

Title 23. Public Utilities and Regulated Industries

Chapter XVI. Arkansas Public Service Commission

Subchapter A. Generally

Part 465. Special Rules — Water

Subpart 1. Applicability and Scope — Definitions

23 CAR § 465-101. Applicability.

This part sets forth standards for service by each utility.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.01 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-102. Purpose and scope.

(a)(1) This part sets forth standards for service by each water utility.

(2) This part is intended to:

- (A) Ensure adequate service;
- (B) Prevent discrimination and unfair practices; and
- (C) Protect both consumers and utilities from unreasonable demands.

(b)(1) Any water utility service regulation, policy, procedure, rule, or service application, except those approved in special contracts by the Arkansas Public Service Commission, that conflicts with this part is void and unlawful unless the:

- (A) Utility files a formal application for an exemption; and
- (B) Arkansas Public Service Commission approves it.

(2) This part is not intended to, and does not, affect or replace any Arkansas Public Service Commission-approved service regulation, policy, procedure, rule, or service application of any water utility that addresses items other than those covered in this part.

(c) Unless the context otherwise requires, wherever the masculine gender is used in this part, it shall include the feminine gender.

(d) Unless the context otherwise requires, wherever the:

(1) Singular form of a word is used in this part, it shall include the plural form;
and

(2) Plural form is used, it shall include the singular.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.02 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-103. Definitions.

As used in this part:

(1) "Applicant" means any person or entity requesting utility service except as excluded by the exception in 23 CAR § 455-301(b) of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455;

(2) "Business office" means a utility office where an individual may:

(A) Arrange for service connection;

(B) Make or arrange payments on his or her bill; and

(C) Ask questions regarding service or the status of his or her account;

(3) "Calibration" means the making of adjustments necessary to bring operating characteristics into substantial agreement with standardized scales or markings;

(4) "Commission" means the Arkansas Public Service Commission;

(5) "Customer" means any person or entity that has applied for and agreed to pay for utility service;

(6) "Dead end main" means a water main that is not connected to other parts of the distribution system by means of a connecting loop;

(7) "Display" means to have an item conspicuously available for public inspection in the public reception area of each utility business office;

(8) "Emergency" means an unexpected serious occurrence or situation that calls for immediate action;

(9) "Interruption of service" means temporarily stopping service for:

(A) Maintenance;

(B) Testing;

(C) Repair; or

(D) Safety;

(10) "Main" means a distribution line that serves as a common source of supply for more than one (1) service line;

(11) "Outage" means an unplanned temporary loss of utility service caused by a malfunction of or damage to utility facilities;

(12) "Potable water" means water that:

(A) Does not contain objectionable:

(i) Pollution;

(ii) Contamination;

(iii) Minerals; or

(iv) Infective agents; and

(B) Is considered satisfactory for domestic consumption;

(13) "Public utility" or "utility" means a jurisdictional utility as defined by Arkansas Code § 23-1-101;

(14)(A) "Sectionalizing valve" means a large valve installed in a pipeline to shut off flow in a section for the purpose of inspection or repair.

(B) Such valves are usually installed in main lines;

(15) "Tariff" means a rate schedule, service regulation, or other document required to be:

(A) Filed as a tariff by the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462; and

(B) Approved by the Arkansas Public Service Commission or by operation of law;

(16) "Test point" means a water pipe or hydrant that:

(A) Is used for pressure and flow test measurement; and

(B) Has a direct connection to the main;

(17)(A) "Trouble report" means any verbal or written report given to a utility concerning an operational problem with facilities or equipment.

(B) Billing complaints shall not be considered trouble reports for the purpose of this definition; and

(18) "Utility service" means service:

(A) Provided by a public utility; and

(B) Subject to regulation by the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

23 CAR § 465-104. Exemption from rules.

Amendments or exemptions to the Arkansas Public Service Commission's rules may be granted by the Arkansas Public Service Commission:

(1) In conformity with the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462; or

(2) As otherwise provided within this part.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.03 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-105. Duties under the law.

This part shall in no way relieve any person or entity of any duty under the laws of the State of Arkansas or the United States of America.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.04 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-106. Availability of rules.

(a) Utilities.

(1) To employees.

(A) Water utility employees who are responsible for the application and explanation of any of this part shall have ready access to those sections that apply to their respective job responsibilities.

(B) "Ready access to the sections" means that they are easily accessible to a water utility employee in his or her work area at the utility's offices.

(2) To members of the public.

(A) Notice to public.

(i) Each water utility business office shall post an eight and one-half inches by eleven inches (8 1/2" x 11") notice stating that this part is available for public use.

(ii) The notice shall be in the following form and will be provided through the Arkansas Public Service Commission's Consumer Services Office:

NOTICE TO CUSTOMERS

The Arkansas Public Service Commission governs many areas of customer service for this utility. The Commission's Rules contain important information about rights and responsibilities for applicants and customers. Copies of the Commission's Rules and Commission-approved Company tariffs and service regulations are on display in this office and are

available for public inspection. A copy of any pertinent part of these Rules, tariffs, or service regulations is available to applicants and customers upon request.

(B) Availability of rules.

(i) This part and any approved additions, revisions, or exemptions to this part shall be on display in each water utility business office and be available for inspection.

(ii) Each water utility shall provide a copy of any pertinent section of this part to an applicant or customer upon request.

(b) Arkansas Public Service Commission.

(1) This part shall be on display and available for inspection in the office of the secretary of the Arkansas Public Service Commission.

(2) A copy of this part will be provided to any member of the public upon request.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.05 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

Subpart 2. Records and Reports

23 CAR § 465-201. Location of records.

(a) Each water utility shall maintain records within the State of Arkansas, at the offices of the water utility, or at locations outside the State of Arkansas authorized by the Arkansas Public Service Commission.

(b) Such records shall be available at all reasonable hours for examination by the Arkansas Public Service Commission, its representatives, or others authorized by the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.01 prior to codification in the Code of Arkansas Rules.

23 CAR § 465-202. Retention of records.

(a) Records required by this part and orders of the Arkansas Public Service Commission shall be maintained for at least the period of time designated in the most current National Association of Regulatory Utility Commissioners rules and regulations governing the preservation of records for water utilities or as specifically provided for in this part or orders of the Arkansas Public Service Commission, whichever period of time is longer.

(b) In any event, such records shall be maintained for a minimum of two (2) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.02 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-203. Test and inspection records.

(a)(1) Each water utility shall make a complete record of every test or inspection made to comply with this part.

(2) The record shall include the:

- (A) Time;
- (B) Date;
- (C) Place;
- (D) Tester;
- (E) Inspector; and
- (F) Results.

(3) Each water utility shall maintain test and inspection records:

(A) At least two (2) years; or

(B) As specified in this part.

(b) Results of tests made by the Department of Health or persons or agencies authorized by the Department of Health, the utility, or the Arkansas Public Service Commission shall be maintained by each utility.

(c) Each water utility shall conduct tests using the methods and procedures recommended by the American Public Health Association.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.03 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-204. Construction records and plans.

(a) Each water utility shall maintain copies of all construction reports and plans for a period of at least two (2) years after the completion of a project.

(b) The records shall include, but not be limited to:

(1) Design specifications;

(2) Contracts;

(3) Work orders;

(4) Material placed; and

(5) Associated costs.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.04 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-205. Trouble report records.

- (a) Each water utility shall maintain accurate records of trouble reports.
- (b) Each record shall be maintained for at least two (2) years.
- (c) At a minimum, each record shall include:
 - (1) Appropriate identification of the:
 - (A) Person or persons reporting the trouble; and
 - (B) Specific geographic area;
 - (2) Time and date of the initial report;
 - (3) Description of the trouble reported;
 - (4) Description of the trouble found by the water utility;
 - (5) Action taken to clear the trouble; and
 - (6) Date and time the trouble was cleared.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.05 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-206. Service outage records.

- (a) Each water utility shall maintain records of all detected or documented service outages.
- (b) Each record shall include the time, date, location, duration, cause, and extent of each outage.
- (c) Each water utility shall maintain the records at least two (2) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.06 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-207. Maps and associated records.

(a) **System maps.**

(1) Each water utility shall maintain current maps or plans depicting plant in all areas served by the water utility.

(2) Those maps or plans shall be in sufficient detail to enable prompt location of each line and facility owned or operated by the water utility.

(3) Each system map and its associated records shall be maintained in sufficient detail to enable the reconstruction of the system, if required.

(b) **Changes to maps.**

(1) Each water utility shall map or add each change, relocation, or extension of plant to existing maps no later than twenty-four (24) calendar months after the change, relocation, or extension is completed.

(2) Until such changes are posted to the maps, either sufficiently detailed engineering drawings showing the changes or a reference to the location of the drawings shall be attached to the existing maps.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.07 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-208. Records of meters and meter tests.

(a)(1) Each water utility shall maintain a meter record for each meter.

(2) Each record shall include the information set out in subsections (b), (c), and (d) of this section.

(b) **General information.** Each meter record shall contain the name of the manufacturer, type, size, serial and/or company number, and the date purchased, if known.

(c) **Meter tests.** Each meter record shall contain the following information regarding meter tests:

(1) All information necessary to identify the meter;

- (2) The date of the test;
- (3) The reason for making the test;
- (4) The meter reading upon removal from service;
- (5) All test data used in performing the test;
- (6) The results of the test, any repairs made as a result of the test, and the accuracy percentages of the meter after the test and repairs; and
- (7) The complete history of the last two (2) tests including:
 - (A) The date of the tests;
 - (B) Any type of repairs made; and
 - (C) The accuracy percentages of the meter after the testing and repairs.

(d) Customer and meter location.

(1) Each meter record shall identify the customer and the location of each numbered meter.

(2) A record of the date a meter is removed from customer service for testing, repair, or service discontinuation and a record of the last customer and location shall be maintained until the meter is placed back into service or retired.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.08 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-209. Records of water purchases and sales.

Each water utility shall maintain sufficiently detailed records to show the units of water purchased and sold.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.09 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-210. Records of flushing of mains.

Each water utility shall maintain a record of the flushing of its mains to include the following information:

- (1) Date of the flushing;
- (2) Location of the flushing;
- (3) Name of the utility employee performing the flushing;
- (4) Duration of the flushing; and
- (5) Colors of the flow during the flushing.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.10 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-211. Permit records.

(a) Each water utility shall maintain copies of all permits required and issued by the applicable regulatory or jurisdictional agencies.

(b) The copies of the permits shall be maintained at the appropriate office of the utility for inspection by the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.11 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-212. Reports to the Arkansas Public Service Commission.

The Arkansas Public Service Commission may require any information in any form from a utility that it has a right to obtain (Arkansas Code § 23-2-309).

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.12 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

Subpart 3. Operations

23 CAR § 465-301. Service connections.

(a) **Acceptance of applications.** No water utility shall:

- (1) Refuse to accept an application for service; or
- (2) Request an applicant to withdraw an application for service.

(b) **Service connection requirements.**

(1)(A) All extensions of service shall be made in accordance with the utility's approved extension of facilities tariffs.

(B) An applicant for service must meet all requirements of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455, in order to qualify to receive service.

(2) **Where distribution facilities are available.**

(A) **Service connection deadlines.** All reasonable efforts shall be made to serve qualified applicants within five (5) working days after receipt of an application, unless a later date is requested by the applicant.

(B) **Quality of service evaluations.** For purposes of evaluating the quality of service, ninety-five percent (95%) or more of all qualified applications must be served within the time frame specified above.

(C) **Expected service dates.**

(i) Each water utility shall notify the applicant of the expected service date.

(ii) If a water utility will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

(3) Where distribution facilities are not available.

(A) Initial information. Within five (5) working days after receipt of a qualified application for service, a water utility shall:

(i) Inform or mail notice to the applicant that facilities are not readily available; and

(ii) Inform the applicant that within ten (10) working days the utility will provide the applicant an expected service date.

(B) Written proposal. Within thirty (30) working days of the receipt of a qualified application, the utility shall provide a written proposal to the applicant for service that shall provide:

(i) An explanation of any conditions and circumstances the applicant must meet before service will be provided;

(ii) A description of the facilities to be constructed; and

(iii) If there will be a cost to the applicant, an estimate of his or her costs.

(C) Exception. When an engineering study is required, the utility shall provide a:

(i) Written proposal to the applicant for service within sixty (60) working days of the receipt of the application; or

(ii) Notice that the company must file for an Arkansas Public Service Commission certificate.

(D) Changing the expected service date. If the water utility will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.01 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-302. Extension of facilities.

(a) Each water utility shall make reasonable extensions of its facilities as provided in the water utility's Arkansas Public Service Commission-approved extension of facilities tariff.

(b) Each water utility shall file its extension of facilities policy as a tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

(c) Also see 23 CAR § 455-303 of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.02 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-303. Ability to receive customer trouble reports.

Each water utility shall provide equipment or personnel to receive customer trouble reports on a continuous twenty-four-hour basis.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.03 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-304. Emergency repair service.

Each water utility shall provide emergency repair service on a continuous twenty-four-hour basis.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.04 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-305. Station meters.

Each water utility shall install and maintain station meters and any instruments necessary to record the total daily and monthly water delivered to the distribution system.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.05 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-306. Customer meter installation, operation, and maintenance.

(a) Each water utility shall provide, own, install, operate, and maintain at its expense equipment necessary for regulating and measuring service delivered to customers.

(b) A utility may charge an Arkansas Public Service Commission-approved fee for additional meters:

- (1) Used as special meters; or
- (2) Provided for the customer's convenience.

(c) The amount of the approved fee shall be set forth in the utility's tariffed schedule of fees and charges.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.06 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-307. Pressure.

(a) **Minimum pressure.** Each water utility shall operate water distribution systems in such a manner that a minimum pressure of twenty pounds per square inch gauge (20 psig) is maintained in all mains in the distribution system under all conditions of demand.

(b) **Maximum pressure.** Each water utility shall operate water distribution systems so that water pressure does not exceed one hundred twenty-five pounds per square inch gauge (125 psig) in all mains in the distribution system under all conditions of demand.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.07 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-308. Pressure recording devices.

(a) Each utility providing water service to two hundred fifty (250) or more customers shall maintain a continuous recording pressure device at some central point in the distribution system to record pressure at that point.

(b) Each utility providing water service to two thousand five hundred (2,500) or more customers shall have one (1) or more portable recording pressure devices.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.08 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-309. Pressure test points.

(a) Each utility shall establish a minimum of two (2) permanent test points in the distribution system where pressure surveys may be performed.

(b) One (1) test point shall be at or near the high elevation and one (1) at or near the low elevation of the system.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.09 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-310. Sectionalizing valves.

(a) Sectionalizing valves shall be installed, maintained, and accessible in distribution mains at reasonable intervals to:

- (1) Facilitate system repairs by the utility; and
- (2) Keep any interruption of service to customers at a minimum.

(b) These valves shall be:

- (1) Identified by a number or other similar method; and
- (2) Plotted on each utility's maps.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.10 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-311. Dead end mains.

Each water utility shall avoid having dead end mains within the utility's distribution system whenever possible.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.11 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-312. Fire service.

(a) Each water utility that furnishes fire service shall provide fire hydrant service to local firefighting equipment and facilities within a reasonable period of time after the service is requested.

(b) No water utility shall be required to install larger mains or fire hydrants or otherwise supply fire service unless proper contractual arrangements have been made with the utility by the municipality, agency, or individual desiring such service.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.12 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

Subpart 4. Maintenance

23 CAR § 465-401. Restoration of service.

(a) **General requirements.**

(1) If a customer experiences a service outage that does not result in an emergency, the water utility shall make every reasonable effort to restore service not later than twenty-four (24) hours after the outage is reported.

(2) If corrective action is required of the customer before service can be restored, the twenty-four-hour time limit shall begin as soon as the water utility is notified by the customer that the corrective action has been completed.

(3) If service cannot be restored within twenty-four (24) hours, the water utility shall make reasonable efforts to:

(A) Notify the affected customers; and

(B) Give a time when service should be restored.

(b) **Emergency requirements.** When the water utility becomes aware of an outage that results in an emergency, the water utility shall begin immediate restoration

of service and shall continue restoration until service is restored unless subdivision (a)(2) of this section applies.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.01 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-402. Water utility system maintenance.

(a) Each water utility shall maintain its system in accordance with the Department of Health’s Rules Pertaining to Public Water Systems, 20 CAR pt. 140, and with the Arkansas Pollution Control and Ecology Commission’s Rule Establishing Water Quality Standards for Surface Waters of the State of Arkansas, 8 CAR pt. 21, unless otherwise ordered by the Arkansas Public Service Commission.

(b) Each water utility shall keep sufficient records to provide evidence of compliance with the maintenance requirements listed in this section.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.02 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-403. Flushing dead end mains.

(a) Each water utility shall flush dead end mains at intervals necessary to maintain adequate water quality.

(b) Intervals between flushings shall not exceed six (6) months for potable water.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.03 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-404. Valves.

(a) Each water utility shall inspect and operate valves on transmission mains annually.

(b) All other valves shall be inspected and operated at least once every three (3) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.04 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

Subpart 5. Construction Standards

23 CAR § 465-501. Water and sewer utility construction standards.

(a) For new construction of water and sewer utility plant, the current Department of Health Rules Pertaining to Public Water Systems, 20 CAR pt. 140, and the Arkansas Pollution Control and Ecology Commission’s Rule Establishing Water Quality Standards for Surface Waters of the State of Arkansas, 8 CAR pt. 21, are designated as the standards.

(b) Construction completed prior to the effective dates of current standards shall be in accordance with the standards in effect at the time of construction.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 5.01 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

Subpart 6. Quality Standards

23 CAR § 465-601. Water purity.

(a) Each water utility providing water for human consumption or household purposes shall provide this water in accordance with the:

- (1) National Primary Drinking Water Regulations; and
- (2) National Secondary Drinking Water Regulations.

(b) At the request of the Arkansas Public Service Commission, each water utility shall perform reasonable tests to determine the purity of water furnished by the utility.

(c)(1) Each water utility shall ensure that the water supply complies with the standards contained in this part when tests made by the Department of Health, the utility, or others authorized by the Department of Health, the utility, or the Arkansas Public Service Commission indicate the water is impure.

(2) Tests shall be conducted using methods and procedures recommended by the American Public Health Association.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 6.01 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

Subpart 7. Testing

23 CAR § 465-701. Meter testing facilities and equipment.

(a) Facilities.

(1) Each water utility shall maintain appropriate meter testing facilities and equipment necessary to make the tests required by this part or other orders of the Arkansas Public Service Commission.

(2) Facilities housing installed fixed water testing equipment shall be designed and equipped with environmental controlling equipment that will not have excessive variations.

(3) **Exception.**

(A) Any utility using independent meter testing facilities is exempt from the provisions of this section.

(B) However, the utility is responsible for ensuring that the testing facility used is capable of meeting the requirements of this section.

(b) **Equipment.**

(1) Each water utility possessing equipment or facilities necessary for accurate testing of its meters shall maintain the equipment in proper adjustment so that the utility shall be capable of determining the accuracy of any meter to within one-half of one percent (0.5%).

(2) Meter testers shall be:

(A) Located in suitable working space;

(B) Easily accessible; and

(C) Equipped with all necessary facilities and accessories.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.01 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-702. Calibration requirements.

(a)(1) A certificate of calibration indicating the volumes or weighting devices used to calibrate the meter testing equipment shall be maintained for each piece of testing equipment.

(2) The record shall indicate the standard to which the testing equipment has been referenced.

(b) Each water utility shall use standards certified by:

- (1) The National Institute of Standards and Technology; or
 - (2) Other nationally recognized laboratory or standards.
- (c) Each piece of meter testing equipment shall be recalibrated at least once every twelve (12) months.
- (d) Meter testing equipment shall be located in a work area that is easily accessible and equipped with the necessary facilities and accessories.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.02 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-703. Accuracy requirements for meters.

A water utility shall not place a meter in service or allow a meter to remain in service without adjustment and correction if it has an average measurement error greater than plus or minus three percent ($\pm 3\%$) when registering water at stream flow equivalent to approximately two gallons per minute (2 gpm), ten gallons per minute (10 gpm), and twenty gallons per minute (20 gpm) under normal service pressure.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.03 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-704. Periodic meter tests.

- (a) Each water utility shall perform periodic accuracy tests on meters as follows:
- (1) One inch (1") or less — every twenty (20) years; or
 - (2) Larger than one inch (1") — every eight (8) years.

(b) Each water utility shall test the registration accuracy of a meter at no charge to the customer if the meter has not been tested for a period greater than that indicated below:

- (1) Five-eighths inch (5/8") meter — ten (10) years;
- (2) Three-fourths inch (3/4") meter — eight (8) years;
- (3) One inch (1") meter — six (6) years; or
- (4) Meters larger than one inch (1") — four (4) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.04 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-705. Average meter error.

The average error of a water meter is one-third (1/3) of the sum of the errors when tested in accordance with 23 CAR § 465-703.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.05 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-706. As-found meter tests.

Each water utility shall test meters as required by this part before making any alteration or adjustment.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.06 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.

23 CAR § 465-707. Pressure surveys.

(a) Pressure surveys shall be conducted at various points in the system during periods of peak usage.

(b) Each test shall last for a minimum of twenty-four (24) hours.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.07 of the Special Rules — Water prior to codification in the Code of Arkansas Rules.