



Integrated Water Service Regulations

Revision no.7

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FOREWORD

Art. 1 – Introduction

The Territorial Authority no. 1, called “Toscana Nord” (“North Tuscany”), has entrusted the management of the Integrated Water Service of the municipalities included in its Local Area to the Manager G.A.I.A. S.p.A, in accordance with the directives of Law 36/1994 (subsequently supplemented by Leg. Decree 152/2006) and Regional Law 81/1995.

G.A.I.A. S.p.A. manages the Integrated Water Service, comprising all public services relating to the collection, delivery and distribution of water for residential customers, and to sewerage and waste water treatment, according to efficiency, efficacy and cost-effectiveness levels established by sector regulations.

Art. 2 – Scope of application of the Regulations

These Regulations are applied to all the Municipalities included in Local Conference no. 1 “North Tuscany” where the aqueduct and/or sewerage and/or water treatment service has been entrusted to G.A.I.A. S.p.A., hereinafter referred to as “Manager”.

The Regulations are subject to triennial review. The revisions made to the Regulations and agreed upon by the Manager and the Tuscan Water Authority (hereinafter Authority), in compliance with the agreements entered into with consumer protection associations and relevant business associations, will be brought to the attention of Users through the media under paragraph 6 of the Integrated Water Service Quality Charter.

The Regulations are divided into two parts:

- First part: water supply and distribution (Aqueduct Service Regulations);
- Second part: waste water collection and treatment (Sewerage and Waste Water Treatment Regulations).

The Regulations also include five annexes:

- Annex 1 - “Connection costs”
- Annex 2 - “Costs for ancillary services”
- Annex 3 - “Reimbursements and Penalties”
- Annex 4 – “Instalment Regulations”
- Annex 5 - “Regulations for the Granting of Discounted Tariffs”

Art. 3 – Correct and rational use of water

Water is a resource that must be protected and used in accordance with criteria of solidarity. This means that any use must safeguard the expectations of future generations and their right to benefit from intact environmental heritage.

We speak of correct and rational use of water when we make every effort to avoid waste, and promote the renewal of resources and when we do our best not to damage our water resources and the comfort of the environment, as well as our agriculture, fish farming plants, water fauna and flora, geomorphological processes and hydrological balance.

Uses other than for human consumption are permitted to the extent that water resources are sufficient, and provided they do not affect quality. To this end, the Manager undertakes to use utmost diligence when performing water management activities for the supply of drinking water and for waste water conveyance and treatment.

In compliance with the Territorial Plan drawn up by the Authority, the Manager organises and performs environmental water collection and purification activities, taking into account the amount and quality of the resources available and the water's intended use.

The Manager uses the most suitable water distribution technologies and carries out all water saving activities considered appropriate. For this purpose, it performs scheduled leak detection, network pressure optimisation and obsolete network decontamination activities, as well as promoting the installation of water saving systems, based on the indications set out in the Territorial Plan annexed to the Service Concession Agreement.

When performing waste water conveyance and treatment activities, the Manager applies the best available techniques in full compliance with current legislation and encourages the research and development of new technologies.

Users undertake to use the right amount of water to meet their needs by adopting techniques and behaviour that reduce water usage and, where possible, to reuse water, in compliance with the provisions of these Regulations.

Likewise, Users undertake not to pour any unauthorised substances or waste into the sewerage network which could harm the correct operation of the sewerage networks and waste water treatment plants.

Art. 4 – Main regulatory references

The main national, regional and Authority legislation and/or regulations mentioned in the Regulations as reference for management of the Integrated Water Service are reported below.

Where such legislation and/or regulations are supplemented, amended or replaced, reference to them also includes their subsequent amendments and supplements.

- Law 36/1994: Italian Law no. 36 of 5 January 1994 (“Galli Law”) – “Provisions concerning water resources” (replaced by Leg. Decree 152/2006).
- Regional Law 81/1995: Tuscan Regional Law no. 81 of 21 July 1995 – “Implementation rules of Law 36/1994 concerning water resources”.
- Council of Ministers Presidential Decree 04/03/1996: Council of Ministers Presidential Decree of 4 March 1996 – “Provisions concerning water resources”.
- Regulations for the exercise of competencies in the matter of urban and/or industrial waste water discharge in the public sewerage system of the Territory no. 1 North Tuscany Municipalities”.
- Leg. Decree 152/2006: Environmental rules.
- Regional Law 20/2006: Tuscany Regional Law no. 20 of 31 May 2006 – “Rules for the protection of water against pollution”.
- Regional Law 29/2007: Tuscany Regional Law no. 29 of 21 May 2007 – “Rules for 2007 water emergency. Amendments to Regional Law no. 81 of 21 July 1995 (Implementing rules of Law no. 36 of 5 January 1994 “Provisions concerning water resources”) and to Regional Law no. 91 of 11 December 1998 (Soil protection rules).
- Regional Regulation 46/R: Regional Government Presidential Decree no. 46/R of 8 September 2008 – “Implementing regulations of Regional Law no. 20 of 31 May 2006 (Rules for the protection of water against pollution)”.

- Regional Regulation 29/R: Regional Government Presidential Decree no. 29/R of 26 May 2008 – “Implementing regulation of article 8 *bis* of Regional Law of 21 July 1995 “Implementing rules of Law no. 36 of 5 January 1994 (Provisions concerning water resources)”. Provisions for reducing and optimising the consumption of water supplied to third parties by the integrated water service manager”.
- Law 13/2009: National Law no. 13 of 27 February 2009 – “Conversion of Decree Law no. 208 of 30 December 2008 containing Extraordinary measures concerning water resources and environmental protection”.
- Ministerial Decree 30/09/2009: Implementing decree of the Ministry for the Environment and Protection of the Land and Sea of 30 September 2009 “Individuation of criteria and parameters for returning the undue tariff portion to Users relating to the water treatment service”.
- Regional Law 69/2011: Establishment of the Tuscan water authority and of the authorities for urban waste integrated management services. Amendments to Regional Law no. 25/1998, Regional Law no. 61/2007, Regional Law no. 20/2006, Regional Law no. 30/2005, Regional Law no. 91/1998, Regional Law no. 35/2011 and Regional Law no. 14/2007.
- Law Decree no. 201/2011, converted into Law no. 214/11: by which the Electricity, Gas and Water System Authority was entrusted with regulation and control functions also for water services to be exercised with the same powers attributed by establishing law no. 481/95.
- Presidential Decree no. 59 of 13 March 2013: Single Environmental Authorisation.
- Decree no. 155 30/10/2013: Regulation containing criteria for performing subsequent meter checks on water meters and heat meters, pursuant to Leg. Decree no. 22 of 2 February 2007, in implementation of directive 2004/22/EC (MID).

Art. 5 – General definitions

- Discounted tariffs: discounted tariffs are tariff reductions that are exclusively provided to domestic resident users and comparable to low-income residents.
- Tuscan Water Authority A.I.T. (or Authority): a public body, representing all Tuscan municipalities, entrusted with the programming, organisation and monitoring of the Integrated Water Service management activities by Regional Law no. 69 of 28 December 2011.
- Integrated Water Service Quality Charter: annex to the supply contract, representing an integral and substantial part thereof, entered into between the Manager and the single Users, which establishes the principles and criteria for delivery of the service.
- Meter: instrument for measuring the amount of water delivered or discharged.
- Supply contract: deed by which the commitment to comply with these Regulations is entered into between the User and the Integrated Water Service Manager.
- Agreement: the agreement for entrusting the management of the Integrated Water Service entered into between the Authority and the Manager G.A.I.A. S.p.A.
- Deposit: amount paid by the User to guarantee the regular execution of the payments due resulting from the User’s actual consumption.
- Disconnection: termination of the service provided to the User following cancellation of the contract or persistent non-payment, resulting in removal of the meter.
- Cancellation: request to terminate the supply contract, followed by closing of the User relationship with the holder of the contract itself.

- Direct debit (bank or post office): payment of water bills by continuous direct debit (bank or post office).
- Large households: large households comprise four or more members. Users have the right to different tariffs based on the number of family members.
- Integrated Water Service Manager (or Manager): the entity that manages the Integrated Water Service according to the agreement under art. 11 of Law 36/1994; in this case: G.A.I.A. S.p.A.
- Automatic compensation: amount automatically paid to the User in the event that the Manager does not observe the quality standards declared in the Integrated Water Service Quality Charter, where provided for in the Charter itself.
- Indicator of the Equivalent Financial Situation (ISEE): tool that measures the financial situation of families that use the service, taking into account their income, their financial and real-estate assets and the characteristics of the household (number and type).
- Household: registered family resulting from the civil status, defined by art. 4 of Presidential Decree no. 223 of 30 May 1989, as amended and supplemented, as the group of people tied by bonds of marriage, kinship, affinity, adoption or guardianship, or by affective or cohabitation bonds, and having habitual residence in the same Municipality.
- Territorial Plan: Plan drawn up and updated by the Authority pursuant to Leg. Decree 52/2006, and attached to the Agreement entrusting the Integrated Water Service. It contains an infrastructure analysis, the plan of measures, the management and organisation model, the economic and financial plan, and tariff changes over the years.
- Plan of measures (P.d.I.): The plan of measures is included in the Territorial Plan. It identifies the extraordinary maintenance works and new works to be carried out, and comprises any adjustments to existing infrastructures necessary to achieve at least minimum service levels and to meet overall User demands, taking into account Users located in mountain areas or with a lower population density. The plan of measures, which is consistent with overall management, specifies the objectives that must be achieved, indicating the infrastructures planned for this purpose and the time required for completion (definition as per art. 149 of Legislative Decree 152/2006).
- Pit: object allowing access to underground equipment.
- Estimate: economic quantification of the amount to be paid by the applicant for the construction, modification or replacement of the system for which the Manager is responsible or for other interventions carried out by the latter following a request from the User or other person interested in the service. It also defines the time schedule of the works that will be carried out by the Manager.
- Fixed portion: the portion of the tariff, regardless of consumption, paid by the User and expressed in Euros/year.
- Variable portion: the portion of the tariff paid by the User based on water consumption, expressed in Euros/m³.
- Regulation for the granting of discounted tariffs: Regulation on the application criteria of the Indicator of Equivalent Economic Situation (ISEE) for the purpose of granting discounted Integrated Water Service tariffs in the “North Tuscany” Conference¹ (Annex no. 5 to these Regulations).

- Request for connection: request with which the procedures for carrying out the water service delivery and/or sewerage system connection works and for subsequent conclusion of the supply contract are started.
- Integrated Water Service: all public services regarding the collection, delivery and distribution of water for residential use, sewerage and waste water treatment.
- Contract takeover: request for reactivation of a disconnected point of delivery with changing of contract ownership or identification data.
- Integrated Water Service Tariff: fee for the provision of the service, consisting of a fixed portion and a variable portion. The latter is structured and regulated by geographical area, User type and consumption bracket.
- Domestic use: general definition based on which water is used for sanitation and drinking purposes, for watering vegetable and flower gardens, and for watering animals, provided that these uses are for the user's household and are not part of an economic or production activity or profit-making business.
- User: natural or legal person who has entered into a supply contract with the Manager, or who requires the performance of a service aimed at concluding the contract, and therefore has all necessary rights and is responsible for all the obligations under these Regulations.
- Low income users: households (where the holder of a User contract is present) that meet the below requirements are considered low income Users:
 - An ISEE income within the threshold values determined by the Authority and updated annually (as indicated in the Regulation for the Granting of Discounted Tariffs, Annex no. 5);
 - They do not own a house entered in the land registry categories A/1 (stately house), A/7 (small villa), A/8 (villa), A/9 (castles and buildings of artistic value);
 - They do not own more than one house throughout the country, with the exception of property with a cadastral income equal or lower than EUR 258.00.
- Pre-existing Users: Users transferred from previous managers to the Manager, on the date management is entrusted to it.
- Transfer: the request for activation to an active delivery point with changing of contract ownership or identification data.

AQUEDUCT SERVICE REGULATIONS

Art. 6 – Aqueduct service rules

The Aqueduct Service Regulations define and govern the conditions and procedures for delivering the water supply service and the relationships between Manager and User. These regulations are mandatory for all Users and must be considered an integral part of every service supply contract.

Art. 7 – Definitions

The following definitions will be applied for the purposes of these Regulations:

1. Water connection: the water pipeline branching out from the main pipeline and/or related auxiliary devices and accessories and attachments for delivering the service to one or more Users. It usually starts from the point of connection on the distribution pipeline and ends at the point of delivery of the aqueduct.
2. Self-reading: reading by the User and subsequent communication to the Manager of the numerical values shown on the meter.
3. Adjustment: the accounting procedure which guarantees the correct breakdown of consumption over a certain period and the correct application of the related tariffs.
4. Outflow: flow of water through piping.
5. Derivation: collection of part of the water from one pipeline to another.
6. Disconnect: physically detach two pipelines, or the connection, from the main pipeline.
7. Supply for private use: delivery of water in all cases that do not have purposes of public utility.
8. Supply for public use: delivery of water for purposes of public utility.
9. Meter reading: reading by the Manager of the numerical values shown on the meter in order to calculate the User's consumption.
10. Flow rate limiter: equipment capable of limiting instantaneous and/or daily consumption.
11. Pressure level: the measurement of the unit force impressed to the water inside the pipeline expressed in atmospheres.
12. Hidden leak: all losses downstream of the point of delivery, which cannot be identified by the User, according to due diligence principles. Hidden leaks occur as a result of a breakage in built-in or underground pipe sections or due to faults to systems that cannot be accessed or inspected. Hidden leaks do not include, for example, malfunctioning floats, valves, faucets and other equipment that is visible or can be inspected directly.
13. Flow rate: measurement of the amount of water that flows per unit of time.
14. Road water connection point: connection bypass from the main pipeline.
15. Pro-die: method used for calculating the daily consumption of a specific period. This value is then used for estimating consumption.
16. Point of delivery: for the aqueduct service (as per the diagrams in Annex no. 1 section B), the point where the connection pipeline connects to the final User's system(s). The meter is installed on the point of delivery.

17. Reactivation: restoration of the service supplied to a point of delivery which terminates supply disconnection or suspension by the Manager for one of the reasons for disconnection or suspension referred to in this Regulation.
18. Seal of warranty: material mark affixed on the equipment to prevent or show any violations or tampering.
19. Suspension of supply: temporary closing of water delivery.
20. Type of User: the category assigned to each supply contract, in relation to how the water source intends to be used.
21. Real estate unit: single housing unit or single unit where an economic activity is carried out inside a property, as established in building regulations, and that is in any case able to generate an independent income.
22. Calibrated users: Users supplied with restricted-flow drinking water and not provided with a meter.
23. Condominium users: Users served by a single point of delivery that distributes water to several real estate units, also with different intended use.
24. Single users: Users where one single meter serves one single real estate unit.
25. Opening: recess in a wall for the housing and sheltering of the meter and shut-off valves.

GENERAL PROVISIONS

This section covers the main aspects relating to the supply contract, the system and the various types of supply, as well as the different types of water use.
The following provisions specifically apply.

Art. 8 – Water distribution system

Water is generally supplied with free outflow and measured using suitable equipment (meter). Flat supplies, with or without a meter, are accepted on exceptional cases, having an occasional nature and for a limited time (travelling shows, folk festivals, etc.).

The Manager guarantees that the water delivered has chemical and sanitation characteristics such as to classify it as suitable for human consumption, in accordance with current regulations.

Non-drinking water may also be supplied, in the form and manner indicated and signed by the User in the supply contract.

The current tariffs for each type of use approved by the Authority apply in all cases where the water supply meets the quality standards qualifying it as suitable for human consumption.

However, if the Manager delivers non-drinking water for technical and economic reasons, the supply contract signed by it must specify that the water is intended for non-drinking use. For the aqueduct service only, 50% of the public tariff will be applied for each cubic metre of consumption, while for the other services provided, 100% of the tariff depending on the type of use will be applied.

In cases of significant qualitative crisis, with obvious inconvenience for Users, the amounts billed may be reduced proportionally, depending on how serious the crisis is. In the above cases, the Manager must submit a motivated request to the Tuscan Water Authority for approval.

The application of a tariff proportionate to the quality of water supplied, as expressly set out in art. 154 of Legislative Decree 152/2006, must in any case be subject to acceptance by the User to be supplied with water that is not suitable for human consumption. Non-acceptance by the User will lead to termination of the supply contract.

Regarding buildings supplied with calibrated systems (or flow rate limiters) and not provided with meters, although the Manager permits this system on a provisional basis, it reserves the right to transform the calibrated water supply system into a meter reading system, as soon as possible, according to the procedures set out in following art. 29 and within the framework of applicable laws.

Art. 9 – Water supply contracts

Water supplies are consequential to the conclusion of a specific supply contract, in compliance with the rules set forth in these Regulations. Users must inform the Manager of any subsequent change that, as such, leads to a change to the original contractual conditions.

The above change is effective from the Manager's date of communication or protocol.

Similar contractual variations may be automatically applied in the event that it is the Manager that verifies that the changes have been made, after giving prior notice to the User.

The supply contract cannot be concluded if the amounts established for the connection have not been paid.

The costs for stamp duty, registration and deposit, which are consequential and related to the contracts, are charged to the User.

Art. 10 – Completion of the water supply contract

The Integrated Water Service is provided by the Manager only to existing buildings or to buildings under construction, which are used for residential, agricultural or industrial uses, in compliance with current urban and building regulations.

Regardless of whoever has submitted the request for connection and whoever has paid the relevant fees to the Manager, the water supply contracts are made out as follows:

- a) Water supply contracts for a single real estate unit may be in the name of the property owner or of the natural or legal person that rightly holds or occupies the property where the service will be used, which must be demonstrated by a declaration in lieu of affidavit;
- b) Water supply contracts for a property composed of several real-estate units (Condominium Users):
 - If there are multiple users, the contract must be entered into with just one of them, through written delegation of the other users, who will be jointly and severally liable for any matter arising from the service supplied;
 - In the event of regularly established condominiums, the supply contract will be entered into by the Condominium Manager or by a person appointed by the Condominium Manager especially for this purpose. All condominium residents will be held jointly and severally liable pursuant to the Italian Civil Code for the payment of the amounts due in respect of the services provided;

- c) Water supply contracts for building site purposes are made out in the name of the building contractor or the owner of the building. These contracts end when the construction works have been completed (in any case at the end of the permit) and must be cancelled. Users may then submit a request for a new, definitive supply and enter into a new contract which must be entered into as indicated in the previous letters a) and b) and following the subsequent provisions.

When signing the water supply contract, Users are required to show their ID.

Water supplies are consequential to the conclusion of a specific contract, in compliance with the rules set forth in these Regulations.

The connection cannot be made if the applicant has not paid the fees due for the connection, or if the User has not accepted the estimate.

The contract becomes effective upon its completion and/or upon payment of the first bill containing the fees due for the start of the water supply service.

Art. 11 - Transfer

Transfers take place when the owner of the contract under the previous article withdraws from the contract and is replaced by a new person, or – if the person is the same – one or more contractual conditions change, without interrupting the supply.

Transfer requests may be submitted by incoming end Users, upon condition that the requests are provided with suitable documentation confirming the ownership or the regular possession or occupation of the real estate unit concerned, according to Law Decree no. 47 of 28 March 2014. Users must also inform the Manager about any changes to their ownership.

New property owners that wish to use the water service must enter into a new contract in their name.

In the event of failure to notify the aforementioned variation, both the actual new Users and the previous User will be jointly and severally liable for the contractual obligations, without prejudice to the Manager's right to suspend or, ultimately, disconnect the supply.

The new Users are also required to pay the stamps, deposit, fee established in Annex 2 to this Regulation for the transfer rights, and any other amount due by the previous User, in the event that the person taking over is not related to the previous debt position.

Transfer of the water supply starts on the date the new contract is signed by the new User. The transfer of ownership or of the property's usufruct, or any change in the actual user of the service do not automatically transfer the existing supply contract between the Manager and the User.

User transfer requests must indicate the meter reading which will be the last reading for the previous contract holder and the first reading for the new holder. If the self-reading does not correspond to the reading communicated by the outgoing End User, the Manager will carry out a check reading within seven (7) working days from the date on which the new End User communicated the self-reading. The previous contract holder must also provide the address of the closing bill.

The request for transfer to contracts that have fallen into arrears will be accepted only after checking that the person taking over the contract is unrelated to the previous debt situation. The Manager, for justified reasons to be notified to the contract holder, may decide not to accept transfer requests without prior authorisation from the property or the relevant body, in verified cases of illegal occupation, eviction or dangerous systems.

If the transfer request regards a point of delivery or discharge where the supply has been disconnected due to non-payment, or in all cases where the outgoing holder was in arrears, the Manager is entitled:

- a) To request the new End User to provide a self-certification pursuant to art. 47 of Presidential Decree no. 445 of 28 December, if necessary together with suitable documentation, confirming non-involvement in the previous debt;
- b) Not to carry out the transfer until the amounts due have been paid in the event that the Manager verifies that the incoming End User occupied the real estate unit, for any reason whatsoever, which is associated with the point of delivery or discharge in question.

For calibrated Users, only one yearly variation of the contractually established amount of water is accepted.

Art. 12 – Duration of contract and cancellation

Unless otherwise specified, the contract is indefinite, until either one of the parties withdraws from it.

Pursuant to art. 1569 of the Italian Civil Code, Users wishing to withdraw from the water supply contract must give written notice (or contact the appropriate offices). They must provide their User number or other details unequivocally identifying the supply, together with the meter reading and the address which the closing bill must be delivered to. The right of withdrawal may be exercised in writing in the same manner also by the heirs or the assignees of the contract holder.

Cancellation involves removal of the meter, or closing of the limiter in the case of calibrated users, within the expected quality standards, as well as payment of the fee referred to in Annex 2 for closing rights and termination of the contractual relationship. A final bill for payment of the balance of consumption up to the day the meter is closed will be issued and the deposit will be returned if there are no prior debts.

If the amount owed by the End User is lower than the deposit, plus any interest accrued up to the date of re-crediting, the Manager will credit the difference by direct remittance within thirty (30) calendar days from the date of disconnection, or transfer, of the supply.

The Manager must be able to disconnect the supply. Therefore, if the meter is not positioned outside the private property and/or is not accessible, the person withdrawing from the contract must make sure that the staff appointed by the Manager can access the meter. The Manager will communicate the date and time when its staff will disconnect the supply. The User must be present at the time of disconnection and must sign the meter removal report. If the User is absent, the meter reading carried out by the Manager-appointed staff will be deemed valid. In this case, the meter will be stored by the Manager for a period of 30 calendar days to allow the User to check it.

Failure of the above condition revokes, for all legal purposes, the intention expressed by the User to cancel the service, who will continue to be the owner and will be responsible, therefore, for any consumption and/or damage by whosoever caused.

Users must notify withdrawal from the supply contract when they move or when they leave the ownership or possession of the property to other persons, for any reason whatsoever. Failure to notify this entails the assumption of joint liability, together with the new service User, towards payment of the services provided and any other expenses and damages related to the use of the systems, unless in the event of a new contract for the same User. Cancellation for calibrated Users must be submitted to the Manager's offices within two months from the end of the nominal period already invoiced. The contract terminates (even if the above communication has not been submitted) when other parties have signed a new contract for the same point of use, following presentation of valid entitlement.

Art. 13 – Free transfer in supply contracts

Free transfer is possible in cases where the law allows a succession in the contract.

Free transfer is reserved to the heir or other cohabitant on the date of the event representing the condition for the takeover, who is entitled to retain the right to the property in accordance with current legislation.

This right is also applicable to companies that change their company name while keeping the same VAT number.

The person taking over assumes all the rights and obligations of the previous holder, and must enter into a new contract without the need to pay any transfer charges, apart from the relevant stamp duty.

In the event of death of a contract holder, the heir or person residing in the real estate unit wishing to transfer the supply contract to him/herself:

- a) Must submit a specific application by filling in a standard form prepared by the Manager and which may be downloaded from the Manager's website or collected at local desks;
- b) In the application under previous letter a), must indicate the meter self-reading on the date of submission of the application, which must be appropriately validated by the Manager;
- c) Is allowed to self-certify the information provided to the Manager as laid down by Presidential Decree no. 445 of 28 December 2000;
- d) Must undertake all of the rights and obligations of the previous holder of the supply contract;

In all of the cases set out above, the Manager:

- a) Carries out the transfer within the deadline provided;
- b) Sends a bill for the balance of the consumption measured up to the date of the request for transfer to the new holder of the supply contract;
- c) Applies the deposit paid by the previous holder to the new holder of the supply contract.

No payment, except for the final bill for payment of the balance of consumption may be requested by the Manager from the person submitting a request for transfer.

Written communication of the event must be submitted to the Manager within 365 days from the date thereof, in order to regulate the contractual relationship. Once this term has expired, the provisions of art. 11 will apply.

Art. 14 – Reactivation of water supply

Users interested in reactivating or taking over a water supply previously terminated due to cancellation or non-payment, must enter into a new supply contract in their name. They must also pay all relevant duty stamps, the deposit and the fee established in Annex 2 to this Regulation for reactivating the disconnected supply, as well as any other amount due.

Users whose supply has been disconnected due to non-payment, in addition to any previous charges, must also pay all the amounts due to the Manager for its reactivation or for a new supply, including the fee for closing the meter, any credit recovery costs and the penalties for any tampering with the systems and/or illegal withdrawals, as well as any other costs resulting from actions causing damage that may arise during the reactivation.

If the Manager retains the previous disconnected connection not suitable for the purposes of these Regulations (both as regards the position of the previous meter, and the diameter and state of conservation of the connection as reported in art. 34 and in the technical requirements indicated in section B of Annex 1 to this Regulation), it will not be possible to reactivate the service, and application for a new connection must be made with a relevant estimate. This also applies for calibrated system Users.

In the cases indicated above (previous connections that have been disconnected because unsuitable or calibrated systems), if requests are made to reactivate supplies that were disconnected due to non-payment and only if the request is submitted by the holder that has fallen into arrears, the disconnected connection may be “temporarily” reactivated only after the estimate for the new connection has been paid.

The request for reactivation, or takeover, may be submitted using the free phone number associated with the call centre, or by email or post after filling in the form that can be downloaded from the Manager's website or is available at desks open to the public or on the specific website.

For billing purposes, the contract starts from the date the meter is reopened.

Art. 15 – Typical timing for water supply services

Typical timing for water supply services (estimation time, time for providing the services, supply activation time, etc.) are indicated in the Integrated Water Service Quality Charter, which these Regulations are an integral and substantial part thereof.

Art. 16 – Types of use

Supplies may be divided into the following contractual categories:

- 1) **Domestic users** – for the purposes of these Regulations, Domestic Users use water for food preparation, sanitation and other domestic purposes, provided that such uses are for the household and are not part of an economic or production activity or profit-making business. Domestic users – depending on the housing units and their appurtenances – are in turn divided into “resident” domestic Users and “non-resident domestic Users. Resident household Users also include Users belonging to residential units or condominiums. Users who reside in the real estate unit where the service is supplied are considered “residents”. Members of the Armed Forces, the *Carabinieri*, the Police, the *Guardia di Finanza* (Finance Police) and civil servants, who are forbidden to register in the Municipality where they work pursuant to art. 10bis of Presidential Decree no. 223 of 30 May 1989, as well as their family members, who are the holders of water supply contracts are also considered “residents”. Foreign personnel employed by foreign diplomatic and consular representations in Italy and the personnel accompanying the Armed Forces of N.A.T.O. member countries and their family members, who are the holders of water supply contracts are also included.

When entering into the contract, Users must self-declare that they meet the above requirements. Users must also inform the Manager in the same manner of any subsequent changes.

Users that do not meet the requirements referred to under point 1 are classified as “non-resident”, except in the case of religious communities, exclusively with reference to the religious persons residing therein, or of group homes, exclusively with reference to the persons residing therein, if not included in the application of the Public Tariff. In these cases, the Domestic Resident tariff will be applied, related to a number of residential units equal to the number of average presences divided by three.

2) **Non-domestic Users with production purposes** – These Users are divided into two different sub-categories depending on the User’s water requirements, as follows:

- Small production purposes: from 0 to 1,000 m³.
- Large production purposes: above 1,000 m³.

This category includes Users that utilise water on premises intended for industrial, commercial, and tourist, hotel and accommodation business, as well as for business related to the tertiary sector and to construction sites. Based on their consumption, Users can switch from one sub-category to another without any extra charge, at their express request. If volumes of water are consumed during the year such that another sub-category would be more convenient than the one chosen or the one assigned by the Manager based on historical consumption, Users cannot change their sub-category during that year. Sub-category variations will become effective from the year following the date on which the variation request has been submitted to the Manager.

3) **Breeding Users** – this category includes all family-run agricultural and/or zoo-technical activities which do not have production or commercial purposes and where water is used only for drinking purposes.

4) **Public Users** – the Public Tariff category is applied to:

- Public Administrations;
- Non-profit Organisations that directly carry out activities to which Public Administrations have assigned Public Interest purposes. The non-profit requirement must be set out in the Articles of Association and acknowledged by the Public Administration also through enrolment in appropriate registers.
- Entities required/appointed by specific provisions of Public Administrations to perform reception activities for humanitarian purposes (reception of refugees or following natural disasters), exclusively for the period indicated in the provision, for the properties intended for this purpose and provided that the consumption intended for this purpose can be accurately measured using an appropriate meter in the name of the supply holder.
- Entities that provide systematic and free services – such as showers, dormitories, canteens – to needy people for exclusively charitable purposes.

5) **Fire-fighting users** – this category includes all the hydrants for domestic, non-domestic and public use. Public fire-fighting hydrants are those installed on public roads and must be used exclusively by the Fire Brigade and the Civil Protection to provide fire-fighting services. Hydrants for non-domestic use having social purposes and hydrants for institutional uses are also considered public. Hydrants for institutional uses and for non-domestic uses having social purposes are considered equivalent to the hydrants used by the Fire Brigade and Civil Protection only as regards the tariffs applied. It is absolutely forbidden to use water for uses other than fire-fighting.

Appurtenances, also pursuant to art. 817 of the Italian Civil Code, since they are not independent works but are annexed to the main building, follow the same intended use as the latter.

Tariff to be applied to the difference in consumption between the general meter and the meters in the name of the single Users: in the case of differences between the general meter and the meters in the name of the single Users and invoiced directly by the Manager, the base tariff of the main category of belonging of the real estate units within the condominium will be applied for this consumption. If the amounts are equal, the most favourable base tariff for users will be used.

Art. 17 – Water saving provisions

In order to reduce and optimise the consumption of water supplied within the Integrated Water Service, all Users are required to adopt the conduct, implement the measures and requirements, and observe the limitations and prohibitions provided for by national and regional legislation.

Aqueduct service Users must adopt appropriate conduct to prevent and avoid any malfunctioning of their private plumbing system that may cause unjustified wastage of water. They must attend to its proper maintenance and conservation, and periodically check consumption on the meter, in order to identify any anomalies.

Furthermore, with a view to reducing waste and consumption, Users must:

- Install systems to optimise and limit tap water flow rates, for example flow limiters, diffusers, pressure limiters and vaporisers, or flow interruption systems such as timers, water pedals and photocells;
- Install systems to reduce and optimise the water flows of sanitary flushing appliances, for example flush limiters, flush interruption switches and dual-flush tanks;
- Use and maintain high-efficiency appliances and equipment in good condition in terms of water and energy consumption;
- Limit the use of water from the public aqueduct for the irrigation of gardens and vegetable gardens and for washing vehicles and boats, with preference for rainwater accumulation systems or systems that specifically reuse less valuable water;
- Equip ponds and water games that use water from the public aqueduct with water recycling systems.

The prohibitions referred to in subsequent art. 26 also apply to these provisions.

SUPPLY FOR PUBLIC USES

Art. 18 – Supply for public uses

Water systems for public use cater to common water needs, meeting the requirements of the community.

Public use systems include the following: municipal, provincial, regional and state buildings and systems (including fountains) used for public services, and those to which the above Administrations have assigned public interest purposes and which are run directly by them or have been entrusted to non-profit organisations acknowledged by said Administrations.

The Bodies owning public fountains or the entities entrusted with their management must provide them with flow rate limiters and automatic flow interruption systems, unless this is incompatible given the considerable historical and architectural value of the public fountain.

Municipalities should equip urban ponds and water games that use water from the public aqueduct and are installed in public areas with water recycling systems.

Art. 19 – Connections for public use, water collection measurement and billing

The systems referred to in previous art. 18 are carried out by the Manager at the request and expense of the Municipalities, Provinces, Regions and the State, except as provided for in art. 45 regarding the possibility to make the connection directly.

For facilities and buildings owned by the municipal authorities that do not have a consumption meter at the date of revision of these Regulations, a meter will be installed and charged to the Plan of Measures.

All the connections and water collection points required by Public Bodies to meet their water needs are performed after submission of an estimate of expenditure, acceptance and payment of the amount established in it, and conclusion of a normal supply contract.

Consumption is usually measured using meters, except in cases where the collection point derives from a relief pipeline (overflow) and exceptionally, at the discretion of the Manager, for provisional connections (e.g. events, fairs, festivals, etc.). In these cases they will be measured on a flat rate basis.

Art. 20 – Illegal public water collection

It is strictly forbidden to:

- a) Collect water from public fountains for uses other than drinking and sanitation, for exclusively individual purposes, for amounts not exceeding seventy litres/day;
- b) Collect water from road and public garden watering faucets and from sewerage washing faucets, with the exception of the persons authorised to do so for the uses which these systems are intended for;
- c) Collect water from the fire-fighting hydrants installed in the streets, unless for extinguishing fires. Collection of water for fire-fighting purposes is allowed also from the systems listed in previous letters a) and b).

If a particularly serious issue is detected, the Manager will report such issue to the relevant Authority.

SUPPLY FOR PRIVATE USES

This section sets out the rules concerning the establishment of the User relationship.

Art. 21 – Persons entitled to submit a request

The owner of the property or the natural or legal person who rightly holds or occupies the property where the service will be used (which must be demonstrated by a declaration in lieu of affidavit) is entitled to apply for a water supply.

Regarding connections to buildings that are still at project level, a plan of the area where the new building will rise must be submitted. The plan must be on an appropriate scale and clearly show the position of the future construction. A copy of the construction permit with detailed drawings and clearly showing the number of real-estate units, their intended use, the demarcation of the private areas and the boundaries of the public areas is also required, in order to be able to define with the Manager the exact position of the connections and the meters. The drawings may also be provided on electronic media.

In the event of insufficient networks that are not able to ensure a regular distribution service, the Manager may request the public system to be adjusted, with costs charged to the applicant, for new constructions or renovations with an increase in the number of real estate units.

In cases where new urban development by Municipalities/Bodies/Private Parties requires the upgrading and/or extension of the Integrated Water Service infrastructures, water and sewerage supply may be granted only after the Manager has taken formal delivery in the manner provided for by the Authority.

Art. 22 - Requests

Requests for connection to the water network may be submitted by mail, by phone at the Customer Advice free-phone number, or by e-mail or post, after filling in the form that may be downloaded from the website, or on the specific website or directly at the desks open to the public and signed for acceptance by the entitled person or the person expressly appointed, at the time of drafting of the cost estimate.

The request for connection must include the documents indicated in the request itself that are necessary in accordance with current provisions. Specifically:

- Self-declaration in lieu of affidavit and/or the documents referred to in Law 47/1985 and subsequent amendments and supplements;
- Details of the subscriber's ID or photocopy, where requested;
- Land register details, certificate and plan, where requested, for the property covered by the water supply;
- Chamber of Commerce details regarding the business, in the case of a commercial or production User;
- Single Environmental Authorisation for discharges (only for production activities that do not qualify as domestic activities);
- Commitment to pay the inspection and estimate costs and the expenses incurred by the Manager for requesting the authorisations to perform the works, even if the applicant decides not to carry out the requested connection.

The request for connection must include:

- Name and surname of applicant requesting connection, and his/her residence;
- Telephone number(s);
- Tax code or VAT number;
- Reason for which the connection is being requested (ownership, usufruct, rent, etc.);
- Use for which supply is being requested (if use is for production, the business must be specified);
- Number of residential units for which connection is being requested, in the event of condominiums;

- Details for issuing and sending the invoice for payment of the estimate, if it is being paid by a person other than the applicant;
- For agricultural or zoo-technical activities: chamber of commerce certificate and registration in zoo-technical register (if requested).

As a rule, a single supply contract is entered into for each real-estate unit. If required by specific technical requirements, a connection can be made by laying a general meter, situated on the border between the public and private property and designed to serve several real-estate units belonging to the same building.

When a request for a new connection or for switching from a calibrated system to a meter-reading system is made, if at the time of the request the property can be connected to the public sewerage system, Users are also asked to concomitantly submit a request for connection to the sewerage system. If the request is not submitted concomitantly, it will not be possible to provide a water supply only. If the application is not submitted, the Manager will inform the relevant Municipal Administration that the connection has not been made and the sanctions provided for in the Connection Order will be applied. If the latter is not available, the Manager will request its issue.

Art. 23 – Right to refuse or cancel the supply

In the case of a request for connection to the water network for uses other than domestic, the Manager is entitled to refuse the request or to cancel the supply already granted, at any time, should exceptional supply or service conditions occur, or should serious grounds arise that are unquestionably assessed by the Manager, which has the obligation to communicate its decision to the Authority within 30 days from the cancellation. In order to serve Users other than domestic users that require flow rates or supplies that the Manager considers to be significant, the latter may grant the service by entering into a “limited and interruptible” supply contract. The operating conditions offered by the Manager may include instantaneous flow rate limits and periods during which the supply may be suspended, subject to prior notice.

Art. 24 - Estimate

Following the request for connection and any request requiring the advance payment of an amount by the applicant, the Manager will provide an economic and technical estimate of the required works. The estimate will be delivered to the applicant and signed by the latter as acknowledgment of receipt. The estimate will be considered to be accepted by the applicant only when it is paid or, only in the event of sewerage connections already laid out and on active aqueduct supplies, following the signing of the estimate and charging of the connection fee on the bill as provided for in art. 109 of these Regulations. In this case, the connection fee may be charged by the Manager subject to prior written notice to the User. In the case of properties in areas served by the public sewerage system, as set out in these Regulations, estimates regarding connection of the sewerage system as per previous art. 22 cannot be suspended. Similarly, in the case of joint requests (aqueduct and sewerage) and in the event of properties in areas served by the public sewerage system, water may be supplied only following the payment of both estimates. Should the applicant not accept the estimate or should he/she request to use a third-party company for performing the connection pursuant to following art. 45, the applicant must in any case pay the amounts provided for in Annex 1 to these Regulations.

The estimate must contain:

- a) The traceability code with which the Manager indicates the single service request;
- b) The code with which the Manager identifies the service to be carried out;
- c) Applicant's identification data;
- d) User code in the event that the request is made by the holder of a supply contract;
- e) Date of receipt by the Manager of the applicant's request for an estimate;
- f) Date of submission or delivery of the estimate to the applicant;
- g) Type of use (if the supply is activated at the same time the connection works are carried out);
- h) Indication of maximum time required for delivering the service requested together with indication of the amount of automatic compensation due to the End User should this time not be respected;
- i) Indication of the fee required to carry out the work requested, in compliance with the provisions set in these Regulations (Annex 1);
- j) Indication of whatever necessary to carry out the work requested, including any works to be performed by the applicant and the concessions, authorisations or easements that the applicant may need for execution of the work, together with appropriate technical documentation;
- k) Estimated time for obtaining any authorisation acts required for carrying out the work requested;
- l) Details of methods for accepting the estimate;
- m) Period of validity of the estimate;
- n) Name (or person of reference of the Manager's relevant office) and phone number of the person (or of the Manager's relevant office) in charge in the event of complex works;
- o) If the estimate is accepted, details of the documentation which the applicant (or assignee) must submit to activate the supply (if not submitted while the connection works were carried out).

No other charge that has not been expressly indicated in the estimate may be subsequently requested from the applicant for the estimated service. If the authorisations of the Entities owning the lands, on which pipe laying operations need to be performed, contain requirements or issuance costs higher than those estimated and/or if during execution of the works the size of the existing network is not sufficient to support further connections, the estimate will lapse and the related additional charges will be suitably recalculated in a new estimate. The same conduct will be observed if particular conditions arise during execution of the works which were unforeseeable at the time the estimate was drawn up. If, on the other hand, less work is carried out compared to the amount shown in the estimate, any amounts paid and not used will be refunded to the applicant.

The guaranteed maximum time for performing the works is indicated in the Integrated Water Service Quality Charter. In the event of non-compliance with the maximum time, an automatic indemnity is established for the applicant, as better specified in the Integrated Water Service Quality Charter.

The estimate delivered and accepted by the applicant is valid for 180 calendar days (if the deadline falls on a public holiday, it will be duly extended to the first valid business day). After this period has lapsed, the estimate will lose its validity and the request will be closed, with charging of the inspection costs provided for in Annex 2 to these Regulations.

It is the Manager's duty to start the procedures for obtaining the necessary authorisations to perform works at Municipalities, Provinces, ANAS (Italian national roads authority), Land Reclamation Consortia and other Bodies, except in the case where the applicant uses a third-party company to perform the connection pursuant to subsequent art. 45.

All out-of-pocket expenses and costs required to obtain the authorisations referred to in the previous paragraph will be entirely borne by the applicant. The Manager informs the User about the submission of the authorisation requests to the various Authorities. This notification suspends the deadlines for execution of the connection works referred to in the Integrated Water Service Quality Charter.

If the authorisation procedures have already been completed and the applicant decides not to proceed with the connection, these expenses and costs are in any case due to the Manager.

The connection can be made only after payment of the amounts set out in the estimate.

Art. 25 – Temporary connections

The Manager has the right to grant temporary use of water in special cases, for occasional use and with limited duration, in the event of fairs, open-air shows and short-term building sites. The payment detailed in Annex 2 to this Regulation is necessary to activate a Temporary supply.

Consumption will be calculated by applying the base tariff for non-resident domestic users. The duration of the temporary supply cannot exceed 30 days and may be extended only in exceptional cases.

Temporary Users do not include construction sites, to which the provision indicated in article 10, letter c) of these Regulations applies.

Art. 26 – Illegal collection

It is strictly forbidden to collect water illegally from the water networks entrusted to the Manager.

Illegal collection includes withdrawing water from pipelines, pipes and systems entrusted to the Manager, if not expressly authorised by the latter, as well as opening sealed meters or installing fittings in place of a meter that has been removed.

It is permitted to collect water from the water network for the uses indicated in the supply contract. It is therefore forbidden to use water for uses that differ even partially from those declared and authorised. These collections are considered unlawful.

Following the conclusion of the contract, any changes to the rules of use by the User and to any other details that amend the contractual conditions must be immediately notified to the Manager. If necessary, a new supply contract must be entered into at the expense of the User and adjusted to the amended conditions.

Verified illegal water collection, including the improper use of the fire-prevention water collection points, will be subject to the payment of the penalty set out in art. 57 of these Regulations and to disconnection of the supply, without any prior notice. Where possible, the User will be informed of this measure.

In the case of collection from fire-prevention water collection points, which is caused by exceptional events and is in any case adequately justified, the penalty specified above will not be applied.

It is also strictly forbidden to:

- a) Collect water from public fountains for uses other than food preparation, sanitation and other ordinary domestic purposes and, in any case, to apply rubber (or other equivalent material) hoses to the fountain faucets and to channel the water;
- b) Collect water from road and public garden watering faucets and from sewerage washing faucets, with the exception of the persons authorised to do so for the uses which these systems are intended;
- c) Collect water from the fire-fighting hydrants installed in the streets, unless for extinguishing fires.

It is permitted to collect water for fire-fighting purposes also from the systems listed under previous letters a) and b).

The cases mentioned above constitute violation of the Criminal Code and may be reported to the relevant Authorities.

Pursuant to articles 7, 8, 9 and 15 of the Decree of the Regional Government no. 29/R:

- It is forbidden to use water from the public aqueduct for irrigation purposes associated with production activities.
- It is forbidden to use water from the public aqueduct to feed irrigation systems serving vegetable gardens and private or public gardens, with a total irrigation area measuring more than five hundred square meters, with the exception of gardens of significant historical or architectural value, where it is demonstrated that it is impossible to use other water supply sources.
- It is forbidden to use water from the public aqueduct to water and irrigate areas used for sports activities, whether public or private.
- It is forbidden to use water from the public aqueduct for air-conditioning systems, and in general for any other system, if this resource is used as an open-air heat exchanger, except in cases of re-use.
- It is forbidden to use water from the public aqueduct for filling private swimming pools, with the exception of publicly or privately owned swimming pools for public use, for example public swimming pools, or for collective use in facilities offering tourist, hotel, accommodation or farm-holiday services.
- Filling methods and timing must in any case be agreed upon with the Integrated Water Service Manager.
- It is forbidden to use water from the public aqueduct to wash vehicles as part of production activities, except for the below reported cases. Water from the public aqueduct may be used to wash vehicles as part of production activities only when this activity is directly related to the performance of a local public service. The use of water from the public aqueduct to wash vehicles as part of production activities is also allowed, after obtaining the opinion of the Territorial Authority, if the following conditions occur at the same time:
 - a) Availability of the resource;
 - b) Water from dual-use networks cannot be used;
 - c) Installation of washing systems and technology such that each cycle does not consume more than ninety litres/vehicle.
- It is forbidden to use water from the public aqueduct for cleaning and washing septic tanks.

Art. 27 – Prohibition on the resale of water

It is strictly forbidden to resell the water delivered by the Manager, unless specifically provided for in the supply contract of special Users. Proof that water has been resold will immediately terminate the contract due to the User's fault and to payment of a penalty pursuant to subsequent art. 57 of this Regulation.

Art. 28 – Calibrated Users

While waiting to provide Users with the meter system, the Manager will temporarily provide a calibrated water supply system to all currently existing Users of this type and to those that, for the time being, cannot be immediately activated with a meter system.

For calibrated Users, continuous water flow distribution is provided based on the daily cubic metres of water undertaken in the contract with the User.

Invoices will apply the contractual commitment requested by the User, the tariff corresponding to the tariff category consistent with the type of meter use and with the discounts reported in the following table.

Resident domestic	
Modules	Discount on Bill
1 module	53%
2 modules	46%
3 modules	50%
4 modules	52%

Resident Domestic	
more than 5 modules	56%

Non-resident domestic	
Modules	Discount on Bill
1 module	73%
2 modules	65%
more than 2 modules	68%

Small and large production	
Modules	Discount on Bill
1 module	55%
2 modules	58%
more than 2 modules	60%

Art. 29 – Switching from calibrated to meter systems

In order to switch from a calibrated system to a meter system, the collection point and the internal system need to be changed and made suitable for the new distribution system.

The Manager will transform the collection point at its care and expense, if included among the investments of the Territorial Plan and the Plan of Measures, and is not a reason for immediate termination by the User.

Any activities requested by the User, which go beyond the programming referred to in the previous point will be entirely charged to the User.

Any ancillary costs incurred by the User of the calibrated system will be charged to the User of the new meter system.

In cases where the transformation involves a User that has fallen in arrears, all the charges previously accrued will be charged to the User.

For Users who request the transformation on their own initiative, the Manager will prepare a cost estimate for the User according to art. 24 of these Regulations and will carry out the transformation works, provided this is permitted by the technical condition of the network.

The internal system downstream of the meter must be modified at the User's care and expense, to adjust it to the higher pressure from the meter distribution.

The Manager is in no way liable for any damage to the internal system downstream of the meter.

Art. 30 – “Low income” users

For low-income Users, the provisions contained in the Tuscan Water Authority Regional Regulation concerning the implementation of social discounted tariffs for the Integrated Water Service will apply. Notwithstanding the application of the Tuscan Water Authority Regional Regulation, the Manager will apply the facilitations referred to in the Regulation for the granting of discounted tariffs. The specific regulation for low-income users is attached to these Regulations (Annex 5).

Art. 31 – Large households

Users belonging to the “domestic resident” and “comparable to resident” category may benefit from modulated tariffs based on the number of household members (households composed of four or more members).

In order to benefit from these modulated tariffs, Users must submit a request within 31 December of the current year, which will have five-year validity, except in the event of any variations that the User must promptly notify to the Manager and which will become effective from the first relevant bill.

The Manager will be entitled to carry out the necessary checks for verifying the truthfulness of the User's declarations and to apply any sanctions, in addition to those provided for by law, in the case of false declarations. The amount of the penalty is indicated in Annex 2 to this Regulation.

The Manager will apply consumption brackets to single Users depending on whether Users have four, five, six or more household members, on the basis of their declarations.

As regards condominium Users, to which consumption brackets cannot be applied, “large household” Users may benefit from a percentage reduction as follows:

- 14%, for households with four members;
- 29%, for households with five members;
- 49%, for households with six or more members.

Annual reimbursement is paid in the bills with details on the amount of reimbursement and the name of each single family. The specific purpose of the reimbursement is omitted in compliance with the confidentiality of personal data processing provided for by Leg. Decree 196/2003. The interested user must ask the condominium manager to reimburse the amounts expressly indicated.

Art. 32 – Combination of discounted tariffs

Users meeting all of the requirements requested under previous articles 30 and 31 may combine the discounted tariffs envisaged for low-income Users and “large households”. Further benefits arising from agreements entered into with other subjects, subject to prior agreement with the Authority, may be added to the facilitations described in the previous articles.

Art. 33 – Implementation of systems

Road water pipelines, even if built at the expense or thanks to the contribution of Users, and bypasses (or connections) built at the expense of the Users, are public property.

The Manager is responsible for implementing and maintaining the systems that supply water up to the boundary of the public property.

In streets and squares classified as municipal (or provincial or State, included in the municipal area) – where the drinking water pipelines are already used by the Manager, within the limits of the quantity of water considered available by the Manager itself, and provided there are no objections with regard to technical conditions – the Manager must grant water for domestic use and for other purposes, and has the right to request the relevant fees established by it.

In public streets or squares that are not provided with road distribution pipelines or with insufficient pipelines, the Manager may accept requests for connection, if this is consistent with the intervention programme included in the Territorial Plan and in the Plan of Measures. If the request cannot be immediately met, the Manager may carry out the intervention following payment by the applicant of a fee covering the costs for implementing the road pipeline or for its upgrading. This is without prejudice to any partial contributions to the construction made by the Manager itself and/or the Municipal Administrations of the area concerned.

The Manager is responsible for the maintenance of the water channelling installed and may also use it for other supply connections. If pipes or equipment need to be installed on third-party property, the User must declare that he/she has requested the third-party authorisations, thus exempting the Manager from any dispute that may arise.

All operations, checks, maintenance and repairs on the bypasses from the road connection point to the boundary of the private property are the exclusive responsibility of the Manager and are prohibited, therefore, to Users or any other persons, subject to payment of the sanctions set out in following art. 57 and to any other action undertaken by the Manager pursuant to the law.

The works carried out from the boundary of the private property are owned by the User who is civilly and criminally liable for them. In any case, the systems cannot be used for purposes other than those provided for in the contractual agreements.

Art. 34 – Placing of meter for single users

For new water connections, the meter must be placed on the boundary between the public and private property. Private roads used for public purposes are considered public.

In pre-existing water connections, where the positioning referred to above has not been respected, the Manager has the right to move the meter and place it on the boundary between the public and private property, under the conditions set out below.

The above right can only be exercised for suitably documented technical-management reasons. Technical-management reasons exist when maintenance work needs to be carried out on privately owned systems upstream of the meter, without prejudice to the provisions of the following paragraphs.

If the Manager wishes to move the meter, it must inform the User in writing and suitably justify its decision. The Manager must make an appointment with the User to perform the required works, with a minimum of fifteen days' notice. The works will be carried out only after the User has authorised them in writing. If the User is not the owner of the property, the latter's written authorisation will also be needed. The user, or a person appointed by him/her, may be present during the execution of the works.

All the expenses incurred for moving the meter, up to the boundary of the building and with the exclusion of any high quality finishes, will be borne by the Manager.

The meter cannot be moved if too difficult or excessively expensive. The work is considered to be too difficult when the organisation, operations and time required from the Manager are clearly disproportionate to the expected benefits, or when it exposes the User or third parties to the risk of damage, or when there are good reasons to believe that the pre-existing status cannot be restored. The work is considered too expensive when the costs required are clearly disproportionate to the expected benefits.

In the absence of written authorisations or if the Manager is denied access to the meter, the Manager will send a warning to the person(s) who has/have not issued the written authorisations or who has/have denied access. In the event of non-compliance with the warning, the Manager, after having assessed the circumstances, is entitled to suspend the supply, with a minimum of thirty days' notice. The provisions of the Italian Civil Code and of these Regulations concerning the termination of the contract due to non-compliance will apply.

In cases where moving the meter is too difficult or expensive or in the absence of authorisations, the Manager may install an inspection meter on the boundary between the public and private property, assigning to each of the supplied Users, in equal parts, any consumption that exceeds the measurement shown on the meters of the individual Users.

Art. 34 bis– Placing of meter for condominium Users

The provisions established in this article are applied to condominium Users regardless of whether the condominium has been formally established.

For new water connections, exclusively single Users are required with meters placed on the boundary between the public and private property. Private roads used for public purposes are considered public.

In pre-existing water connections, where the above condition does not apply, the Manager has the right to move the general meter and place it on the boundary between the public and private property, under the conditions set out below.

The above right can only be exercised for suitably documented technical-management reasons. Technical-management reasons exist when maintenance work needs to be carried out on privately owned systems upstream of the meter, without prejudice to the provisions of the following paragraphs.

If the Manager wishes to move the meter, it must inform the condominium manager or, where a condominium manager has not been appointed, the person in charge of the condominium, suitably justifying its decision. The Manager must make an appointment with the above parties to perform the required works, with a minimum of fifteen days' notice. The works will be carried out only after the above parties have authorised them in writing. The above parties, or persons appointed by them, may be present during the execution of the works.

All the expenses incurred for moving the meter, up to the boundary of the building and with the exclusion of any high quality finishes, will be borne by the Manager. The meter cannot be moved if too difficult or excessively expensive. The work is considered to be too difficult when the organisation, operations and time required from the Manager are clearly disproportionate to the expected benefits, or when it exposes the User or third parties to the risk of damage, or when there are good reasons to believe that the pre-existing status cannot be restored. The work involved is considered to be too expensive when the costs required are clearly disproportionate to the expected benefits. In no case may the single Users be grouped together by the intervention.

In the absence of written authorisations or if the Manager is denied access to the meter, the Manager will send a warning to the person(s) who has/have not issued the written authorisation or who has/have denied access. In the event of non-compliance with the warning, the Manager, after having assessed the circumstances, is entitled to suspend the supply, with a minimum of thirty days' notice. The provisions of the Italian Civil Code and of these Regulations concerning the termination of the contract due to non-compliance will apply.

Art. 35 – Safekeeping of meter

Users must always keep the compartments where the water meters are installed accessible, clear and clean. Users receive and must protect the water measurement equipment and any accessories, including the warranty seals. Users, therefore, are liable for their proper conservation even in the event of any damage or tampering attributable to third parties and/or unknown persons or in the case of breakage due to low temperature, when the equipment has not been protected according to the Manager's instructions. In the case of meters installed inside openings that are accessible to Users, the latter will be liable if the meter breaks due to freezing. In this case, the User will be charged with the meter replacement costs, as provided for in following art. 57.

The Manager is responsible for the maintenance of the meters it owns and has the right to change them, when it considers it appropriate, in the manner set out in art. 44.

Tampering with the seals affixed by the Manager, including those affixed for suspending the supply of water in the case of non-payment or for other reasons, will entail payment by Users of the penalty provided for in Annex 3 of this Regulation. This is without prejudice to Users' right to prove that the tampering was carried out by a third party or that it was the result of a fact not attributable to them, and to the Manager's right to report the fact to the competent Authorities, if the tampering was of an intentional nature.

It is the User's right and duty to periodically check the meter, in order to identify any anomalies and, especially, to take direct and prompt action in the case of excessive water consumption due to hidden leaks downstream of the meter itself. If the User does not take action, the Manager will submit an adequate communication to the User establishing the maximum time limit within which the latter must take action. Once this time limit has lapsed, the Manager will be entitled to close the meter and, in the case of leaks from the fire-fighting system, will notify the competent Authorities.

If Users detect any faults in the meter or realise that it is clearly not working correctly, they must immediately notify the Manager, so that the latter may repair it. The costs for the repair and for replacing any measuring equipment and accessories are charged to the User, only in cases where the fault is due to malice and/or negligence.

In the event that the meter is damaged or illegible due to reasons not attributable to the User, it will be replaced at the expense of the Manager. The replacement must be notified in advance by the Manager and will be carried out in the presence of the User or a person appointed by him/her, who will take delivery of the new meter and attend to the reading of the old meter.

If the User is not present, the meter may in any case be replaced and a copy of the report showing the meter reading will be sent to the address notified by the User.

In the event of water leaks between the boundary of the public property and the meters located inside the condominium (and therefore where there are direct supply contracts with the Manager for each real estate unit), the condominium must immediately repair the leak in the condominium system, except as specified in previous article 34*bis*. The condominium is in any case solely liable for the damages that such leak may cause to the public and/or private properties.

Art. 36 – Meter installation

Meters are exclusively supplied and installed by the Manager, and are solely owned by it. The type and size are established by the Manager in relation to the type of User and the conditions of the existing water system.

All meters have a specific warranty seal affixed by the Manager.

Users must provide the Manager with the space needed for installing the meter and will bear the costs for the pits, openings and coverings required to protect the meter.

The Manager may provide the meter protection door. The costs for installing the protection door and for its maintenance are charged to the User.

The meter opening or pit must only contain the systems installed by the Manager and any private connection works necessary for supplying water to the User. In the event of clear non-compliance with this provision, the User must immediately and at his/her own expense adjust the system.

Finally, the user must keep the pits and openings where the water meters are installed accessible, clear and clean.

Water meters can only be removed or moved by personnel appointed by the Manager, provided with an ID badge.

Art. 37 – Maintenance of existing connection systems

All operations, checks, maintenance and repairs up to the boundary of the public property are the exclusive responsibility of the Manager and are, therefore, prohibited to Users, or any other person, under penalty of relevant sanctions.

The Manager is responsible for maintenance works on public roads and private roads for public purposes. This is without prejudice to articles 34 and 34*bis* of these Regulations.

Art. 38 – Flow rate limiters

The Manager has the right to insert a flow rate limiter proportional to the meter's maximum performance.

Art. 39 – Right of access for checking the internal network and for meter reading, moving and removal

The Manager has the right to inspect the water distribution systems and equipment in private properties at any time. These inspections are carried out by the Manager's personnel or by persons appointed by it.

The Manager's employees and/or persons appointed by it, provided with an ID badge, have the right to access private properties to:

- Make sure that the system and service are functioning correctly, both in relation to these Regulations and to the contractual agreements undertaken, and to verify compliance with safety conditions;
- Collect water samples to check water quality in accordance with Leg. Decree 31/2001;
- Verify any alterations or faults in the pipelines and meters;
- Periodically check consumption;
- Check compliance with the provisions established in the supply contract;
- Limit the water flow or suspend the water supply;
- Remove the meter due to cancellation or non-payment;
- Remove and at the same time move the meter.

In the event of opposition or hindrance, the Manager reserves the right to immediately suspend delivery of the service, subject to a written warning, until it has carried out the inspections and checked that the service is functioning correctly, without this being a cause for the User to claim compensation or indemnity of any kind.

The User will also bear the costs for suspending the supply. Warnings are not required in the case of special and exceptional circumstances. This is in any case without prejudice to the contractual obligations of both parties and subject to the Manager's right to take any other action pursuant to the law.

Lastly, this is without prejudice to the Manager's right to terminate the supply contract and request the payment of any credit accrued, subject to formal notification and notice to comply.

Art. 40 – Checking meter functioning at the User's request

If the User believes that the meter reading is incorrect, he/she may request that it be checked. The check will be carried out by the Manager with its own personnel and equipment or by external companies tasked with the service. The check will be by appointment and in the presence of the User or a person chosen by him/her.

If the meter needs to be removed for the check, it will be replaced with a new one, subject to the User's authorisation.

The maximum permissible errors, during periodic checking and in the event of random meter inspections are established by Decree no. 155 of 30 October 2013 and UNI EN 14154-1 standard of May 2011.

In general, meters are considered suitable when their tolerance is included in a percentage range of more than or less than 5%. If the meter is accurate (i.e. within the above tolerance), the User must pay the fee indicated in Annex 2 to these Regulations which will be charged on the first relevant invoice. If the meter needs to be replaced for the test and proves to be accurate, the cost of the replaced meter indicated in Annex 2 will also be charged in addition to the established fee. Lastly, if the meter is not accurate (the values are above the tolerance threshold indicated above), it will be replaced at the expense and care of the Manager (if not already replaced). The Manager will recalculate the incorrectly measured consumption on the basis of the User's average annual consumption from the date of the last available measurement. The amounts calculated on the basis of new consumption are invoiced in the first relevant bill issued after the meter replacement.

Art. 41 – Losses, damages and liability

Users are responsible for the good construction and maintenance of internal water systems. As established by previous art. 35, Users have the right and duty to check consumption through periodic self-reading of the meter. As a rule, therefore, no allowances are admitted for any leakage or loss from the systems themselves after the meter, due to any reason, nor can the Manager be held liable, either directly or indirectly, for any damages that could result from faults in private water systems, except for the provisions set out in subsequent art. 57.

Art. 42 – Checking pressure levels

Users may request that the network pressure level be checked from the public property boundary. The check will be carried out by the Manager's personnel or by a person appointed by the Manager, in the presence of the User and by appointment, in compliance with the regulations and procedures set out in the Integrated Water Service Quality Charter.

If the check confirms regular pressure levels, the User must pay the fee established in Annex 2 to these Regulations, which will be charged on the first relevant invoice.

If, on the other hand, the check shows that the pressure level is irregular, the Manager will re-establish the service according to the levels required by law, at its own expense.

Should the conditions established in the Emergency Operating Plan in the event of a drinking-water crisis arise, the Manager may supply water at different pressure levels from those established (depending on the level of criticality reached), after having suitably informed Users.

Art. 43 – Service interruption

The Manager must deliver ongoing and regular services, without interruption.

The Manager shall not be liable for any outflow interruptions or pressure decreases due to force majeure or the need for works.

Therefore, Users that by nature require ongoing services must install a suitable water reserve system.

In order to meet emergency needs of any kind, the Manager will have the right to suspend the delivery of water to both private and public systems. For scheduled interruptions, the Manager undertakes to inform Users in the manner and according to the deadlines specified in the Integrated Water Service Quality Charter.

For non-scheduled interruptions, as soon as the problem has been defined, and in any case, where possible, within 12 hours from service interruption, the Manager will suitably inform Users through the free-phone number and, depending on how long the interruption lasts, on its website if necessary.

Art. 44 – Meter laying, closing, removal or replacement reports

When installing, closing, replacing and removing a meter, the Manager draws up a specific form that has the function of a report.

The personnel appointed by the Manager to perform the above operations must ask the User to take part in the inspection and then sign the form, after checking it. A copy of the report is issued to the User. If the User is absent, the work may in any case be carried out and a copy of the report with acknowledgment that it has been read will be sent to the address notified by the User.

The form will include the following:

- Date and time of operation;
- Serial number of removed and/or installed meter;
- Reading of removed and/or installed meter.

Art. 45 – Rules for new connections

The Manager is responsible:

- When drawing up the estimate, for establishing the diameter of the connection and the meter, in relation to the consumption requested by the applicant or permitted by the Manager;
- For choosing the place and the layout for the construction of the water collection point and for deciding, together with the applicant, where to place the meter.

The connections will be made in accordance with the diagrams shown in section B of Annex 1 to this Regulation.

The fee due for the Manager's services, indicated in the cost estimate (drawn up pursuant to art. 24 of these Regulations), must be paid before the start of the works.

Connection costs are due only for new connections or if changes are made to the connection to an existing system at the User's request and for reasons not depending on the service levels provided. They are also due when switching from calibrated systems to meter reading systems, when the costs are charged to the User. In these cases, submission of the request authorises the Manager to carry out an inspection in order to calculate the aforementioned cost.

The applicant must carry out directly, with all costs charged to him/her, the excavation and hydraulic works on the private area, as well as the supply and installation of the door. The characteristics and measures of the door will be notified to the applicant each time.

The applicant may also attend to the connection directly, at his/her full expense and according to the technical rules prescribed by the Manager in the specific annex and by the Body/Private Entity granting authorisation to disrupt the road or land concerned, except for road pipeline derivation works with relative operations on the network and installation of the meter.

Two types of works may be carried out:

1. Users perform all excavation, filling and restoration work except for the hydraulic works which are charged to the Manager. The Manager is in charge of coordinating the works;
2. In addition to performing the above works, Users also attend to the hydraulic works (using their own materials), except for connection to the network and any interventions on it which are charged to the Manager. Work coordination is the responsibility of the Manager.

The connection fee calculated by the Manager will only take into account the works it has carried out and any inspection and works certification costs.

In cases where the works referred to in the previous paragraph are carried out, the applicant must comply with all connection requirements, such as obtaining the authorisations required by the Bodies owning the roads or any other permits, and notifying the name of the Works Supervisor (WS) and of the Safety Coordinator (SC) during the execution phase to the Manager, subject to prior notification to the Local Health Unit. The WS and SC will organise the activities, coordinate the time schedule and plan the work of operating and technical staff, including the Manager's staff. The costs for the appointment of the WS and SC are fully charged to the applicant.

The applicant is required to provide the Manager in advance with the mapping of the existing underground services, in order to verify compliance with the legal distances for both parallel and overlapping systems.

The applicant is liable for the works concerning the Manager, specifically the protection, abutment and backfilling of the hydraulic works, and those concerning the Bodies owning the roads, specifically filling the excavations and restoring the road surface, according to the deadlines established by national legislation in force (10 years) or by specific Orders. At the end of the works and subject to the Manager's conformity approval of the works it is responsible for and of compliance with the instructions, the WS must issue a certificate confirming that the works have been regularly executed.

The connection fees calculated by the Manager will take into account only the works it has carried out and the costs for inspections, testing assistance and conformity approval. The Manager reserves the right in any case to perform subsequent checks to verify compliance with the specifications of the materials used, even at the request of the competent Bodies. If the checks show any deviations from the requirements, the Manager is authorised – to the detriment of the applicant – to carry out all necessary works to reach conformity.

Based on the indications provided by the Manager's technicians, any masonry work for the opening where the meter will be placed, as well as further restoration work will be charged to the applicant, as already established under art. 33.

Art. 46 – Fire-fighting service

The Manager is willing to install fire-fighting hydrants, which will be an integral part of the aqueduct network, according to the provisions of the competent Authorities. These hydrants will supply water to the fire-fighting equipment of the Fire Brigade and of the Civil Protection. They will be positioned in areas identified by the competent Authorities, taking into account the technical characteristics of the distribution networks.

The Municipalities will bear the relevant costs and will be in charge of related water consumption.

If private users need to be equipped with a fire-fighting system, the Manager is willing to feed their storage tank according to the technical characteristics of the distribution network. Direct supply to private fire hydrants is expressly prohibited.

A specific contract is entered into for supplying water to fire hydrants. This contract differs from the contracts concluded for other uses. The water connection points are also different and cannot be used for other purposes.

The Manager is responsible for the construction of the above water connection points up to the private property boundary and for laying the meter. The User must provide the Manager with an installation diagram showing the fire hydrants and must promptly update it in the case of any variation.

Users have the right to use the fire hydrants only in the case of fires and only for putting out fires. Users must inform the Manager within 15 days from the event, so that the latter may repair the seals. Failure to do so will lead to application of the sanctions laid down in this Regulation. In cases where breakage of the seals is detected for reasons not attributable to a fire or prompt notification is not given as referred to above, the sanction set out in Annex 3 to this Regulation will be applied.

Any other illegal consumption will instead be invoiced at the tariff indicated in the Tariff Plan under the "production purposes" category, also comprising sewerage and water purification, and the User will be subject to the sanction under articles 23 and 52 of these Regulations regarding illegal withdrawals.

Users must position a flow preventer, downstream of the meter, in order to prevent standing water from returning into the water network.

The Manager will reorganise and adjust the existing fire-fighting connections so that they comply with these Regulations. The costs for these activities will be borne by the User if a regular supply contract has not been entered into.

All costs for the supply, installation and maintenance of the fire hydrants and related internal and external pipelines are charged to the User.

Art. 47 – Public fountains

All public fountains must be provided with appropriate equipment for measuring the derived flow rates. The Manager will equip, therefore, the meters of all public fountains throughout the area it manages and will charge the costs to the Municipal Administrations. These water supplies are in the name of the Municipal Administrations which must bear all related maintenance costs and comply with the provisions under art. 5 of Regional Government Presidential Decree no. 29R of 26 May 2008.

In this regard, the Manager reserves the right to propose forms of cooperation to each single Municipal Administration for the management and organisation of public fountains.

For the purposes of proper service management, the Manager has the right to limit or suspend the flow rate of public fountains.

The consumption of public fountains for drinking purposes will be invoiced according to the existing tariffs for public use reduced by 90%.

CHECKING CONSUMPTION AND INVOICING

Art. 48 – Meter reading

Users must allow and make it easy for the Manager's staff, or person appointed by it, to access the meters and read the water consumption. If it is not possible to access the meter because the holder is absent, the appointed staff will leave a self-reading card. A fee will be charged if the card is not returned, as better specified in art. 49.

The Manager has set up a self-reading phone service: a toll-free number is available as well as an SMS service with a dedicated telephone number (SMS number active from 01/07/2017). Users can find the methods and schedule for submitting their self-reading in the bill.

For users with consumption up to 3,000 m³/year, the Manager makes at least two attempts to read the meter during the year using its own staff. For users with consumption over 3,000 m³/year, the Manager makes three attempts. Users are in any case ensured a meter-reading period of no less than 150 calendar days in the case of two yearly readings and 90 calendar days in the case of three yearly readings.

With regard to delivery points where the meter is inaccessible or partially accessible, the Manager is required to make a further attempt to read the meter, if at least two consecutive, unsuccessful attempts have been made to read the meter and no validated self-readings are available from the second-to-last failed attempt, at the latest during the month following the one in which the second attempt was made, also taking into consideration times of the day other than those in which the Manager's staff usually plans its visits. Instead, as regards new supply activations, an attempt to read the meter must be made within six months from the date of the new activation.

In performing the scheduled meter reading activities, the Manager must:

- a) Give preliminary information to end Users whose meter is not accessible or partially accessible about its attempts to read their meter, informing them of the day and time of the day during which its staff appointed to read the meter will come round. This notification may be provided 5 to 2 business days before the attempt to read the meter, to the interested users only, either by email, SMS, phone or other preferred method;
- b) Collect the reading taken by the end User and left for the Manager, according to methods specified by the Manager (e.g. paper note left close to the User's house);
- c) Use methods that allow the Manager to provide evidence of the measurement shown on the meter and used for invoicing purposes (e.g. photographs), in the event of disputes.

If it has not been possible to read a meter, the Manager must leave a paper note informing the User of its failed attempt. The note must also provide self-reading instructions and request the User to update his/her preferred contact methods.

If this is not possible for reasons attributable to the User, an appropriate reminder will be issued, requesting him/her to take the necessary steps at his/her expense. If the User continues to be non-compliant, he/she will be subject to the payment of a penalty, as set out in subsequent art. 57, which will be charged on the first relevant invoice, and to possible service interruption.

If the reading shows a value of at least 50 m³ and in any case 50% higher than the historical consumption figure of the same period, the Manager's staff appointed to read the meter must inform the User, if present at the time of the meter reading, or must leave a specific note at the address of the supply, inviting the User to check that his/her internal water system is working correctly. The Manager will clearly indicate in the bill that there may be a possible leak and will inform the User that he/she is entitled to request verification of a hidden leak. If an invoice is not issued within 25 business days from the meter reading, the Manager must notify the possible leak within this period by registered mail with return receipt or other suitable method acknowledging receipt of the notification.

Art. 49 – Methods for invoicing consumption

Invoices are sent to the place or residence declared by the User when entering into the contract. At the User's request, invoices may be sent to a different address. The Manager undertakes to issue quarterly bills for Users with up to 3,000 m³ yearly consumption and bimonthly bills for Users with above 3,000 m³ average yearly consumption, so that Users know when they will have to pay their bills. The tariff system of the Territorial Plan is applied when determining consumption.

Only the entire cubic metre shown on the meter is considered when determining consumption. Fractions of cubic metre are not taken into account.

In addition to the amount of consumption, invoices also include any other amount due from the User.

Based on these general criteria and for the purpose of achieving significant cost-effectiveness with regard to the meter reading service, the Manager may issue advance invoices, balance invoices or mixed invoices (balance plus advance). It will give details in the invoice as to whether consumption has been calculated based on an actual meter reading.

Advance consumption is determined on the basis of the User's historical consumption (defined by considering the average of the historical consumption of the previous last three years, on the same days of the invoicing period). For new supply contracts, estimated consumption is calculated on the basis of the average consumption of the type of contract the User belongs to.

The Manager has the right to issue advance invoices using the *pro-die* criterion. The Manager adjusts bills after it has read the meter or after self-reading, as follows:

- If the adjustment is due to the User, he/she will be fully reimbursed if there is sufficient capacity on the bill; otherwise, the adjustment will be credited on the following bills until fully paid;
- If the adjustment is due to the Manager, the User, with particular income conditions and at his/her request, may pay the amount in instalments.

If tampering with the meter (including removal of the guarantee seal affixed by the Manager) is detected when reading the meter, consumption will be charged based on the consumption recorded in the same period of the previous year or, if there is no previous consumption, on the average consumption recorded for the type of contract the User belongs to, in addition to the provisions of art. 35.

Invoices for the charging of water consumption are always issued, except in the case of errors or omissions. Payment of the invoices does not release Users from having any previous consumption that has not been invoiced, and therefore not paid, charged to them, or from paying any amounts that have erroneously not been charged.

Calibrated system consumption is invoiced on a quarterly basis, in advance compared to the invoiced nominal period and is calculated based on the contractual commitment.

- The minimum amount of water available using the above system cannot be less than 500 litres distributed over 24 hours for every connection.
- The minimum daily amount of water available to hotels and similar establishments is 100 litres per day/per bed. The number of beds considered for this calculation is provided by the Municipality where the business is located or is self-declared by the User.

- In addition to this annual concession, only for the aforementioned hotels and similar establishments, a contract may be entered into for the seasonal concession of an additional supply of water. This additional amount cannot be less than 500 litres/day, for the period 15 April – 15 October (6 months).

Consumption relating to the additional supply referred to in the previous paragraph will be paid in advance and the amounts due will be invoiced, in equal parts, in the periodic bills for payment of the annual fee.

If a negative invoice is issued, the amount will be reimbursed in the subsequent bills until the credit has been entirely used up.

For supplies with meters that have maintained the calibrated system, the tariffs for the variable portion will be reduced by 10%.

Art. 50 – Contents of invoicing document

The information contained in the invoice must comply with the provisions of AEEGSI (Italian Authority for Electricity, Gas and Water Supply System) Resolution 586/2012.

Art. 51 – Application of the *pro die* for tariff variations

For tariff variations, the *pro-die* criterion will be used to charge consumption to the new tariffs. According to this system, consumption based on initial and final reading is divided by the days lapsing between these two dates. This average consumption is then used, after multiplying it by the relevant number of days, to estimate consumption based on the different tariffs.

Art. 52 – Reconstruction of consumption following hidden leaks

All Users are responsible for the good construction and maintenance of their internal water systems.

Users have the right and duty to check their consumption by self-reading their meter periodically.

In the event of dispersion of water in the User's private system that is not due to negligence but due to unforeseen circumstances, and in any case to hidden leaks as defined under art. 7, the Manager will grant a reduction on the consumption caused by the loss, following submission of a specific request.

The request to acknowledge the hidden leak must normally be submitted within the payment deadline indicated on the invoice. The Manager must request to receive suitable documentation (including photographs) that proves that the leak has been repaired. The Manager will in any case have the right to inspect the system.

The Manager reserves the right to make an assessment:

- On its own initiative based on the documentation submitted by the User. The Manager has the right to check the validity of the documentation and of the related circumstance;
- Direct checking by Manager-appointed staff.

This documentation must be submitted to the Manager usually within 30 calendar days. Recalculations will be carried out only once for each User every 365 calendar days, calculated from the previous request.

If further leaks occur within 365 calendar days from the previous request, only the aqueduct tariff will be applied to the leaks following the first one, even if they are not acknowledged.

After the acceptance of three leak requests, Users must provide evidence that they have rebuilt their internal system.

Tariff reductions owing to leaks will be applied to consumption in excess of historical consumption, relating to the reconstruction period from the date on which it is presumed that the leak may have started, resulting from an event that can be determined with certainty, until the date of repair. In any case, it is not possible to start from a date prior to the most recent reading actually invoiced and not objected to within the deadline of the bill. The Manager applies the current consumption tariffs corresponding to historical consumption for the entire period of reconstruction. In the event of excess consumption, the tariff of the first tariff bracket, or the second for residential domestic Users, of the category of belonging will be applied until reaching consumption equal to ten times the User's historical consumption for the entire period of reconstruction. Charges for sewerage and water treatment where the dispersion has not flowed into the sewer will not be applied. For further consumption, a tariff equal to one tenth of the tariff of the first tariff bracket will be applied, or the second bracket for residential domestic Users, of the category of belonging. A discounted rate of 20% is applied to Users with a single tariff bracket, until consumption equal to ten times historical consumption is reached. A tariff equal to one tenth of the tariff to be applied will be adopted for further consumption.

No other tariff reduction will be applied.

In case of hidden leaks, extensions or instalments may be granted as set out in the Instalment Regulation attached to these Regulations.

Art. 53 – Methods for invoicing condominium User consumption

Where technically possible, the Manager will switch condominium Users into single Users. All relevant costs will be charged to the single Users.

The consumption shown on the general meter of a condominium where the technical, economic and regulatory conditions allowing the conclusion of contracts with individual real estate units in the building have not been met, or the consumption of newly built condominiums that owing to energy-saving regulatory obligations must be equipped, in addition to the single Users, with centralised hot water/heating systems, will be invoiced by the Manager by taking into account the brackets and tariffs and the number of domestic and non-domestic real estate units in the condominium building.

Art. 54 – Late payment and non-payment indemnity

Invoices must be paid in full, in the manner and within the date indicated on the invoices. Any partial or reduced payment is not allowed, unless expressly authorised by the Manager. In the case of non-payment within the invoice deadline, the following charges will be applied:

- Legal interest from the first day following the invoice due date to the 10th day;
- Legal interest plus 3.5 percentage points in the event of payment beyond the 10th calendar day from the due date to the 60th day;
- If non-payment continues beyond the 60th calendar day from the due date, legal interest will be marked up by 5 percentage points.

Domestic residents who are granted economic and social (ISEE) tariff reductions or who are in conditions of documented economic and social hardship are exempt from the application of interest on arrears.

Any objection, opposition or complaint that Users wish to make about the amount of billed consumption or for any other reason, must be submitted to the Manager normally within the payment deadline indicated in the invoice.

Users fall into arrears if they have not paid an invoice after 20 days from its due date, by written notification (registered letter with return receipt or certified e-mail) containing details about the unpaid invoices. Prior to issuing a formal notice to comply, the Manager has the right to request the payment of the overdue invoice. The Manager must send a copy of the invoice if so requested by the User. The formal notice to comply must contain the details of the unpaid invoice, in addition to indications on how the User must prove that he/she has made the payment and, should the User continue to be in arrears, the suspension of the supply. Any subsequent actions for recovering the credit and for terminating the contract will also be indicated in the formal notice to comply.

The Manager reports the situation of the User's previous payments in each billing document. The Manager is also required to report the main conditions in the event of late-payment or non-payment in the area of the bill providing information to the User.

Users can avoid the restriction and/or suspension of their water supply by demonstrating payment through the channels provided by the Manager.

With a view to improving User protection, the Manager will accept payment in the form of instalments, in the case of large overall amounts and if expressly requested by the User. The instalment plan agreed with the Manager must establish a number of instalments and a frequency corresponding to the same billing frequency, unless otherwise agreed upon between the parties.

If the User fails to settle the amounts due, after 10 calendar days from the date of receipt of the formal notice to comply, the Manager will restrict or suspend the service according to the manner already indicated in the notice and without the need for any further communication:

- To resident domestic Users who have not submitted a request for economic and social (ISEE) tariff reductions or who are not in conditions of documented economic and social hardship, the supply will be restricted if permitted by the technical conditions.
- To non-resident domestic Users, the supply will be suspended.

No water supply restriction and/or suspension will be applied to resident domestic Users to whom economic and social (ISEE) tariff reductions are granted or who are in conditions of documented economic and social hardship, and the Manager will recover any credit through court and/or out-of-court procedures. Water supply that is restricted or suspended due to non-payment may be reactivated only after the User has paid the previous debt. In this case, the supply must be reactivated within 2 working days from receipt of the written request to restore the service. A copy of the payment and of the User's ID must be attached to the request.

In the event of tampering with the systems or of repeated or significant non-payment, the Manager will disconnect service, remove the meter and terminate the contract. In this case, the disconnection time cannot be less than 60 calendar days from restriction and/or suspension of the supply.

The Manager must provide Users whose supply has been restricted or who are in conditions of documented economic and social hardship with a re-entry plan with payment in instalments of the outstanding amounts.

Any supplies disconnected due to non-payment may be reactivated only after the User has paid the previous debt and has entered into a new contract.

In this case, if the contract holder has not changed, the supply must be reactivated within 2 business days from receipt of the written request to restore the service. A copy of the payment and of the User's ID must be attached to the request. If the contract holder has changed, the supply must be reactivated within 5 business days from receipt of the written request to restore the service. In the case of suspension and/or disconnection due to non-payment, the Manager will apply the costs incurred for closing/reopening the meter and for entering into the new contract (only in the case of disconnection) indicated in annex 2 to these Regulations and which will be invoiced in the first relevant bill.

The service levels described above are an integral part of the provisions contained in the User Protection Regulations.

Users that have fallen into arrears cannot claim compensation for any damages resulting from suspension or disconnection of the water supply, nor can they be considered released from compliance with the contractual obligations.

If actions due to arrears are taken erroneously, the Manager undertakes to compensate the damage suffered by the User.

If Users that have fallen into arrears submit a request for a new supply, transfer or other service, their request will not be accepted by the Manager until they have paid the amounts due, except for the provisions laid down by the Instalment Regulations (Annex 4). Except for the cases expressly provided for by the law and by these Regulations, previous arrears cannot be charged to incoming Users.

Supply is not suspended in the following cases:

- a) When a written notification of arrears has not been submitted;
- b) Users with tariff reductions that the Manager has knowledge of or that are in conditions of documented economic and social hardship;
- c) Users providing public service activities;
- d) Cases where the service is necessary for basic health and safety needs, following intervention by the competent Authority;
- e) The unpaid amount is less or equal to the deposit;
- f) On Fridays, Saturdays, Sundays or on bank holidays or the days preceding bank holidays;
- g) When the payment has been made but has not been submitted for reasons not attributable to the User;
- h) When verification procedures are being performed concerning billing, complaints and conciliations that have not been settled yet.

Art. 55 – Supply suspension and disconnection

As disciplined in the previous articles, the Manager has the right to suspend service supply for external reasons, for reasons of service or for meeting emergency needs, without the User being able to bring any claims for compensation or indemnification of any kind whatsoever.

The supply may also be suspended in the following cases:

- a) Irregular installation or maintenance of the systems owned by the User (articles 60 and 66 of these Regulations);
 - b) Objection by the User to allow the Manager to check the internal system and objection to affix the seals in the event of cancellation (articles 12 and 60 of these Regulations);
 - c) In the event of danger to persons or objects.
To disconnect the supply, the meter will be removed and the supply contract will be terminated with payment of relevant charges.
Supply may be reactivated in the following cases:
 - d) Lack of or inaccurate communication of User's details, in the event of transfer or takeover (articles 11 and 13 of these Regulations);
 - e) Use of water for a property or for a purpose other than that for which the contract has been entered into;
 - f) Illegal water collection (art. 26 of these Regulations);
 - g) Sale of water to third parties;
 - h) Tampering with the meter and of the works available to the Manager, including tampering with the meter seals;
 - i) Persistent arrears (art. 54 of these Regulations);
 - j) Failure by the User to carry out the modifications suggested by the Manager, if irregularities are detected by the latter or in the case of danger to persons or objects.
- Prior notice is not due in the cases under letters a), c), f) and g). Prior notice is reduced to 24 hours in the cases under letters b), h) and j).

Art. 56 – Deposit

When entering into the supply contract or when the first invoice is issued, the Manager will charge the User an amount, as deposit not subject to VAT and bearing interest at the legal rate, for the Integrated Water Service. The deposit will be returned upon termination of the contract, unless withheld by the Manager to pay any arrears.

The deposit is determined on the basis of the historical average consumption of the single User related to the previous calendar year or, if historical consumption is not available, the average annual consumption for type of use. The amount of the deposit is equal to the value of the fees due for a maximum of three months. The deposit amount is recalculated every two years (there will be no adjustment if consumption variation is less than 20%) and is increased or reduced compared to the consumption used to determine the deposit of the previous year.

For Users who pay their bills through permanent automatic bank transfer (bank or postal direct debit) or permanent payment by credit card, no deposit will be required when entering into the contract. If automatic direct debit is requested after the contract has been entered into, the deposit will be reimbursed in the first relevant invoice after the direct debit communication.

If the bank or postal direct debit is suspended, the Manager will charge the deposit on the first relevant invoice after registration of the suspension. Deposits are requested from Users entitled to social tariff reductions (ISEE).

Should the User be insolvent, the Manager may seize these sums until its credit has been paid and then charge a new deposit, without prejudice to the other actions deriving from these Regulations and from the law.

If the contractual relationship is reinstated, the User must pay the full deposit.

For Users who have not received any payment request in the two previous calendar years, the Manager will reduce the deposit to a maximum of one and a half monthly payments. A 40% reduction is applied to condominium Users.

Users supplying water for public use, calibrated system Users, with advance payment, and Users entitled to reductions are not required to pay a deposit.

The deposit is charged as follows:

- For new Users, the amount is divided into at least four instalments equal to 25% of the total deposit;
- For existing Users, the amount is divided into at least two instalments: 50% in the first invoice and 50% in the following invoice.

Art. 57 – Charges (reimbursement of expenses)

Depending on cases, Users must pay the following charges:

- Late payment interest (art. 54 of these Regulations);
- Cost for replacing meters broken due to freezing (art. 35 of these Regulations);
- Cost for closing and reopening meters (articles 12 and 54 of these Regulations);
- Cost for meter calibration test (art. 40 of these Regulations);
- User reactivation cost (art.14 of these Regulations);
- Cost for checking pressure levels (art.42 of these Regulations)
- User transfer costs (art.11 of these Regulations);
- Cost for services downstream of the point of delivery;
- Cost for inspecting and checking the connection carried out by the User (articles 23 and 45 of these Regulations);
- Cost for connection inspection and estimate in the case of subsequent waiver by the User (art. 24 of these Regulations)
- Cost for temporary User activation (art.25 of these Regulations);
- Deposit (art.56 of these Regulations);
- Penalty for tampering with the Manager's systems and/or meter seals (articles 33 and 35 of these Regulations);
- Penalty for failure to read the meter and notify consumption (art. 48 of these Regulations);
- Penalty for illegal water collection (art. 26 of these Regulations);
- Penalty for illegal water use and sale (articles 26 and 27 of these Regulations);
- Penalty for false declarations by Users (art. 31 of these Regulations);
- Reimbursement of expenses for the activation of credit recovery service (art. 54 of these Regulations);
- Reimbursement of postal expenses for commercial practices;
- Reimbursement of expenses incurred for requesting work execution authorisations (art. 24 of these Regulations).

The tariffs and updates of the above charges are reported in the annexes of these Regulations.

Art. 58 – Crediting of sums erroneously charged to Users

In the event of erroneous invoicing identified directly by the Manager (except for crediting to invoices for advance payments, as provided for in art. 49), the amounts erroneously collected will be returned automatically to the User through crediting on the subsequent bills until the credit is entirely paid, unless otherwise requested by the User. If the User submits a written notification that reports a difference between the meter reading and the consumption invoiced in the most recent bill, the Manager will comply with the provisions of the Integrated Water Service Quality Charter, under point 4.3.2 “*Billing adjustments*”.

RULES FOR THE CONSTRUCTION OF PRIVATE SYSTEMS

Art. 59 – General information about internal systems

The construction and maintenance of privately owned systems is at the User’s care and expense. The User is also responsible for the correct maintenance of all the installed components.

In compliance with current regulations, these works must be entrusted to a company that meets the requirements set forth in Law no. 46/1990. Installers are required to issue a specific certificate of conformity.

The Manager reserves the right to define technical specifications in this regard, in addition to the provisions indicated below.

Art. 60 – Positioning and installation of water pipelines in private areas

Works carried out on private property are owned by the User, who is civilly and criminally liable for them. In any case, the systems cannot be used for purposes other than water supply.

The User derivation pipelines downstream of the general meter, positioned by the User in private areas, must be installed according to good workmanship standards.

Inside properties, the pipelines must be positioned so that they cannot be damaged and at an adequate distance from heated surfaces, especially fireplaces. Underground sections must be placed at a depth to avoid the risk of freezing and of heating the water. If these latter conditions cannot be met, the pipelines must be conveniently protected and insulated.

As a rule, no system pipeline should pass underneath or be positioned inside sewers, disposal pits, cesspits or similar systems.

Water meters can be removed or moved only by the Manager’s staff or persons appointed by it.

The Manager is responsible for the maintenance of the meters and has the right to change them when considered appropriate, according to the procedure set out under the previous paragraphs.

The Manager reserves the right to issue special provisions it believes to be necessary from a technical and hygienic viewpoint in order to protect the public network.

Art. 61 – Connection to user systems and appliances

It is forbidden to connect drinking water pipes with appliances, pipelines and systems containing steam, non-drinking water or water from other aqueducts or in any case mixed with foreign substances.

It is also forbidden to connect drinking water pipes to toilet flushing appliances, without installing open tanks with float valves. The jet from the faucets must be free, visible and above the maximum level allowed by the receiving containers.

The use of water pipes for the dispersal of electric currents produced or transmitted by electrical appliances or machines and household appliances, etc., is forbidden.

Whoever violates these provisions must compensate the Manager for any damage caused due to non-compliance with the provisions of the preceding paragraph.

Art. 62 – Installation of flow preventers for industrial Users, small business Users, hospitals, etc.

All new and existing industrial and small business Users, as well as other Users considered at risk, are required to install appropriate flow preventers, at their own care and expense, of the type and with the set up approved by the Manager, in order to prevent possible backflow from the internal system into the drinking water distribution network. Where processing requires the handling of particularly hazardous liquids, in addition to the installation of a flow preventer, the Manager may request compliance with other specifications and specific internal system construction methods. The User is responsible for the maintenance of the disconnection valves and must periodically check their efficiency and carry out all necessary operations.

This obligation applies also in the case of fire-fighting systems.

If the Manager's staff finds evidence that the User has not complied with the instructions given, the water supply may be interrupted subject to a warning.

Art. 63 – Private pumping plants

Water lifting systems must be installed inside buildings so as to prevent that the lifted water backflows into the network, even if the equipment breaks. They must be connected to a suitable storage tank, as described in the following article. Pumps cannot be inserted directly on pipes coming from the road pipelines.

Art. 64 – Private storage tanks

If water needs to be stored in private tanks, the tanks must be built so as to keep the water contained in them unaltered. They must be installed in dry, well-aired rooms and positioned to ensure easy maintenance, including periodical cleaning. The feeding inlet must be above the maximum level, to prevent any possible backflow of water. The tanks must also be provided with a bottom outlet, an overflow outlet, sealing plugs, aeration valves and single inflows. Discharges must not be directly collected with the sewerage networks.

Art. 65 – Private water wells

Private water wells and the pipes connected to them cannot, under any circumstances, be connected to private systems supplied from the public aqueduct, not even if provided with gate, non-return and water disconnection equipment. In cases where it is found that the above provisions have not been complied with, the Manager will suspend the water supply until the required modifications have been carried out by the User, at his/her expense. All interruption and subsequent reactivation costs will be charged to the User. The User will also be liable for any non-compliance with the above provisions.

For further details or clarifications, reference may be made to art. 107 of these Regulations.

Art. 66 – System and equipment supervision

The Manager will always have the right to inspect at any time the systems and equipment used for distributing water inside private properties.

SEWERAGE AND WATER TREATMENT SERVICE REGULATIONS

GENERAL RULES

Art. 67 – Rules for the sewerage and water treatment service

The sewerage and water treatment service Regulations define the conditions and methods based on which the Manager collects, treats and discharges waste water in compliance with national and regional legislation, as well as with the general technical provisions set out in the Integrated Water Service Management Agreement. It is mandatory for all Users and must be regarded as an integral part of every supply contract.

The purpose of Integrated Water Service management activities exclusively regards separate black water sewerage and mixed sewerage systems. The management of rainwater and of separate white water sewerage is excluded since not included in the Integrated Water Service. The management of trap-doors for mixed sewerage systems is also excluded: maintenance, cleaning or any other service activity related to rainwater collection networks and road trap-doors, including the construction of new User connections for rainwater, are excluded from the sewerage service and more in general from the Integrated Water Service. Requests for new connections to rainwater collection networks must be sent by the applicant to the competent Administrations.

Art. 68 – Object of the regulations for the sewerage and water treatment service

These Regulations regulate the discharge of waste water delivered to the public sewers throughout the local area of Conference no. 1 and have the following purpose:

- Laying down the procedure for the authorisation and/or renewal of waste water discharge into the public sewers;
- Monitoring the discharges of production/industrial complexes and houses connected to the public sewers – as regards their acceptance, the functionality of their pre-treatment systems and their compliance with general criteria on the correct and rational use of water – as well as monitoring tariff-related activities;
- Identifying general technical rules for sewerage connection and use;
- Dealing with Users' administrative management and complying with the system of sanctions.

Art. 69 - Goals

These Regulations wish to introduce a comprehensive set of rules governing civil and production discharges delivered to the public sewers, in compliance with applicable legislation, in order to:

- Protect the environment from possible negative consequences caused by waste water discharges;
- Safeguard the correct operation of sewerage and waste treatment systems;

- Promote and encourage the connection of civil, commercial and industrial facilities to the public sewers – in application of the general criteria for correct and rational use of water – in order to allow maximum savings in the use of resources and in the equipment employed for the recovery and reuse of dispersed substances;
- Achieve the quality objectives set by current legislation for the terminal discharge of the public sewers.

Art. 70 - Definitions

For the purposes of these Sewerage and Water Treatment Service Regulations, the following definitions will be applied:

1. Population equivalent: the organic biodegradable organic load having a five-day biochemical oxygen demand (BOD5) equal to 60 g of oxygen per day or a chemical oxygen demand (COD) equal to 130 g per inhabitant/day or 200 litres of waste water per inhabitant/day
2. Waste water: all waste water from a discharge.
3. White water:
 - Rainwater from yards, roofs, terraces, gardens, etc.;
 - Washing and watering water from uncovered areas, provided it is non-polluting;
 - Filtration water from basements, cellars and the subsoil in general;
 - Rainwater from the service areas of production facilities, without the addition of external or pre-treated substances.
4. Runoff rainwater (AMD): water from rainfall events. This type of water is divided into non-contaminated runoff water and contaminated runoff rainwater, which include first rainwater except for that referred to art. 8, paragraph 8 of Regional Law 20/2006.
5. Contaminated runoff rainwater (AMC): runoff rainwater, other than non-contaminated rainwater, including first rainwater, deriving from activities where there is an objective risk that hazardous substances or substances capable of causing detrimental effects to the environment, identified by the Regulation pursuant to art. 13 of Regional Law 20/2006 (Regional Regulation no. 46/R), may be carried into the rainwater.
6. Non-contaminated runoff rainwater: runoff rainwater from impermeable surfaces not used for production activities, i.e.: public and private roads, vehicle parking and handling areas, car parks and similar facilities, also in industrial areas, where activities entailing the risk of runoff of hazardous substances or substances capable of causing detrimental effects to the environment, are not carried out. This category of water includes the water identified pursuant to paragraph 8 of Regional Law 20/2006.
7. First rainwater (AMPP): water corresponding, for each rainfall event, to a 5 mm precipitation uniformly distributed over the entire draining surface served by the drainage system. For the purpose of calculating the flow rates, it is established that this value occurs within fifteen minutes. The outflow coefficients are assumed as being equal to 1 for covered, paved or impermeable surfaces and to 0.3 for permeable surfaces of any type, with the exclusion of cultivated areas. Rainfall events that occur forty-eight hours apart are regarded as separate rainfall events.
8. Domestic waste water: waste water from residential settlements and from services which originates predominantly from the human metabolism and from household activities; this water consists of black sewer water from toilets and all other sanitary appliances having similar functions, and grey or soapy water, from kitchens, sinks, electrical appliances and, in general, all appliances that use soap, detergents, surfactants or similar substances in the domestic environment.

9. Industrial waste water: means any waste water which is discharged from premises used for carrying on any trade or industry, other than domestic waste water and runoff rainwater.
10. Industrial waste water assimilated to domestic waste water: industrial waste water from the activities under art. 101 paragraph 7, of Leg. Decree 152/2006, especially the water in table 1 attached to Regional Regulation no. 46/R.
11. Urban waste water: waste water or the mixture of domestic waste water with industrial waste water or runoff rainwater, delivered to sewerage networks (even separate networks) and coming from an agglomeration.
12. Groundwater: all water which is below the surface of the ground in the saturation zone and in direct contact with the ground or subsoil.
13. Agglomeration: an area where the population or production activities are sufficiently concentrated to make it possible both technically and financially, also in relation to the attainable environmental benefits, to collect and conduct the water in an urban waste water dynamic sewerage to a waste water treatment plant or to a final discharge point.
14. Water trap-door: rainwater collection system in mixed and white water sewerage pipes.
15. Mixed sewerage: a sewerage system specifically designed and built for channelling waste water and runoff rainwater into a single pipeline; this system is equipped with suitable devices for the relief of flood water and is designed to conduct water during dry periods and rainwater (in established amounts) towards the final discharge point.
16. Separate sewerage: a sewerage network consisting of two channelling systems. The first, called the white pipeline, is used for collecting and conducting runoff rainwater only, and can be equipped with devices for collecting and separating first rainwater. The second, called the black pipeline, is used for collecting and conducting urban waste water together with any first rainwater.
17. Pre-treatment system: systems using physical, chemical, chemical-physical and/or biological processes where waste water is treated before being discharged into the public sewers, in compliance with the rules set out in these Regulations;
18. Pollution: the direct or indirect introduction as a result of human activity, of substances or heat into the air, water or land which may be harmful to human health or to the quality of aquatic ecosystems or terrestrial ecosystems directly depending on aquatic ecosystems, which result in damage to material property or which impair or interfere with amenities and other legitimate uses of the environment.
19. Residential settlement: one or more buildings that are fit for habitation and connected to each other in a certain area, from which one or more terminal discharges have origin.
20. Point of delivery: the point where the sewerage connection pipe is connected to the final User's waste water collection system(s).
21. Sewerage network: a system of pipes for collecting and conducting urban waste water.
22. Overflow discharging equipment: device for mixed sewerage systems that discharges towards a final receptor the flow rates exceeding the maximum design capacity of the sewer, in order to safeguard the integrity and operation of its components. Even the bypass of water treatment and sewerage lifting systems is considered an overflow discharging device.

23. **Discharge**: any release exclusively through a stable collection system that seamlessly connects the waste water production cycle to the receptor (surface water, on the ground, in the subsoil, in the sewerage system), regardless of its polluting nature, even if subject to prior treatment. Water release pursuant to art. 114 of Leg. Decree 152/2006 is excluded.
24. **Existing discharges**: the urban waste water discharges that were operating on 13 June 1999 and in line with the previous authorisation regime; the discharges of urban waste water treatment systems for which all the procedures relating to the tendering procedures and the awarding of works had already been completed on that date; the domestic waste water discharges that were operating on 13 June 1999 and in line with the previous authorisation schemes; and the industrial waste water discharges that were operating and already authorised on 13 June 1999.
25. **Industrial facility** or simply **facility**: any facility where commercial or industrial activities are performed involving the production, transformation or use of the substances referred to in Annex 8 to Part III, Leg. Decree 152/2006, or any other production process that entails the presence of such substances in the discharge.
26. **Emission limit value**: limit of acceptability of a pollutant contained in a discharge, according to its measured concentration, or mass by unit of product or processed raw material worked, or mass by unit of time. Emission limit values can also be set for certain groups, families or categories of substances. The emission limit values for substances are normally applied at the point where the emissions leave the installation, regardless of any dilution. The effect of a waste water treatment plant may be taken into account when determining the emission limit values of the installation, provided that an equivalent level is guaranteed for the protection of the environment as a whole and provided this does not lead to higher levels of pollution in the environment (Leg. Decree 152/2006 as amended by Leg. Decree 4/2008).

Art. 71 – Observance of the Regulations

All masonry works involving the sewerage system, both inside and outside buildings, must be carried out in compliance with these Regulations.

RULES FOR PUBLIC SEWERAGE DISCHARGE

Art. 72 – Contracts for connection to public sewers

Connections to the public sewers are regulated by the conclusion of a specific contract, in compliance with the rules set out in these Regulations.

The provisions laid down under articles 9, 10, 11, 12, 13, 14 and 23 of these Regulations for the aqueduct service shall apply for the obligations, expenses, ownership, transfer, duration, cancellation, takeover, reactivation and right for refusal or revocation, as regards the sewerage and water treatment services.

Art. 73 – Request for connection

Any person who intends to discharge water of any kind into the public sewers must contact the Manager in order to submit a request for connection, indicating the type of discharge on an appropriate form drawn up by the Manager.

The holders of new discharges must submit their request to connect to the sewerage system to the Manager before starting to use it. The request for connection to the public sewers may be made by telephone at the Customer Consultancy toll-free phone number or directly at the desks open to the public, and must be signed for acceptance by the entitled person or by a specifically appointed person, at the time of drafting of the estimate. If the applicant is not already an aqueduct service User or has not concomitantly submitted a request for connection to the aqueduct system, the request for connection to the public sewerage must include the documents indicated in the request itself, which are necessary in accordance with current provisions. Specifically:

- Self-declaration in lieu of affidavit and/or the documents referred to in Law 47/1985 and subsequent amendments and supplements
- Details of the subscriber's ID or photocopy, where requested;
- Land register details, certificate and plan, where requested, for the property covered by the supply;
- Single Environmental Authorisation for discharges (only for production activities that do not qualify as domestic activities);
- Commitment to pay the inspection and estimate costs and the expenses incurred by the Manager for requesting the authorisations to execute the works, even if the applicant decides not to carry out the requested connection.

The request for connection must include:

- Name and surname of applicant requesting connection and his/her residence;
- Telephone number(s);
- Tax code or VAT number;
- Reason for which the connection is being requested (ownership, usufruct, rent, etc.);
- Use for which the supply is being requested (if use is for production, the business must be specified);
- Number of residential units for which connection is being requested;
- Details for issuing and sending the invoice for payment of the estimate, if it is being paid by a person other than the applicant;
- For agricultural or zoo-technical activities: chamber of commerce certificate and registration in the zoo-technical register (if requested).

In the case of non-domestic waste water discharge, the applicant must comply with the provisions of subsequent articles 76, 78 and 79.

The Manager has the discretionary power to check the discharge at any time to ensure that no changes have been made to it or that the property has not been subject to changes in its intended use.

The costs incurred for the preliminary connection procedures, for carrying out the necessary inspections, verifications, checks and surveys will be charged to the applicant and are reported in annexes 1 and 2 to these Regulations.

Art. 74 – Acceptance of application

The application for connection to the public sewerage will be accepted when the quality and quantity of effluent are compatible with the potential of the existing sewerage and water treatment systems.

Should they not be compatible, instructions will be given on a case-by-case basis for the installation of any necessary pre-treatment systems or changes to the existing sewerage system.

Connection applications regarding production activities that discharge industrial waste water which cannot be assimilated to domestic waste water and contaminated runoff rainwater can be accepted only after submission by the applicant of the necessary authorisations, such as the Single Environmental Authorisation.

Art. 75 – Estimate

Following a request for connection and any request requiring the payment of a fee charged to the applicant, the Manager will provide an economic and technical estimate of the works needed, in accordance with previous art. 24.

Art. 76 – Authorisation system

As regards the authorisation required for public sewerage discharges, the provisions set out in the following articles shall apply, depending on the type of discharge. With reference to the eligibility criteria referred to in art. 82 of these Regulations, the Region reserves the right to refuse authorisation for new discharges, or to revoke the authorisation of existing discharges, if such discharges, given their quality and/or quantity, should prove to be detrimental to the correct operation of the public sewerage and water treatment systems and, in any case, in all other cases provided for by law.

Art. 77 – Authorisation for domestic waste water discharge

Pursuant to articles 107 and 124 of Leg. Decree 152/2006, domestic waste water discharge into sewerage systems is always permitted in compliance with these Regulations, within the limits of the collection network and of the final water treatment systems; consequently, a discharge authorisation request is not necessary. The holders of domestic waste water discharges must in any case request connection to the sewerage system by submitting to the Manager the specific forms together with the necessary documentation and technical documents.

Pursuant to art. 107, paragraph 3 of Leg. Decree 152/2006 as amended by Leg. Decree 4/2008, the disposal of waste, even if shredded, into the sewers is not permitted without proper treatment and specific authorisation by the competent Authority.

Art. 78 – Authorisation for the discharge of industrial waste water assimilated to domestic waste water

The discharge of industrial waste water assimilated to domestic waste water is always authorised, in compliance with the Manager's rules of acceptance. Reference will be made to table 1, annex 2, Regional Regulations no. 46/R.

Together with the request for connection, applicants must submit to the Manager a declaration certifying that the discharges from their activities comply with the provisions of art. 101, paragraph 7 of Leg. Decree 152/2006 and with regional legislation (Regional Law 20/2006 and subsequent Regional Regulation no. 46/R).

Art. 79 – Authorisation for the discharge of industrial waste water and contaminated runoff rainwater

Pursuant to current legislation, the Manager may accept connection requests for industrial waste water and contaminated runoff rainwater only in the presence of a Single Environmental Authorisation issued by the Region or, for pre-existing activities, in the presence of a valid Discharge Authorisation issued by the Province.

The authorisation is issued to the owner of the business from which the discharge originates. Where one or more facilities conduct the water their business produces, through a pipeline, to a third party owning the final discharge, or if a consortium has been set up among several facilities for the joint discharge of the water from the businesses of the consortium members, the authorisation is issued to the owner of the final discharge or to the consortium itself, without prejudice to the liability of the individual owners of the aforementioned activities. Application for a Single Environmental Authorisation must be addressed to the Region, and submitted to the Single Desk for Production Activities of the Municipality where the facility is located (if available, otherwise to the Environmental Office or other competent office).

The Single Environmental Authorisation is valid for fifteen years from its date of issue. Renewal must be requested six months before its expiry date. In the event of pre-existing Discharge Authorisations, the request for the Single Environmental Authorisation must be submitted to the Region at least a year before the deadline. If the renewal application has been sent within the prescribed time, the discharge may be temporarily maintained according to the provisions contained in the previous Authorisation or Single Environmental Authorisation, until a new provision has been adopted.

Pursuant to art. 107, paragraph 1 of Leg. Decree 152/2006, the discharges of industrial waste water and/or contaminated runoff rainwater into sewerage systems are subject to the technical rules, to the requirements of these Regulations and better specified in the regulations *“for the exercise of competences in urban and/or industrial waste water in the public sewerage system of the Municipalities of Territorial Authority no.1 “North Tuscany”*, and to the limit values adopted by the Region according to the system characteristics, with a view to protecting the receiving water body and to complying with urban waste water discharge rules.

Pursuant to art. 21, paragraph 4 of Regional Law no. 20/2006, if the discharge covered by the authorisation contains substances that are not regulated, not even generally, by current legislation, the Manager may propose to the competent Authorities the adoption of specific limits of acceptance and appropriate requirements, expressly reserving to verify the maintenance and achievement of the environmental quality objectives and the specific uses set forth in the Protection Plans, according to the deadlines and in the manner indicated in the authorisation.

Art. 80 – Authorisation for the discharge of non-contaminated runoff rainwater

The discharge of non-contaminated runoff rainwater into mixed public sewers is always permitted and does not need any authorisation provided the following conditions are met:

- Compatibility of the sewerage system from a hydraulic viewpoint with the flow rate introduced into it;
- Characteristics that do not compromise the efficiency of the water treatment plant of the receiving sewerage system;
- Prior communication to the Manager (only for new facilities).

It is forbidden to discharge non-contaminated runoff rainwater into the black water pipeline of separate sewerage systems.

Art. 81 – Discharges into non-public sewerage systems

Pursuant to current legislation, the authorisation must be submitted:

- To the Region for industrial discharges;

- To the Municipality for domestic waste water and waste water assimilated to domestic waste water discharge.

Art. 82 – Admissibility and acceptance of industrial waste water

New and existing discharges into the public sewers of non-assimilated industrial waste water are allowed and accepted subject to the existence of a valid Discharge Authorisation or Single Environmental Authorisation.

The Manager reserves the right, in any case, to evaluate the admissibility and acceptance of the discharges, as well as to lay down appropriate requirements, expressly reserving to carry out checks in the time and manner to be indicated in the authorisation provision.

Art. 83 – Disinfection obligation for healthcare discharges

Discharges from healthcare facilities (nursing homes, hospitals, medical laboratories and similar activities) that are released into the public sewers, in addition to complying with the acceptance limits under these Regulations, must also be subject to disinfection as soon as they are activated.

Art. 84 – Changes to discharges

A new authorisation must be requested for businesses subject to discharge authorisations when they are transferred elsewhere or when they make changes to their production cycle which lead to discharges having qualitatively or quantitatively different characteristics compared to their previous discharges.

Changes that involve a different arrangement of the point of discharge, and only in cases where the discharges do not have different qualitative or quantitative characteristics, must be notified to the Manager. After verifying that the discharges are compatible with the receiving body, the Manager may adopt any necessary measures.

If changes to the discharges are made inside private properties – as a result of the User's need and with the consent of the Manager – these will be carried out by the User him/herself and at his/her own expense.

If deemed necessary, the Manager may prescribe specific procedures for the execution of the works.

Art. 85 – Prohibition to dilute discharges

Pursuant to the provisions of art. 101, paragraph 5, of Leg. Decree 152/2006, the emission limit values under these Regulations cannot under any circumstances be achieved through dilution with water collected exclusively for this purpose. It is forbidden to dilute terminal discharges with cooling or washing water or water used for the production of energy which contain the substances referred to in paragraph 4 of art. 101 (or some of the substances referred to in table 5 of annex 5 to Part III of Leg. Decree 152/2006).

Art. 86 – Discharge of hazardous substances

The provisions of this article apply to facilities where activities are carried out involving the production, processing or use of the substances referred to in tables 3/A and 5, Annex 5, of Leg. Decree no. 152/2006 and where the presence of such substances has been verified in the discharges, in amounts or concentrations higher than the detection limits of the existing methods of detection.

In the event of activities involving the discharge of hazardous substances (art.108, Leg. Decree 152/2006), facility managers must submit a self-inspection declaration to the competent Authority at least every 4 years.

As regards industrial waste water and/or contaminated runoff rainwater containing these substances, the Region, following advice from the Manager and/or A.R.P.A.T. (Regional Agency for the Environmental Protection of Tuscany), may prescribe the following requirements, at the applicant's expense and as part of the administrative procedure for issuing the discharge authorisation:

- The construction of perfectly watertight accumulation tanks to be used in the event of failure of the waste water pre-treatment systems, having a minimum capacity corresponding to the volume of discharge produced over 24 working hours;
- The construction of storage tanks, in order to regulate the release of discharges into the public sewers, dimensioned in relation to the needs of the public water treatment plant process and to the flow rates of the sewerage system;
- The installation of automatic sampling equipment, as well as suitable instruments for measuring and/or analysing the discharge of hazardous substances, even with a sealed recording device, which monitors parameters considered significant according to the methods of management, conservation and communication of results as indicated in the authorisation.

Pursuant to art. 108 of Leg. Decree and following advice from the Manager and/or A.R.P.A.T. (Regional Agency for the Environmental Protection of Tuscany), the Region:

- In cases where it is established that the limit values defined under art. 101 paragraphs 1 and 2 prevent or compromise the achievement of the quality objectives set out in the Water Protection Plan, also due to the simultaneous presence of other discharges of hazardous substances, will set more restrictive emission limit values in the discharge authorisation than those set out in Leg. Decree 152/2006, Table 3/A and 5 of Annex 5;
- For the substances listed in Table 3/A of Annex 5 to Leg. Decree 152/2006, will indicate in the discharge authorisation the maximum amount of the substance expressed as unit of weight per unit of the characteristic element of the pollutant activity, i.e. per unit or raw material or per product unit, in compliance with the amount indicated in the table (paragraph 4 of art. 108);
- When issuing the Single Environmental Authorisation, may request that the partial discharges containing the substances in Table 5 of Annex 5 be kept separate from the general discharge and regulated as waste (paragraph 5 of art. 108);
- Pursuant to art. 21, paragraph 4 of Regional Law 20/2006, if the discharge covered by the authorisation contains substances not even regulated generally by current legislation, may establish emission limits, in terms of concentration and mass, which it considers necessary for maintaining and achieving the environmental quality objectives and for the specific purposes provided for in the Protection Plans.

The above is without prejudice to the Region's right to indicate from time to time suitable additional requirements when issuing the discharge authorisation, pursuant to point 1.2.3. (letter 4) of Annex 5 to Leg. Decree 152 / 2006.

Renewal of the authorisation for discharge containing hazardous substances must be requested by its holder a year before the date of expiry and must be expressly granted no later than six months from the date of expiry: after this deadline has lapsed, the discharge must be terminated immediately (art. 124, paragraph 8, Leg. Decree 152/06).

The Region provides an annual list of the authorisations for discharge into the public sewerage issued and relevant updates.

Art. 87 – Forbidden discharges

Without prejudice to the provisions regarding the limits of acceptance set out in these Regulations, it is prohibited to discharge substances into the public sewers which are potentially hazardous or harmful to the personnel in charge of the sewerage and water treatment services, to public health and to the fish fauna of the final receiving bodies. It is also forbidden to discharge substances which may damage the sewerage products and the public water treatment plant process and which in any case do not comply with the provisions of Tables 3, 3/A and 5, Annex 5, Leg. Decree 152/2006.

By way of example, a non-exhaustive list of substances which cannot be discharged into the public sewers is given below:

- a. Aliphatic and aromatic hydrocarbons and their derivatives in general and, in any case, liquid, solid and gaseous substances, in solution or suspension, which may cause flammability or explosive conditions to the detriment of the sewerage system
- b. Aeriform effluents from any kind of operating machine suction or discharge, or from light industrial processing, such as heliographic centres, copy shops, laundries, etc.
- c. Any amount of oil and oil refined products or products derived from cutting oils or other substances which may form stable emulsions with water;
- d. Toxic substances or substances that could cause the formation of toxic gases, such as: ammonia, carbon monoxide, hydrogen sulphide, hydrogen cyanide, sulphur dioxide, etc.;
- e. Toxic substances which, even together with other waste water, represent a danger to people, animals or the environment or which may affect, in any case, the smooth functioning of the public water treatment plant process;
- f. Waste water that is corrosive or may harm the sewerage structures and systems, or that is dangerous for the personnel in charge;
- g. Waste water having temperatures that increase the corrosive and dangerous effects referred to in letter f) above;
- h. Waste water with characteristics that cause harmful incrustations to the structures and in any case containing substances which may precipitate, solidify or become gelatinous at temperatures between 10 and 38 °C;
- i. Any substance classifiable as waste, even if shredded, but without proper treatment and specific authorisation from the Region;
- j. Private sewerage purging;
- k. Sludge and solid or semi-solid residues from water discharge sedimentation and treatment processes, from processes for the purification of gases, fumes and other atmospheric discharges, as well as directly from production processes;
- l. Waste water containing radioactive substances in concentrations representing a risk to people, animals or the environment, in accordance with the provisions of Leg. Decree no. 231/1995 and subsequent amendments;
- m. Waste water with pathogenic bacterial and/or viral load that may represent a risk for the personnel involved in the sewerage and water treatment services.

Notwithstanding the criminal and administrative sanctions referred to in articles 114 and 115 of these Regulations, non-compliance with the listed prohibitions will make the perpetrator liable vis-à-vis the Manager for any damage caused to any persons and objects, pursuant to art. 2043 of the Civil Code, without prejudice to the criminal penalties and to the Municipal Administration's right to bring an action for environmental damages (if the conditions are met) pursuant to Title III, Part VI of Leg. Decree no. 152/2006.

In accordance with art. 9, paragraph 2 of Regional Law 20/08, it is also forbidden to discharge non-contaminated runoff rainwater in the black water pipeline of the separate sewerage system.

Art. 88 – Accidental spillage

The holders of the discharges or the persons responsible for accidental spillage in the public sewerage, other than in the manner and according to the qualitative limits authorised, are required to promptly notify the Manager, even if the accidental spillage has occurred in private facilities. The purpose of this notification is to allow the Manager to adopt prompt measures on the sewerage and/or the water treatment system into which the discharge flows, which must be appropriate to mitigate any harmful effects.

The above parties are therefore required to comply with the instructions given by the Manager and the territorially competent Region.

Should the event result in environmental affects, the Manager must immediately inform the territorially competent provincial A.R.P.A.T. (Regional Agency for the Environmental Protection of Tuscany). In the event of hygiene and health consequences, the Manager will duly notify the Hygiene and Public Health Operating Unit of the territorially competent Local Health Unit.

The Manager must in any case inform the Region of the spillage and of its effects. Where conditions are met, the Region reserves the right to consider the application of the sanctions laid down by Leg. Decree 152/2006 for the disposal of discharges exceeding the emission limits set by current legislation as well as by these Regulations.

All the expenses incurred by the Manager, A.R.P.A.T. (Regional Agency for the Environmental Protection of Tuscany), the Public Health and Hygiene Operating Unit of the Local Health Unit, the Municipalities, etc., in order to limit and reduce the detrimental effects of the accidental spillage, will be charged to the party responsible for the spillage.

Art. 89 – Adjustment of discharges assimilated to domestic discharge

Discharges assimilated to domestic discharge, already connected at the time of entry into force of these Regulations, must be adjusted to the limits under art. 101, paragraph 7 of Leg. Decree 152/2006 and/or Table 1, Annex 2, Regional Regulation no. 46/R, except for the binding limits pursuant to Leg. Decree 152/2006 and without prejudice to other agreements between the User and the Manager, depending on the qualitative and quantitative compatibility of the effluent with the potential of the existing sewerage network and water treatment system.

In the event of non-compatibility, instructions will be provided, on a case-by-case basis, for the installation of possible pre-treatment systems or changes to the existing sewerage network.

Art. 90 – Adjustment of industrial discharges and/or contaminated runoff rainwater

Discharges from industrial facilities connected to the sewerage system must be adjusted to the emission limits under annex 5, Leg. Decree 152/2006, or to other limits, if reported in the discharge authorisation.

The installation of controlled emission storage tanks with pre-established flow rates may be required by the Manager for certain types of waste water.

After hearing the Manager, the Region may at any time request the holder of the public sewerage discharge authorisation to adjust the connection to the sewer, in the following cases:

- a) Entry into operation of new sewerage/water treatment systems;
- b) Modification, extension or reconstruction of existing systems (e.g. from mixed sewerage to separate-system sewerage systems);
- c) Hygiene and health reasons, reasons related to the safety and operation of the systems themselves or in any case non-compliance with current regulations;
- d) The costs for modifying the connection will be charged to the User as per Annex 1 of these Regulations.

The Mayors will issue an Order requiring the above obligation, following the Manager's specific request.

Art. 91 – Verifications and checks

Pursuant to Leg. Decree 152/2006, in order to verify compliance with legislation on the discharge of water into the public sewers and the attainment of water recovery goals, the Manager carries out a monitoring programme agreed upon with the competent Authority.

The Manager is authorised to carry out inspections, checks and to make any collections needed to verify compliance with the emission limit values, with the provisions set out in the authorisation or regulation, and with the conditions that lead to discharge formation. The discharge holder must provide the requested information and allow access to the places where the discharge originates.

In the event of non-compliance with discharge authorisation requirements, the Manager will notify the competent Authority which – depending on the severity of the infringement and without prejudice to the application of sanctions – will:

- Issue a warning, establishing a deadline within which the irregularities must be removed;
- Issue a warning and suspend the authorisation for a specific period, if there are situations of danger to public health and to the environment;
- Revoke the authorisation, in the event of failure to comply with the requirements set out in the warning and of repeated violations that lead to situations of danger to public health and to the environment.

In the event that an irregular discharge is found, more accurate checks will be carried out and the sanctions provided for by applicable laws will be applied.

For discharges containing the substances referred to in Table 5, Annex 5, Leg. Decree 152/2006, the authorisation may require the installation, at the holder's expense, of automatic control instruments and of methods for managing them and preserving their results, which must remain at the disposal of the Manager and the competent Authority for no less than three years from the date of the single controls.

Without prejudice to the competences of the relevant Authority provided for by Leg. Decree 152/2006, the Manager will use its own personnel or specifically appointed external technical staff to exercise supervisory and control functions, also for tariff-related purposes.

Facilities with industrial waste water discharges must make an appropriate pit for collecting samples along the processing water pipeline (if no treatment is envisaged) or along the treated water pipeline, at a point located upstream of where the waste water is mixed with civil water or other water that does need to be treated. The pit must be installed in an easily accessible place and have the features shown in the figure in the *Technical Requirements*, Annex 1 section B) to these Regulations.

If necessary, the Region, after hearing the Manager, may include in the discharge authorisation the requirement that a similar sampling pit be built outside the facility and immediately upstream of the release into the public sewage.

The inspection pits must be built at the care and expense of the User within the deadlines set out in the authorisation. If the User does not build the inspection pit in the manner or within the deadlines provided for, the Manager will inform the Region accordingly, for application of the sanctions and penalties provided for in Annex 3 to these Regulations.

With regard to verifications and checks, the rules contained in the *“Regulations for the exercise of competences in matters regarding urban and/or industrial waste water in public sewerage systems of the Municipalities of Territorial Area no. 1 “North Tuscany”* will in any case apply.

If shown in the discharge authorisation application or if established on the Manager’s own initiative that waste water containing substances whose acceptance limits are not provided for in these Regulations and/or substances that may cause damage to the process of public treatment systems is released into the public sewers, the Manager will establish, on a case-by-case basis, the related acceptance limits, as well as appropriate requirements, expressly reserving to carry out checks in the manner and according to the deadlines indicated in the authorisation provision.

CONNECTION TO THE PUBLIC SEWERAGE SYSTEM

Art. 92 – Connection obligation

In areas served by public sewerage, the holders of both domestic and industrial waste water discharges must connect to the public sewers as provided for in these Regulations. All relevant costs will be charged to them.

The obligation to connect to the public sewers is required from all buildings and facilities located close to a public sewerage system and at a maximum distance from the settlement as set out below:

- Up to two real estate and/or commercial units or in the case of industrial waste water up to 5 equivalent inhabitants: connection obligation if the public sewerage is no further than 50 metres;
- From 3 to 4 real estate and/or commercial units or in the case of industrial waste water up to 10 equivalent inhabitants: connection obligation if the public sewerage is no further than 100 metres;
- From 5 to 8 real estate and/or commercial units or in the case of industrial waste water up to 20 equivalent inhabitants: connection obligation if the public sewerage is no further than 200 metres;
- From 8 to 12 real estate and/or commercial units or in the case of industrial waste water up to 30 equivalent inhabitants: connection obligation if the public sewerage is no further than 300 metres.

A group of properties that are up to 50 metres apart are considered as belonging to the same location.

The above distances are calculated from the sewerage up to the limit of the applicant’s private property and include crossing over public roads or easements that can be technically activated.

This obligation applies only in the case of available sewerage and water treatment capacity.

Additional derogations may be granted by the Municipalities after hearing the Manager and in agreement with the Tuscan Water Authority, for buildings and facilities located in areas subject to connection obligations, but which require extraordinary works such as the construction of crossings and underpasses in the event of streams, rivers and canals, or the crossing of railways, motorways and/or national or provincial roads (depending on their importance), or featuring particular technical difficulties or excessive costs that cannot be justified.

As defined in this article, where derogations are made to the connection obligation and in any case in areas not served by the public sewerage system, the discharge holders must be provided with an independent disposal system in compliance with applicable regulations and must request a specific discharge authorisation from the competent authorities, pursuant to Regional Law 20/2006. If the connection obligation does not involve single Users but a group of Users, the request for connection must be made by all Users, who must submit a project for connecting the discharges to the sewerage collector. The connection projects are subject to the Manager's prior approval.

In the event of lack of action or non-compliance by the interested parties, the relevant obligations may be enforced by the Mayor with the issuing of specific orders in execution of this article. To this end, the Mayor also establishes the deadline by which the discharges must be connected, with expenses charged to the holders. For pre-existing Users who are required to connect to the public sewers in accordance with this article, the competent administrations will revoke the authorisations for discharge in a sewerage network other than the public sewers previously issued, if they detect health, hygiene and/or environmental criticalities related to the previously authorised discharge.

Construction of the connection pipes on public land is carried out (with the exclusion of works on private property) by the Manager after the costs specified in the connection estimate have been paid. The User may in any case formally request to carry out these works on his/her own account, under the Manager's supervision and assistance (if necessary) and according to its instructions. If connection to the public sewerage is only possible by using existing private sewers or by crossing private properties, the interested party will be responsible for requesting the relevant easements from all the sewerage system holders or land owners. This request is deemed to be met following submission by the User of the approval deeds signed by the aforementioned owners, together with the connection request. The Manager is in any case held harmless from any liability or civil dispute.

The part of sewerage pipelines and systems that rests on public property or on expropriated areas or is subject to rights of way for public use must be considered as an integral part of the network assigned to the Manager, which takes ownership of its management. For the remaining part that is not assigned to the Manager, the maintenance costs will be charged to the private individual.

The Manager may approve connection requests that require network extension works within the limits of the potential of its systems and all other technical conditions. Should the User (or group of Users) request connection, or be obliged to be connected, the costs for building the road pipelines, derivations and systems necessary to extend the sewerage system will be fully charged to the applicants.

Art. 93 – Prohibition to perform non-approved variations

The authorisation to discharge waste water into the public sewers refers to the facility for which an authorisation request (industrial discharges and/or contaminated runoff rainwater discharges) or a connection request (domestic discharges) has been submitted. It obliges the User to comply with the project details and technical information provided at the time of the discharge authorisation and/or connection requests and filed with the Region and/or the Manager.

TECHNICAL CONNECTION PROCEDURES

Art. 94 – Type of collectors

The sewerage system is made up of:

1. Connection pit: pit placed in correspondence or immediately downstream of the boundary of the User's property, on the pipeline connected to the public sewers. It is used by appointed staff to check that waste water discharge is functioning correctly. It houses an inspection Tee with a sealed cap and is built according to the technical requirements attached to the Regulations. It represents the point of delivery on which Users must convey their private pipes. The pit may also be a combined pit, meaning that it can gather several Users.
2. Junction pit: pit placed inside a private property on the pipeline connected to the public sewers, into which two or more types of discharges flow (domestic waste water, runoff rainwater, industrial waste water). Where technically possible, the junction pit may coincide with the connection pit.
3. Control pit: pit placed upstream of the junction pit and, in any case, before release into the public sewers. Its aim is to check the quality and quantity of non-domestic waste water.
4. Connection: elementary ductwork which conveys the water discharged from the connection pit to its release into the sewers.
5. Sewerage: elementary ductwork that is part of the collection network, which conveys the water from the connections into other sewers or into collectors.
6. Collector: pipeline representing the main structure of the network which delivers the collected water into other collectors or to its final destination.
7. Private sewerage: ductwork that collects the discharges, inside a private property, to be conveyed into the public sewers.

In any case, connections may be made to the collectors and sewers only if served by connection pits that comply with the technical requirements set out in these Regulations.

Art. 95 – Discharge separation

In areas served by separate sewerage systems, it is mandatory for all holders of discharges conveyed into the public sewers to separate waste water from non-contaminated rainwater, which must be released separately into a specific network (art. 9, Regional Law 20/2006).

In areas served by mixed sewers, for new facilities or for existing facilities undergoing extraordinary maintenance of discharges or building restructuring works, it is mandatory to separate waste water from non-contaminated runoff rainwater.

When introducing a separate sewerage system, the owners of discharges already connected to the mixed sewerage system must attend to the separation of the black and white water sewers positioned inside the private property up to the point of delivery, at their own care and expense. The release of non-contaminated rainwater in the black water sewers is strictly prohibited.

Users who do not separate their discharges as specified above, except for derogations or other requirements by the Manager resulting from circumstances establishing that it is not technically possible to carry out the separation works, will be invited to comply with the prescribed deadlines. Should they fail to comply, the Manager will disconnect the connection and apply the penalty laid down in Annex 3 to these Regulations, charging the costs to the User. In the event of lack of action or non-compliance by the interested parties, the relevant obligations may be enforced by the Mayor with the issuing of specific orders in execution of this article.

Art. 96 – General technical requirements

In areas that are served, at present and in the future, by separate sewers, the systems for collecting rainwater, domestic waste water and industrial waste water must be completely independent of one another, except for derogations or other requirements by the Manager resulting from circumstances establishing that it is not technically possible to carry out the separation works.

In areas that are served, at present and in the future, by mixed sewers, the confluence of rainwater with domestic waste water and industrial waste water is permitted only at the level of a special junction pit positioned inside the property. From here, at the Manager's request, piping must lead to a connection pit located outside the property and connected to the public sewers.

In the event of production facilities, upstream of the point of release into the public sewers (whether mixed or separated), a special control pit must be built before the junction pit with gravity liquid sampling. The aim is to check the characteristics and quality of the discharged water, according to the characteristics under following art. 97.

The Region reserves the right to require the installation of additional inspection pits or whatever else necessary for collecting representative samples of the discharges or for measuring and checking the quality and quantity of the discharges coming from the production process and/or of the cooling water. More specifically, one or more intermediate pits may also be installed for measuring these discharges in the sewerage system inside the facility, in relation to derogations resulting from circumstances establishing that it is not technically possible to carry out the separation works.

The characteristics of the pre-treatment devices to be adopted for industrial waste water differ depending on the type of sewerage and the qualitative and quantitative characteristics of the waste water, and are assessed when the discharge authorisation is issued.

When possible, preference must be given to reusing rainwater for non-valuable purposes which are in any case compatible with its quality (irrigation of green areas, accumulation tanks, etc.) or to dispersing it through slow natural processes, in green areas.

Regarding mixed sewers, in the event of connection requests for domestic Users and discharge authorisation requests for industrial Users, the Manager will be entitled to request the prohibition to discharge non-contaminated rainwater into the public sewers, so it may be reused for the purposes referred to above, where possible.

In the case of mixed sewers, the Municipality will implement all possible technical and operational solutions to eliminate or reduce the introduction of inert material (gravel, sand, etc.) from the road grates.

Bathing establishments must be provided with suitable sand separating pits for their showers, washbasins, foot-washing stations or other equipment that could introduce sand into the sewers.

Art. 97 – Control pits for industrial waste water and contaminated runoff rainwater

Control pits must have characteristics and sizes that allow samples to be taken in compliance with current technical standards. They must also be suitably located to ensure safe access. For this purpose, at the time of issue or renewal of the discharge authorisation and if appropriate, the Region reserves the right to require that changes be made to pre-existing pits in order to comply with the provisions of these Regulations and/or that the pits be positioned outside the boundary of the property from which the discharge originates.

In the event of failure to comply with the provisions issued by the Region, the sanction set forth in Annex 3 to these Regulations will be applied.

Art. 98 – Connection details

The private section of the connection for domestic waste water, industrial waste water and runoff rainwater discharges, from facilities and/or domestic settlements to the point of delivery, as defined in art. 70, will be carried out at the applicant's care and expense. The public section of the connection, consisting of the delivery pit and the pipeline up to the central collector, will be executed by the Manager, following payment of the sums provided for in the estimate on the basis of Annex no. 1 Section A) of these Regulations. The provisions of art. 45 of the Aqueduct Regulation regarding the execution of connection works by third parties also applies to sewerage connections. However, only the type of works referred to under point 2 of art. 45 may be carried out. Furthermore, in addition to the provisions of art. 45, a digital copy of the video-inspection of the sewerage connection must be submitted (at the User's care and expense) to the Manager, as an attachment to the Director of Works' testing certificate in order to identify any counter-slopes.

The connection must in any case be made according to the diagrams shown in the *Technical Requirements* (Annex 1 section B), depending on the type of existing sewerage and of the activity carried out inside the property.

The Manager will not be held liable for damages within private property boundaries caused by flooding due to public sewer overflow, in the event that said property is placed at a level below the road level and/or in cases where the Manager, when submitting the connection estimate, required the installation of suitable backflow devices. In this circumstance, the discharge holder must install and see to the maintenance of suitable backflow devices.

In the event of newly constructed public sewers, the Manager will identify the sites that must comply with the connection obligations.

The costs for the construction of new connections and for the adjustment of existing ones that are deemed unsuitable by the Manager will in any case be charged to the discharge holders, individually or jointly, even when switching from mixed sewers to separate sewerage systems.

In the event of modifications, extensions or reconstructions to existing systems (e.g. from mixed sewers to separate sewerage system), of hygiene, health and system-functioning reasons, or of non-compliance with current regulations, the costs for adjusting the existing

connections will be charged to the User, only with regard to the part belonging to the private property.

The Manager will be responsible for the maintenance of new connections from the public sewers to the connection pit.

When developing the underground ductwork inside private areas, all necessary measures must be taken to ensure it is fully waterproof so as to prevent water penetrating from the outside and to prevent sewage leaks during operating conditions, as well as during pressurised operation of the public sewers. As suitably reported in the connection estimate submitted to the applicant, since the depth and height of the connection pit can only be determined once it is installed, the private pipelines must be built only after the connection pit has been made. Therefore, the construction of connection pits with depths that do not allow internal gravity liquid sampling connection by the User, in no way exempts the latter from the connection obligations nor is reason for any civil law dispute.

In cases where it is necessary to use an electromechanical lifting system to discharge the water situated at a level below the public sewers, this release must be by gravity through a settling pit. The capacity of the installed pumps must be agreed upon with the Manager.

All works must in any case be carried out according to rules of good practice and in compliance with the Manager's general requirements.

Art. 99 – Discharge connections and pipeline maintenance

All pipes, pits, septic tanks, etc., also situated on public premises, are owned by Users up to the entrance of the connection pit. Discharge owners and/or holders are responsible for the maintenance and repair of said pipes and/or objects and are directly liable for any damages caused to third parties due to their improper management.

The maintenance and repair of public road collectors, sewers and connections, and any related modification to the subsoil or underground spaces will be charged to the Manager up to the delivery pit or, if not available, up to the property boundary.

Art. 100 – Repairs to road pipelines

Repairs to all road pipelines from the connection pit will be carried out directly by the Manager or by one of its representative.

However, if breakage or obstructions are noticed in the pipelines, caused by tampering, negligence or breach of these Regulations by the Users, the building owner will be responsible for reimbursing all the expenses incurred and necessary for clearing the area and making the repairs.

Art. 101 – Pre-treatment systems

Where a mixed sewerage system has been installed, in order to avoid the settling and/or septicisation of sewerage inside the pipelines, a pre-treatment (or clarification) system must be installed before release. Black sewer water (from bathrooms) and grey sewer water (from kitchens, sinks, washing machines, etc.) must convey into this system. The system must comply with current national and regional legislation on the protection of water sources from pollution and must be suitably sized, in relation to the number of inhabitants (equivalent inhabitant) and the daily water supply (litres/inhabitant).

In the event that rainwater is connected to the mixed sewers, the former must be fed into the supply pipeline downstream of the pre-treatment plants.

The pre-treatment plants (settling septic tanks or Imhoff tanks) must be perfectly sealed and placed in private and perfectly ventilated outdoor areas.

The Manager will inform the User of the need to disconnect the septic tanks, Imhoff tanks, cesspits or similar structures, when changes are made to the sewerage system or the final delivery point.

Disconnection, subject to disinfection and filling with inert materials, will be borne by the User.

The pre-treatment systems adopted by or imposed on civil and production waste water discharges must be maintained active and efficient, in line with the Manager's instructions. Specific pre-treatment systems may also be required by the Manager for industrial waste water discharges during issue of the discharge authorisation, even in the case of separate sewers. In this latter case, any accidental disconnection must be immediately notified by phone and then in writing to the Manager and discharge must be immediately suspended. Any disconnection and subsequent reactivation, due to ordinary maintenance work, must be previously agreed upon with the Manager.

Art. 102 – Courtyards and condominiums

If a building is divided into several parts belonging to different owners, the latter – if permitted by the technical conditions and the conditions of these Regulations – may join together their white and black water pipes and arrange for their release into the sewers through a single white water pipeline and a single black water pipeline. The connection charges will be equally divided in accordance with the Civil Code, but the owners will be jointly liable vis-à-vis the Manager for any damage caused by them individually to the sewerage works.

The single private black water pipeline may convey discharge to a suitable, single connection pit used for joint purposes.

If new sewerage lines are built, as part of plans to complete local area sewerage networks, the Manager is entitled to request a subsidised flat-rate payment from Users, regardless of the actual number of individual or joint connection pits installed.

In courtyard areas, it is preferable to build a private sewerage system, with a final single discharge outlet at the public sewers.

Where new discharge channels need to be built or existing channels need to be moved or renovated across common properties and, therefore, where the temporary passage of workers and materials is necessary, the condominium cannot refuse such authorisation, according to the rules of the Civil Code.

Art. 103 – Compliance of works - checks

The Manager has the discretionary power to check the discharge at any time to ensure that no changes have been made to it or that the property has not been subject to changes in its intended use.

The Manager is entitled to spot check private sewers.

The discharge holder or a technician representing him/her will be present during the inspection and will provide appropriate information to the appointed staff.

The aim of the visit is to simply check the regular execution of works in relation to these Regulations and their compliance with the delivered project, as well as their presumed good functioning.

The Manager's visit does not release the owner from any liability for defects that may be found and for any damages to the city sewers or to the building itself which may arise from them.

DISCHARGE CONTROL AND MEASUREMENTS

Art. 104 – Supervisory and control functions for industrial waste water and/or contaminated runoff rainwater

Without prejudice to the powers of the competent Authorities required by current legislation, the Manager exercises supervision and control functions, using its own technical staff or specifically appointed external staff, also pursuant to art. 128 of Leg. Decree 152/2006.

The Manager is authorised to carry out inspections, checks and to make any collections needed to verify compliance with the emission limit values and with the provisions set out in authorisations or regulations.

Discharge holders must provide the above staff with any requested information and allow access to all the places where production processes are carried out, for the purpose of checking the nature and acceptance of the discharges, the functioning of the pre-treatment systems adopted, the consumption of water collected from sources other than the public aqueduct, the compliance with general criteria for correct and rational use of water sources and, more generally, the observance of the rules set out in these Regulations.

The persons in charge of the aforementioned supervisory and control functions are required to show their ID when accessing private properties.

The access of staff appointed by the Manager to production sites is permitted only for the purposes for which it was arranged.

Subject to submission of a justified and documented request, the Manager is always entitled to request that competent Authorities carry out specific checks, if the danger of public water-treatment system malfunctioning arises or if it is difficult to dispose of the polluting load or maintain the public sewer effluent characteristics provided for by law.

In the event of non-compliance with the discharge authorisation, the Manager will notify the competent Authority.

Art. 105 – Collections for tariff purposes with regard to industrial waste water and/or contaminated runoff rainwater

During the checks referred to in art. 104 of these Regulations, a sample of significant discharge may be taken in order to verify the components of the industrial tariff.

Any sampling and testing must be carried out according to the procedures established by applicable legislation.

The sample may come from (as considered appropriate by the Manager) a single withdrawal or several withdrawals at variable intervals, in order to form an average composite sample in relation to the production process, presence of accumulation and homogenisation tanks, payment times and methods, and discharge flow rate and duration. The sample will be divided into three adequately sealed portions. One will be delivered to the discharge holder, the second will be tested, and the third one will be kept by the Manager available for any future reviews.

A specific report containing details of all the operations performed will be drawn up, a copy of which will be given to the discharge holder. The report will indicate the date and place where the test will be carried out, allowing the holder to be present, either personally or through a specifically appointed technician.

If the discharge holder's portion obtains significantly different analytical results than the Manager's portion, the former may request a test review to be carried out on the

comparison sample. The test certificate drawn up by the qualified laboratory must be attached to the request.

The review will be carried out by sending the comparison portion to an agreed third party laboratory. The results received from the third laboratory will be considered definitive.

If the withdrawal operations are hindered, the specific sanction under Annex 3 of these Regulations will be applied.

Art. 106 – Meter installation for industrial waste water and contaminated runoff water

With regard to industrial waste water discharges and contaminated runoff water, the Manager – in addition to the provisions of applicable legislation – reserves the right to require the installation, where technically feasible, of suitable instruments for measuring the discharged waste water and checking the discharges, upstream of any non-industrial discharge confluences, at the User's care and expense.

The User must allow the Manager to access the measuring instrument for reading and maintenance operations. In this case, the volume used to calculate the amount due is the volume measured by this instrument. The discharge holder must safeguard the meter and all accessories, including the warranty seals, and is responsible for its proper conservation, even in the event of damage or tampering attributable to third parties.

Discharge holders must comply with the meter checking and recording methods provided for by articles 808, 111 and 112 of these Regulations. In the event of hindrance to the installation of the measuring instrument or of damage to it, the Manager is authorised to disconnect the discharge and to apply the sanction under Annex 3 to these Regulations.

Art. 107 – Obligation to install meters

All Users that draw all or part of their supplies from sources other than the public aqueduct network and that release their discharges into the public sewers, must install suitable meters to measure the volume of water drawn, as well as ensure their proper functioning and submit relevant reports in accordance with the procedures set out in articles 110 and 111 of these Regulations.

Alternatively, a gauge may be installed directly at the discharge before the point of delivery.

Failure to install a measuring instrument will lead to application of the specific sanction provided for in Annex 2 of these Regulations.

In cases where Users discharge only part of the drained water into the sewers, they may ask the Manager to remove from the bill the water that is not delivered into the public sewers, subject to submission to the Manager of suitable documentation. After the Manager has assessed the documentation, it will decide which portion of water will be subject to the sewerage and water treatment service tariff.

Art. 108 – Characteristics, positioning, sealing and failure of meters under art. 107

The meters must be installed and maintained exclusively at the care and expense of the parties drawing the water. The meters must also be able to measure the amount of water collected and be installed in places agreed upon with the Manager which make it easy to read the measurements and to verify the adequacy of the declared consumption and the good functioning of the instruments.

Any incorrect maintenance of the measuring instruments will lead to application of the specific sanction under Annex 3 of these Regulations.

In the case of water collections for industrial use, pursuant to the provisions of art. 165 of Leg. Decree 152/2006, the obligation to install a meter must be complied with before the discharge authorisation is issued. In cases where this is clearly impossible, the Manager may set a time within which the discharge holders must install the meter.

The Manager may require, at the discharge holder's expense, that the meter be positioned in a different location, if it is in a place that is not suitable for the above reading and checks, or if not corresponding to the technical indications of these Regulations.

Prior to drainage activation, the interested parties must inform the Manager of the brand and type of meter installed, the serial number and the number of digits.

When activating water collection, the Manager will use its appointed staff to seal the meters so they cannot be tampered with.

The seals affixed may be removed only by personnel appointed by the Manager. In the case of meter failure, average collection for the corresponding period of the previous year will be calculated for the period during which the reading cannot be made.

FINANCIAL RULES

Art. 109 – Connection costs

All expenses for the new connection to the public sewers are charged to the applicant, as set forth in articles 73 and 75. The Manager is responsible for performing the works from the sewerage pipeline to the connection pit, subject to payment of the fees provided for in the Annex 1 section A) of these Regulations and without prejudice to the provisions of art. 45 concerning execution by third parties.

In the event that a real estate unit requires more than one connection, the estimate will include the sum of the amounts related to the individual connections.

If the connection works have been carried out previously, during construction of the sewerage system, and no additional works are requested from the Manager for the individual connections, the person applying for the new connection must pay the Manager the amount set forth in Annex 1 section A) of these Regulations, with regard to the items *“Connection up to 5 ml, measured from the centre of the road, on a tarmacked or dirt road”*. If the works for constructing new sewers and at the same time for arranging the User connection have been performed directly by the Manager (even if performed to replace pre-existing mixed sewers), the Manager is entitled, after suitably informing the User, to charge the connection fees for each active User, directly in the bill and proportionately according to the overall costs actually incurred for each single lot.

By accepting the estimate, Users undertake to pay the amount according to the Manager's requirements.

The fees may be paid by instalments, only in special cases, as agreed upon with the Manager.

Art. 110 – Fees for sewerage and water treatment services, and payment terms for domestic and civil Users

For domestic and civil Users, the tariff is defined by the Tuscan Water Authority (Regional Law 28/12/2011, no. 69) under the control of the Authority of Electricity, Gas and the Water System (art. 21 paragraph 19 of Leg. Decree 201/2011, art. 10 paragraph 14 letter d) e) of Leg. Decree 70/2011, Council of Ministers Presidential Decree of 20 July 2012) in application and within the framework of the regulations determined by it.

The fee for the sewerage and water treatment service is due from Users connected to an Integrated Water Service sewerage system that discharges into a final treatment system. Final treatment means any device (static or dynamic, operating on the basis of physical and/or chemical and/or biological principles) built and regularly maintained in order to reduce the polluting load of the sewerage passing through it.

In the event that the latter is absent or “temporarily inactive” from 10 October 2008 (date of issue of Constitutional Court ruling no. 335/2008) the provisions relating to exemption from payment of the water treatment service, to reimbursement and to payment of specific tariffs for the design, construction, completion or activation of the treatment plant, will be applied, in compliance with Law no. 13/2009 and Ministerial Decree of the Ministry for the Environment of 30 September 2009. More specifically, any fees paid for the period from 1 January 2005 to 10 October 2008 will be reimbursed by the Manager following submission by the User of a documented request within 1 October 2014.

Since 10 October 2008, Users that are not connected to the public sewers are automatically exempt from paying the tariffs of the sewerage and water treatment services. Any fees paid for these services between 1 January 2005 and 10 October 2008 will be reimbursed by the Manager following submission by the User of a documented request.

The forms for obtaining the above reimbursements will be made available by the Manager as indicated in paragraph 6 of the Integrated Water Service Quality Charter.

The sewerage and water treatment service fee is in any case calculated on the basis of the hundred percent of water drawn or taken, and measured using a specific meter or calibrated lens installed on the utility. For Users who are required to pay the sewerage and water treatment service but are not connected to the aqueduct service, the fee due for both the fixed quota and the variable quota must only refer to the sewerage and water treatment services according to the current tariffs approved by the Authority. This method will also be applied to all domestic and civil Users that are entirely or partially supplied from sources other than the public aqueduct and that discharge their sewerage into the public sewers. These Users are required to fill in a reporting form with the requested details so that the tariff can be determined.

For Users with an independent water supply, the sewerage and water treatment service fee will be charged with an appropriate invoice issued by the Manager on the basis of the annual reporting form submitted and/or the inspections carried out by the Manager itself.

If the independent water supply is not provided with a suitable measuring instrument or an alternative measuring instrument at the point of discharge and, in any case, in the event of failure to submit the annual reporting form or to communicate the reading of these measuring instruments, the assumed annual amount will correspond to the amount shown in the water diversion concession. Failing this, consumption will be calculated on the basis of average consumption of the same type of Users.

Art. 111 – Fees for sewerage and water treatment services, and payment terms for industrial Users

As reported in art. 5, paragraph 6, Regional Law 20/2006, the Authority has the power to determine the tariff for the collection and treatment of industrial waste water, including assimilated contaminated runoff rainwater pursuant to regional legislation, on the basis of the provisions of articles 154 and 155, Leg. Decree 152/2006. The tariff is determined in accordance with the *“Regulations for the exercise of competencies in the matter of urban and/or industrial waste water discharge in the public sewerage system of the Territory no. 1 North Tuscany Municipalities”*.

The tariff will be charged to production/industrial Users by issuing a specific invoice based on the annual reporting form submitted and/or on the Manager's inspections. If a form is received with incomplete details about the amount of water collected and discharged, the Manager will estimate the missing figure. The estimate will be based mainly on the forms received during the previous years. If these figures are not available, the Manager will refer to the documentation so far in its possession and estimate the missing figures in the most truthful way as possible and according to its knowledge on the subject.

Art. 112 – Specific payment terms

Users in conditions of documented economic and social hardship may benefit from discounted tariffs, according to the procedures indicated in previous art. 30.

Users in conditions determining the need to benefit from exemptions, reductions or invoice payment extensions must submit a specific request to the Manager, pursuant to Law 241/1990, as subsequently amended and supplemented.

SYSTEM OF SANCTIONS

Art. 113 – Administrative sanctions

In the event of non-compliance with the provisions contained in Leg. Decree 152/2006 and those included in the discharge authorisations, the administrative sanctions established by art.133 of the Decree will be applied to the holders of industrial waste water discharges. The sanctions will be determined and applied by the Region pursuant to art. 135 of Leg. Decree 152/2006 and to current regional legislation.

Art. 114 – Penal sanctions

In the event of established infringement of the provisions under art. 137 of Leg. Decree 152/2006, the Judicial Authority will be informed pursuant to the Criminal Procedure Code in force.

Art. 115 – Administrative measures

Without prejudice to the application of the sanctions referred to in articles 113 and 114 of these Regulations, in the event of non-compliance with the provisions contained in the discharge authorisation, the administrative measures under art. 130, Leg. Decree 152/2006 will be adopted, depending on the severity of the infringement. In addition, should there be cases of omitted or delayed reporting of collected and discharged waste water, the Manager will be entitled to apply a fine equal to the amount of the tariff due. This fine will be reduced by one quarter of the tariff if the reporting is received within a delay of 30 days at the Manager's offices.

For delayed payments exceeding a year, the Manager will ask the competent body to submit a warning and then to revoke the discharge authorisation. This procedure will be cancelled only after the Manager informs the Region that the amount due has been paid.

FINAL AND TRANSITIONAL PROVISIONS

The provisions reported in this Chapter regard both the aqueduct and the sewerage and water treatment Regulations.

Art. 116 – Replacement of previous regulations

These Regulations are subject to the approval of the Authority and enter into force on the first day of the month following the entry into force of the relevant approval decision.

These Regulations replace the previous local Integrated Water Service regulations approved by the single Municipalities or Companies that are a part of the Authority.

Art. 117 – Applicability of common law

For any matters not provided for in these Regulations, the provisions of the law regarding the protection of water quality shall apply, as well as the relative decisions of the Authority and, in any case, the rules of common law and the standards and practices in force.

Art. 118 – Issuing of acts and certifications

The authorisations, administrative acts, certificates or declarations concerning facts or situations governed by these Regulations are issued by appointed Officers.

Art. 119 – Pre-existing User contracts

From the entry into force of these Regulations, new User contracts will be entered into by the Manager and signed by the User within the deadlines established in articles 9, 10, 11 and 72. The contracts entered into by Users with previous managers up to that date and transferred to the Manager will be deemed to be adjusted to the rules of these Regulations. Acceptance by the User will be confirmed through payment of the first invoice issued. To ensure that the User is aware of such acceptance, the Manager will send an information notice to the User together with the first relevant invoice which will contain, together with other details, the addresses where these Regulations and the Water Service Quality Charter may be obtained.

In the case of non-payment of the first invoice mentioned above, pursuant to previous art. 54, the Manager reserves the right to interrupt the service provided, also owing to non-acceptance of the supply contract.

The Municipal Administrations, in agreement with the Manager, will take steps to ensure that the aforementioned clause is proposed to Users who are facing particular situations, in order to avoid the increase in forms of conflict.

For existing Users that are not provided with meters as at 31 December 2004, the Manager will install them as soon as possible, applying the rules indicated in previous art. 37 for the distribution of costs. Up to the time of meter installation, the aforementioned Users will be charged with the consumption contractually undertaken with their previous Managers, at the tariffs in force at the time of invoicing. With regard to Users that have switched to a meter-based distribution system, if the calibrated system needs to be maintained due to technical problems, the Manager will apply the tariff envisaged for meter system Users to the consumption measured by the meter, with the reduction established in the applicable Territorial Plan.

Art. 120 – Third-party rights in relation to Integrated Water Service works

Without prejudice to the principles laid down by existing legislation on:

- The disclosure regime of water resources according to which all surface and underground water, even if not extracted from the subsoil, belongs to the State;
- The infrastructures of the Integrated Water Service according to which they are state property, thereby acquiring a public interest nature and becoming inalienable assets;
- The tariff as fee for the service provided to the User in order to ensure full coverage of the investment and operating costs.

The Manager is in any case entitled to hold relations with third parties that have prior rights over works pertaining to the service, according to the criteria established by the Manager itself and in compliance with current regulatory provisions. To this end, the Manager may establish easements, expropriate areas, make temporary and urgent occupations, obtain state concessions, release and revoke pre-existing concessions, as well as initiate any other procedure and activity aimed at acquiring assets and rights necessary to guarantee the correct functioning of the public service provided. In performing the above activities, the Manager will act in the name and on behalf of the Authority and will bear all charges. On expiry of the assignment of the Integrated Water Service, or in the event of its termination or release, all the assets and rights acquired by the Manager and necessary to ensure correct delivery of the service, will be deemed to be transferred to the single Municipality, within whose territorial jurisdiction the asset or right acquired falls.

Art. 121 – Tax and duties

Any present or future tax and duty imposed on the provision of the Integrated Water Service, on the systems and appliances, as well as on the supply contracts, will be fully borne by the Users, without any right to claim compensation from the Manager.

Art. 122 - Violations

Any violations to the rules contained in these Regulations or provided for in the supply contracts are recorded by the Manager's staff, or person appointed by it, with the assistance of a public officer, where necessary.

Art. 123 – Disputes and complaints

For any dispute relating to the application of these Regulations, the User must first of all submit a complaint to the Company.

Complaints will be processed by the Manager in accordance with the Service Charter attached to these Regulations, without prejudice to any requirements that the Tuscan Water Authority will require in exercising its duties for monitoring Integrated Water Service management, as well as with any legal provisions.

With regard to disputes relating to invoices, any complaints must be submitted by the expiry date shown on the invoice. If the Manager gives a negative response to the User's complaint and/or request, the User will have the right to refer to the Conciliation Commissions provided in the User Protection Regulations in force.

This is without prejudice to the User's right to take legal action.

Art. 124 – Employee identification and qualification

The Manager's employees are provided with an ID badge which they must show when performing their tasks, if requested.

Employees in charge of operational or inspection duties, qualified as personnel in charge of a public service in accordance with and for the purposes of art. 358 of the Criminal Code, must be allowed to access private property to carry out controls.

Art. 125 – Personal data processing

The User's personal data are processed by the Manager in full compliance with the provisions of Leg. Decree no. 196 of 30 June 2003 (Personal Data Protection Code). In accordance with and for the purposes of the provisions of art. 13 of this decree, the Manager will provide the User with a specific information note (containing the processing purposes, methods, etc.). The provision of data is essential for identifying the contracting party, for entering into the supply contract and for the subsequent management of the User relationship resulting from it, which would be materially impossible should the information requested not be provided or be provided partially. The aforementioned data may be communicated to other Public Bodies solely for achieving institutional purposes falling under their competence, or to third parties tasked with carrying out User management control or services, in compliance with the law. If the User considers it necessary to protect the processed data released, he/she may in any case exercise the rights set out under art. 13 of the aforementioned law.

ANNEXES TO THE REGULATIONS

The annexes to these Regulations are reported below:

- Annex 1 - “*Connection costs*”
- Annex 2 - “*Costs for ancillary services*”
- Annex 3 - “*Reimbursements and Penalties*”
- Annex 4 – “*Instalment Regulations*”
- Annex 5 - “*Regulations for the Granting of Discounted Tariffs*”

Annex 1 – Connection costs

Annex 1 reports the single cost items for the execution of works and services, in addition to illustrative diagrams and technical requirements for the execution of works and for the installation of measuring instruments and systems, according to the sequence reported below. It is divided into the following sections:

Section A):

- Manager regulated service tariffs for aqueduct network connections
- Manager regulated service tariffs for sewerage network connections

Section B):

- Delivery point identification diagrams
- Measurement group diagrams
- Measurements for water meter openings
- Water meter sizing for “Standard” Users
- Sizing of water connection piping
- Water connection execution diagrams (tariff limit)
- Positioning of measuring instruments and doors
- Supply and masonry work for meter opening doors
- Distance from boundaries
- “Battery” meters
- New water connection branching from an existing connection
- Supplementary water point
- New water points on existing systems and repositioning without excavations
- Excavations and road rehabilitation
- Individual meter and from centralised system
- Water connection for a building with a private footpath between the building and the public footpath
- Water connection for a building situated in a square with pipes only on one side
- Water connection request for a property situated along a road scheme
- Water connection request for construction site purposes
- Fire hydrant
- Diagrams for connection to the black water sewers
- Standard diagram of inspection-sampling pit for industrial Users
- Standard diagram of separate sewerage connection for civil use
- Standard diagram of separate sewerage connection for production facilities

- Standard diagram of mixed sewerage connection for civil use
- Standard diagram of separate sewerage connection for production facilities

Annex 2 – Costs for ancillary services

Annex 2 reports the single cost items for any ancillary services required for the execution of works and services.

Annex 3 – Reimbursements and penalties

Annex 3 reports the single cost items in the event of charging of penalties and interests.

Annex 4 – Instalment regulations

Annex 4 regulates the granting of instalments to Users who must expressly submit their request by filling in a specific form available at local desks open to the public or on the website.

Annex 5 – Regulations for the granting of discounted tariffs

Annex 5 governs the granting of discounted tariffs for the supply of the Integrated Water Service to family households who are in conditions of documented economic and social hardship, regardless of the number of family members.

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