control, authentication, patching, backups, and incident response. Remote access, if permitted, shall use secure methods and multi-factor authentication for authorized users only.
3. Alarms & Notifications. Alarms shall be prioritized, documented, tested, and routed to on-call personnel with required response per SOPs.



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4. Data Retention & Audit. Historian records and alarm/event logs will be retained per records policy for compliance, optimization, and forensic analysis.
5. Vendor Access. Vendor/integrator access shall be under written agreements with confidentiality/cybersecurity requirements, time-bound credentials, and activity logging.

ARTICLE XII – Pressure, Private Boosters, and PRVs

1. System Pressure. Pressures may vary due to elevation, demand, and operations; the Borough manages minimum/maximum pressures per engineering practice and guidelines.
2. Private Boosters. Customers may install private booster pumps/tanks downstream of the meter at their expense provided low-pressure cutoffs are used, no suction on mains is possible, required backflow prevention is installed, and plumbing codes are met.
3. Pressure-Reducing Valves (PRVs). Where static pressure exceeds recommended limits, customers shall install PRVs downstream of the meter to protect fixtures and prevent damage.
4. Fire Pumps & Hydraulics. Private fire pumps shall be designed to avoid negative pressure on the system and include required tested backflow assemblies.
5. Variability Disclaimer. Reasonable fluctuations in pressure/flow/quality inherent to operations are not grounds for claims against the Borough.

ARTICLE XIII ENFORCEMENT AND PENALTIES

Section 13.1 – Violations

Any person who tampers with, bypasses, or damages a water meter, valve, curb stop, hydrant, or Borough facility shall be liable for all resulting damages, estimated unmetered usage, and penalty charges as set by Council resolution. Unauthorized connections shall be grounds for immediate termination of service.

It shall be unlawful for any person to:

1. Tamper with, damage, bypass, or otherwise interfere with Borough water meters, valves, hydrants, or facilities.
2. Connect to the Borough's water system without authorization.
3. Fail to install or maintain required backflow prevention devices.
4. Refuse or obstruct Borough employees in the performance of their duties.
5. Violate any provision of this Ordinance or related Borough policies.

Section 13.2 – Penalties

1. Any violation of this Ordinance shall be subject to penalties as established by Borough Council in accordance with the Pennsylvania Borough Code.
2. Each day that a violation continues shall constitute a separate offense.
3. The Borough may assess service charges, administrative fees, or cost recovery in addition to statutory penalties.



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Section 13.3 – Remedies

1. The Borough may terminate water service for violations of this Ordinance, after notice and opportunity to correct where applicable.
2. The Borough may place a municipal lien upon real property to recover unpaid charges, costs, or penalties, consistent with the **Municipal Claims and Tax Liens Act**.
3. The Borough may seek injunctive or equitable relief in a court of competent jurisdiction to prevent or remedy violations.

Section 13.4 – Severability

If any provision of this Ordinance is declared invalid by a court of competent jurisdiction, the remaining provisions shall remain in full force and effect.

Section 13.5 – Effective Date

This Ordinance shall take effect immediately upon adoption by the Council of the Borough of Tarentum and shall supersede all prior water service ordinances, including Ordinance 91-10 and 25-09.

IN WITNESS WHEREOF, this Ordinance is duly Ordained and Enacted by the Council of the Borough of Tarentum at a public meeting held this 9th day of July 2026.

ATTEST:

BOROUGH OF TARENTUM

Dwight D. Boddorf, Borough Manager

Scott Dadowski, President of Council

EXAMINED AND APPROVED by me this 9th day of July 2026.

Eric Dee, Esq., Solicitor

Bob Lang, Mayor



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