

CALPE TOWN COUNCIL

EDICT

REGULATIONS FOR THE PROVISION OF DRINKING WATER SUPPLY AND SANITATION SERVICES OF THE MUNICIPALITY OF CALPE (ALICANTE).

TITLE I. GENERAL PROVISIONS.

ARTICLE 1. Given their legal nature, and in accordance with Article 34 of the Service Regulations in relation to Article 26.1.A) of the Law on Local Government Bases, Drinking Water Supply and Sanitation Services must be provided by local authorities in their respective territorial areas.

ARTICLE 2. The highest body of the Supply and Sanitation Services is the CALPE Town Council and, in its management, the Entity that, either directly or through public tender, is awarded management of the Service, who will represent the Corporation vis-à-vis the Public Administration Bodies for all activities related to water supply and sanitation.

ARTICLE 3. The Water Supply and Sanitation Service is of a public nature and shall therefore be provided with no other limitations than compliance with the conditions laid down for users in these Regulations and other applicable provisions.

ARTICLE 4. The concession holder shall manage the public services of Drinking Water Supply and Sanitation in accordance with what is defined and perpetuated in the Laws and other provisions regulating the Local Regime.

ARTICLE 5. The purpose of these Regulations is to determine the general conditions for the provision of the aforementioned services, as well as to regulate the relationship between subscribers or users and the Concession Holder, hereinafter referred to as the Service.

TITLE II. GENERAL OBLIGATIONS OF THE SERVICE.

ARTICLE 6. The Service, with the legal resources at its disposal, is obliged to plan, project, maintain and operate the works and facilities necessary to capture, collect, regulate, pipe, store, distribute and place drinking water at the points where subscribers take it, as well as to collect and pipe rainwater and wastewater in such a way as to allow it to be discharged into public watercourses or wastewater treatment facilities, and always in accordance with the conditions established in these Regulations and other applicable provisions.

In addition, the Service is obliged to carry out the works of renovation and conditioning of networks, required for the correct functioning of the same, in accordance with the planning and technical characteristics determined by the Town Council, or proposed by the Service and approved by the Corporation.

ARTICLE 7. The following are the Service's obligations:

- 1) To adopt the necessary measures to ensure that the water supplied complies at all times with the conditions of potability established by the legal provisions applicable at any given time.
- 2) To have in good working order the necessary facilities that allow the supply of drinking water to subscribers at the specific tapping points, as well as the necessary facilities for evacuation of the town's wastewater, which has been handed over to it by the Town Council for management.
- 3) To design, execute and maintain in adequate conditions the gutters of the public roads to allow evacuation of rainwater and the maintenance work of the urban cleaning of the city.
- 4) To facilitate, in harmony with the needs of the operation, visits to the facilities, so that users and subscribers can get to know how they work.
- 5) To control the characteristics of the wastewater so that they comply with the conditions established by the competent body in the authorisations for discharges into public watercourses.

6) To ensure the quantity of water supplied.

ARTICLE 8. Given its nature as a public service, its personnel shall treat subscribers and users with the utmost respect and kindness.

In the event of a difference of opinion between an employee and a subscriber or user, the latter must in principle accept the decision of the former, without prejudice to lodging a complaint with the Service. In any case, if the resolution of the Service does not satisfy the user, the user may appeal to the competent Authority in each case, who will give a ruling.

For better identification, all personnel shall be provided with the document issued by the Service accrediting their personality and, those working on public roads, duly uniformed.

TITLE III. CONDITIONS OF SUPPLIES AND DISCHARGES

ARTICLE 9. Water supply and authorisation to discharge wastewater into the existing network shall be granted by the Water Supply and Drainage Service, subject to the provisions of these Regulations.

As the sewerage system in Calpe is generally a unitary system, the Service will establish the conditions for wastewater discharges in accordance with the corresponding Bylaw on discharges or, failing this, with the legal regulations in force. Likewise, it will set the conditions of the sewerage connections in accordance with the characteristics provided by the Town Council or approved by the latter at the request of the Service.

In the event of disagreement between the user and the Service regarding the conditions of a supply and/or connection to the sewerage network, this may be submitted to the criteria of the Corporation, which will make the final decision.

ARTICLE 10. The Service may, subject to prior justification, propose the establishment of limitations in the concession of water supplies. Where the circumstances of the case make it advisable, it may even propose that the concession be granted on a provisional and precarious basis.

All properties located on the edge of a public road with drinking water supply and/or sewerage networks, or which may have access to these, must be connected to these networks.

Those buildings that have a septic tank or other installations of a similar nature, when they have the possibility of connection to the municipal sewerage network must proceed to do so, as well as to empty, clean and disinfect the means of discharge used up to that moment.

ARTICLE 11. Requests for supply and discharge shall be made on forms provided by the Service.

In their application, the applicant shall state the data necessary to establish the technical conditions of the connections to the drinking water supply network, the sewerage network and the discharges, as well as the application of the rates corresponding to provision of the services.

It shall also be accompanied in writing by the authorization of the owner of the property, if different from the petitioner.

All authorisations for water supply or sewerage connections may not be considered final, and therefore may be subject to modifications or revocation, until approval of the Works Completion and the Opening Licence has been obtained in the case of establishments or industries.

All those articles of these regulations that refer to connections, quality of discharges and internal installations shall be applicable to private water supply networks, as well as to sewerage networks.

ARTICLE 12. The application shall be made for each body of property or establishment that physically constitutes a unit with direct access to the street. It shall not be permitted to give a supply or discharge of a different scope to that which has been the object of the contract, even in the case of adjoining properties or buildings that have not been divided by registration.

As a general rule, no separate water supply or sewerage disposal permit shall be granted. The Service may, in principle, authorize, with good reason, the request in this form. This is without prejudice to the user's general right of appeal to the competent authority.

Once the application for supply and discharge has been received at the Service's offices, the applicant will be informed of the documents required for execution of the contract, as well as the period of time required to formalise the contract. This period shall not exceed 30 days. For the signing of the same, the Service will require the submission of all documents required by regulations.

These contracts, in the case of privately owned properties, shall be signed by the owner of the property or by a representative with sufficient power of attorney, in the case of supplies and discharges for entire houses and on behalf of said owners; by the users, in the case of discharges and supplies for flats and

directly to them; and in the case of industrial or commercial establishments, official or charitable centres, by the Head of the establishment, this being understood as the person authorised by the Law, Regulations or Articles of Association, to represent it in its relations with the Service.

The Service shall always contract with its subscribers provided that the facilities of the property are in proper conditions for normal operation.

Subscriptions to the water supply shall be personal and non-transferable, and the loss or termination of the ownership with which they were requested shall lead to automatic termination of the supply, and the successors must apply for a new subscription in accordance with the provisions of these Regulations. In the case of a discharge contract, the contract shall only be terminated if the use of the building is changed, if it is demolished, or if the nature of the discharge is changed. In the event of a change of user, for whatever reason, the new user will be subrogated to the old one in their rights and obligations.

ARTICLE 13. The water supply must always be contracted with a meter. In all those contracts in which there is no concordance between the flow of water discharged and the water consumed, the Service may oblige the contract holder to install a meter to measure the discharges.

ARTICLE 14. The existence of a water supply, or the connection of discharges, automatically entails the acceptance of the conditions established by these Regulations.

Wastewater discharges will comply with the applicable Bylaw on Discharges.

ARTICLE 15.

1) Unless otherwise agreed, contracts shall be deemed to be stipulated for the term indicated in the policy, and unless otherwise agreed, termination shall be deemed to be effected only upon one month's notice given by one of the parties.

2) However, if within the first year from the start of the supply, the subscriber, for any reason whatsoever, terminates the contract, they shall be responsible for the costs incurred for the effectiveness of the termination.

3) If, during the contractual term, the Service charges a higher price than the one in force at the time the policy was taken out, it shall be payable from the date on which it is authorized by the Highest Authority, unless otherwise provided. On the other hand, if the current price is reduced by order of the Highest Authority, the subscriber shall enjoy the reduction in the terms that have been decreed.

4) Water supplies for special works shall be specific purpose, the duration of which will be determined according to the Municipal Works Licence. In the event of extensions of said Licences, and provided that such circumstance is duly substantiated, the contract shall be extended under the same terms. Once the work has been completed, the licence has expired or the work has been stopped by an administrative or judicial resolution, the contract shall be automatically terminated, and the Service shall immediately cancel the supply. Under no circumstances may housing, premises and/or industrial installations, or any other type, be supplied by means of an agreed supply for works.

ARTICLE 16. The right to the supply and discharge of a property may be extinguished:

- a) At the request of the user.
- b) By justified resolution of the Service, for reasons of public interest, and always with municipal approval.
- c) Due to a cause envisaged in the supply and sewerage contract.
- d) Due to the use of the occupants of the property, or conditions of the interior installations, which may endanger the safety of the network, the drinkability of the water, or damage to third parties.
- e) Through a penalty, in accordance with the Bylaws of the Corresponding Service.

ARTICLE 17. Contracts entered into by the Service with subscribers who are not owners or usufructuaries of the premises supplied shall be null and void from the time they cease to occupy the premises, provided that the Service has due notice of such event.

The subscriber or, failing that, the owner or usufructuary, must inform the Service at least ten days in advance of the date on which the premises will be vacated so that the meter can be read and the last settlement can be billed for any other expenses that may be incurred.

If the subscriber does not proceed as indicated, they shall be liable for non-compliance.

From that moment, if for any reason beyond the Service's control, the supply cannot be cancelled, it shall be understood that the owner or usufructuary is responsible for it.

ARTICLE 18. In the event of the Service being requested to supply joint systems for heating, hot water, irrigation, etc., the property owner or the duly constituted Association of Owners may be required to take out a general subscription policy, independent of the rest of the property.

ARTICLE 19. Under no circumstances may water be used for any purpose other than that for which it was requested and granted.

CHAPTER 2. METER SUPPLY.

ARTICLE 20.

1. The water supplied, whatever its use or purpose, shall be measured by means of a metering device that must satisfy the requirements imposed by the current Verification Regulations. Regardless of the above, and even if the meter is an officially approved model, it cannot be put into service without prior recognition and verification by the Territorial Service of the Regional Ministry of Industry or the competent body for this purpose.

2. When technical circumstances make it advisable, such as interruptions to the piping to install pressure equipment or other common services, the Service may require that a general subscription policy be taken out for the supply by general meter.

3. a) Supplies shall be carried out by means of individual meters, and the appropriate supply and discharge contract must be signed for each flat, premises or part of the building that can be used individually.

b) In any case, to enable better control of the consumption made by users and to be able to detect leaks in the internal installations of the properties, the Service shall be able to carry out the supply by forcing the installation of a general meter at the entrance to the property and in front of the divisional meters. In this case, the differences between the consumption of the split meters and the general meter will be the responsibility of the property owner or, if applicable, of the Association of Property Owners.

If the Service chooses to install a general meter, the owner of the property, if applicable, the existing Association of Owners, must sign the appropriate contract within a deadline of one calendar month from the date of notification of the obligation. Once this period has elapsed without the aforementioned obligation having been fulfilled, the Service may suspend supplies to the property until the contract is formalised.

4. All general subscription policies must be signed by the person who is the legal representative of the property owner or, where applicable, by the legal representative of the Association of Property Owners.

5. When there is a meter for gauging discharges, all the corresponding articles of this chapter shall be applicable to it.

ARTICLE 21. The meters shall be of a system and model approved by the state. Their types and diameters will be established for each supply according to the data provided by the applicant.

In general, the meters shall be installed in batteries whose characteristics must be authorised by the Provincial Delegation of Industry or the competent Body according to the Law, and must be formed by a set of horizontal and vertical pipes that feed the division meters, and that, at the same time, serve as a support for these devices and their control keys. The tubes making up the coil shall form closed circuits, with a maximum of three horizontal pipes, welded together, as well as the outlets to the taps, and must be as a whole protected against rust. The door of the cabinet or chamber used as the location of the coil shall have one or more sheets so that, in any case, when opened, they leave the whole width of the cabinet free.

In the case of overhead lifting installations, the necessary spaces for the batteries, chambers or cabinets must be kept free, regardless of the space they occupy, and must be installed in easily accessible areas of common use in the building, and must also be equipped with electric lighting and direct drainage to the street. Likewise, the batteries must be installed at a suitable level and sufficiently separated from other rooms used for centralisation of gas and/or electricity meters.

In the case of buildings with a large number of floors, several centralised meters may be installed by means of the installation of several batteries, which will be located on different floors of the building, all of which will be fed from a single mains socket, the characteristics and dimensions of which must be approved by a competent technician.

General meter for dwellings: its housing will be located as close as possible to the stopcock, avoiding, totally or partially, the supply pipe. It should preferably be housed in a cabinet. Only in exceptional cases, duly justified, it will be placed in a chamber, below ground level. In both cases it will have the appropriate dimensions and conditions (according to calibre) set by the Service. A suitable device shall be provided for each meter so that it can be checked without dismantling. If the actual consumption does not correspond

to the consumption declared in the subscription policy and is not in accordance with the normal performance of the meter, it must be replaced by another suitable diameter, and the subscriber will be obliged to pay the costs incurred.

General meter for industrial uses: its sizing shall be given according to the maximum flow declared in the subscription policy. Their sizing and type shall be fixed by the Water Service, as well as their housing. However, if the real consumption does not correspond to the consumption declared in the subscription policy and does not correspond to the normal performance of the meter, it must be replaced by another suitable diameter, and the subscriber shall be obliged to pay the costs incurred.

Discharge gauging meter: it shall be at the discretion of the Service to install it when there is no concordance between the water discharged and the water supplied. Its sizing shall depend on the flow rate indicated by the contracting party, without prejudice to the fact that once the flow rate has been observed, if it does not adjust to the design value, the meter can be changed.

ARTICLE 22. The Water Service shall also provide the service of meter maintenance and repair, against payment of a fixed monthly fee.

ARTICLE 23. If at any time the meter is officially declared to be excluded from the approved systems, the subscriber shall be obliged to replace it with another one that complies with the regulations, paying for its verification as well as the expenses incurred by the change.

ARTICLE 24. The meter must be kept in a good state of repair and working order, and the Service may subject it to as many checks as it deems necessary or carry out the replacements required by the regulations.

If personnel find it stopped when carrying out gauging operations, they shall dismantle it and proceed to replace it for the purpose of repair, the water consumed being calculated as provided for in paragraph 2 of article 79 of Title VI.

ARTICLE 25. When, following four visits by Service employees, it has not been possible to read the meter because the premises are closed, a letter of notice shall be sent to the subscriber and if this is unsuccessful, the subscriber shall be considered absent, in which case the supply may be interrupted until the subscriber facilitates the meter reading. In the meantime, the contract shall remain in full force.

ARTICLE 26

1. Changes to the location of the meter or modification of the service connection shall be carried out by the employees of the Service and shall be paid for by the subscribers.

2. Having cancelled the supply, the subscriber may not resume the supply without first making a new application, signing the corresponding Subscription Policy, paying the established fees and formalising the deposit.

ARTICLE 27. Any variation of the installation or meter by the subscriber without the knowledge of the Service Office shall be considered fraud and shall be sanctioned in accordance with these regulations.

ARTICLE 28. Meters must be located outside the premises or dwelling with direct access to the Company's employees. Meters shall not be allowed to be placed inside dwellings, premises or industries that prevent them from being controlled by the Service. Likewise, future contracting of properties in which these circumstances occur shall not be permitted until the owners make the corresponding modifications to the installation.

The meter shall be installed by the Service at the subscriber's expense.

ARTICLE 29.

1. A service connection is understood to be the conduit that connects the public networks with the corresponding installations of the property.

2. To the extent possible, the water shall be taken from the pipe closest to the building to be supplied.

3. The water supply to a building requires an installation consisting of a service connection, general indoor installation, meter and private indoor installation.

4. The building's own installations are considered to be the entire interior drinking water network from the manhole or service connection (according to standard 1.1.3 of the Interior Installation of Water Facilities - N.I.A.), as well as the entire interior sewerage network up to and including the catch basin.

In the case of the sewerage system, the connection is also considered to be the property's own installation.

ARTICLE 30. Connections with their valves.

Its installation shall be at the subscriber's expense, and its characteristics established in accordance with the water pressure, subscribed flow, foreseeable consumption, location of the premises to be supplied and the services it includes, as well as the standards in force at any given time. As a general rule, each property shall have its own independent branch.

In order for the company to be aware of the subscriber's needs, the connection request must be accompanied by the project for the internal water installation and the meter panel, drawn up in accordance with current standards.

ARTICLE 31. The service connection is the pipe that connects the general installation inside the property with the distribution network pipe. It shall pass through the wall of the building enclosure through a purpose-built hole, so that the pipe is loose and can expand freely, although it must be grouted so that the hole is waterproofed at the same time.

The conservation and maintenance of the service connection shall be carried out by the Service. Maintenance is at the expense of the subscriber or owner through a fixed monthly fee. For existing buildings with a supply in force, and whose service connection installations do not strictly comply with the provisions of these Regulations, the Service's responsibility shall only extend from the mains to the manhole tap.

If, due to a breakdown or malfunction of the internal installations, it is necessary to suspend the supply, the owner or subscriber must adapt the installation to the provisions of this Rule, without which the supply cannot be resumed.

ARTICLE 32. The manhole tap shall be located on the connection to the public road, on the boundary between what the municipal ordinance considers to be the ground level and what appears in the General Plan for Urban Development (P.G.O.U.) as the cadastral plot at the time the building is constructed. It shall be used exclusively by the service or its authorised persons, without subscribers, owners or third parties being able to manipulate it, except in cases of force majeure duly demonstrated. In this case, the Service must be notified immediately of the manoeuvre carried out, without this preventing the damage that may be caused from being the exclusive responsibility of the subscriber or, where appropriate, of the person who has handled the key.

ARTICLE 33. The stopcock shall be located at the junction of the service connection with the supply pipe, next to the boundary of what the municipal ordinance considers to be the ground level and what the P.G.O.U. considers to be the cadastral plot at the time of construction, inside the cadastral plot. If necessary, under the responsibility of the owner of the property or person responsible for the premises where it is installed, it may be closed in order to shut off water of the interior installation of the entire building. It will be housed in a waterproof chamber, built by the owner or subscriber.

ARTICLE 34. General interior installation of the building. It shall be carried out by an installer duly registered with the competent public bodies and authorised by the administrative authority, and shall comply with the provisions of the applicable technical standards in force, as well as with the provisions of these Regulations.

ARTICLE 35. The installation of the service connection with its manhole tap and other accessories that make up the same, as well as the opening of the trench and replacement of the surface, shall be carried out by the Service at the expense of the owner of the property, and the installed service connection shall remain the property of the latter.

ARTICLE 36. The site works and tasks necessary after the inlet for the installations and distribution within the property shall be carried out by the applicant or the owner, and the system materials and characteristics shall be appropriate to withstand the pressures defined by the regulations on interior installations. They shall be liable for any damage or harm caused to third parties as a result of the establishment of their pipes and installations.

ARTICLE 37. When the Service is asked for connection of the internal drinking water installations of a property to the distribution network, the Service, taking into account the characteristics of the property

in terms of water use and the existing distribution network, as well as the projects drawn up for its extension, shall indicate whether the extension of the existing distribution network is necessary for implementation of the inlet or connection, and shall indicate whether the inlet, extension or modification of the existing distribution network is necessary for implementation of the inlet or connection.

ARTICLE 38. After the manhole tap, the user of the property shall have sufficient protection for the service connection so that, in the event of a water leak, the water shall drain outside, without damaging the property or the goods or appliances inside, and the Service shall not be held responsible for any liability in this respect.

ARTICLE 40. Wastewater from a property shall be discharged through the sewerage connection consisting of a general chamber and a connection pipe from the general chamber to the sewerage network known as the “albañal”.

ARTICLE 41.

1. Every sewerage service connection, and at the Service’s choice, may have a manhole, either visible or concealed, at the junction with the general collector for the collection of all wastewaters, provided with the corresponding siphon, manhole cover and aerial ventilation, from which the piping that connects with the said general collector starts. Generally each property shall have its own separate wastewater collection pit.

The Service shall not be liable for any flooding that may occur inside the **property** due to poor maintenance of the chamber or other natural causes, such as rain, beyond the Service's control.

2. The general manhole shall be located in the grounds of the property or on the pavement and the manhole cover at ground floor level. The connection of the service connection pipe and the sewerage network shall be made at the point determined by the Service.

3. In those properties where the quality of the discharges makes it advisable, a grease separator or a pre-treatment suitable for the type of discharge must be installed upstream of the general pit.

4. The connection shall be the only one for wastewater and rainwater, and only in special cases to be determined by the Service shall it be compulsory to make a connection for the discharge of rainwater. The list of these special cases shall be previously approved by the Town Council.

5. The connections for the discharge of industrial water must also have a manhole located on the public thoroughfare as close as possible to the boundary of the property, so that samples can be taken for the control of discharges.

ARTICLE 42. The diameter and type of the sewerage service connection shall be determined by the Service, in accordance with the data provided by the applicant and the regulations governing interior installations.

The Service shall perform management of the work, the connection and labour of connection to the network, charged to the user, applying the previously established prices, according to the tariff approved by the Town Council.

ARTICLE 43. When the level of private drainage does not allow for gravity sewerage, the water shall be raised by the owner of the property.

The sanitation facilities inside the building shall be adjusted in terms of layout, sizing and other characteristics to the current Technical Standards authorised by the competent bodies.

ARTICLE 44. The applicant for a sewerage connection licence shall present a plan of the building’s interior drainage network, on the ground plan, expressly detailing the general siphons and overhead ventilation, which may be the building’s downpipes, provided they are protected by grilles that prevent the passage of solid matter.

ARTICLE 45. Without prejudice to the powers conferred on other bodies, the Service, pursuant to prevailing legislation, shall have the power to inspect the internal installations, and may refuse connection or even suspend supply or discharge when defects may cause water pollution or damage to third parties.

ARTICLE 46.

1. The Service, upon receiving a request to discharge wastewater or rainwater from a property into the sewerage network, taking into account the characteristics of the property and the existing sewerage

network, as well as the projects drawn up for its extension, shall indicate whether the extension, enlargement or modification of the existing sewerage network is necessary for implementation of the service connection.

2. These works of extension, enlargement or modification of the network shall be carried out by the Service, at the expense of the petitioner, and according to the budget prepared with the unit prices approved by the Town Council. The work carried out will be integrated for all effects and purposes into the infrastructures of the Service as property of the Service.

ARTICLE 47. In the event of a property increasing the number of services once the connection has been made, either for sewerage or supply, due to an increase in the number of dwellings, and the existing connections are insufficient to meet the new needs, the Service shall be asked to replace the connections with another suitable one. The costs of opening and closing the connections, which have to be done by virtue of the subscriber's or owner's request, as well as by order of the Authorities or by the Courts, shall be borne by the subscriber or owner, as appropriate.

If the opening and closing of connections is carried out due to changes in street paving, construction of sewers or other services or due to variations in the general conduits, which imply changes in the connections of the properties, the provisions of the current legal regulations shall apply.

ARTICLE 48.

1. If a tenant or lessee of part of a property wishes to have a special supply or discharge, and the service connection of the building is sufficient to also provide such service to the tenant, the Service may use it for this purpose, provided that the conditions permit its use. In the event of insufficient supply to the owner's building, direct supply to the tenant shall not be accepted unless the tenant agrees to replace it with a suitable one. The new connection must permit the necessary derivations to allow the service directly and independently to each of the premises of the building.

2. If the tenant or lessee occupies premises on the ground floor of the building, they may contract an independent service connection at their own expense, but unless the dimensions of the property advise otherwise, no more than three service connections, including the one contracted by the owner, may enter the same façade wall.

ARTICLE 49. Observations on the service connection and accessories shall be made at the start of the supply. After eight working days have elapsed without a complaint being lodged, it shall be understood that they are in agreement.

ARTICLE 50.

1. The repair of the service connection shall be the responsibility of the Service, who will pass on the cost of the repair to the person causing the fault, in the event that it is caused by carelessness or violence.

2. Any alterations or modifications to the service connection shall be carried out by the Service at the expense of the owner of the property or user.

3. Repairs to the general interior installation of the building shall be at the expense of the owner of the property.

4. Once the contract has been terminated or cancelled, the service connection remains at the free disposal of the subscriber, who may take whatever measures they deem appropriate with regard to the service connection, without prejudice to the Service being able to carry out the manoeuvres required to disable it.

If after three months from the date of termination or cancellation the service connection has not been removed, and for the sake of better conservation of the network, it shall be understood that the subscriber waives their rights to it, and it shall remain at the free disposal of the Service.

ARTICLE 51. Independently of the inspections that may be carried out by the competent administrative bodies, the personnel of the Water and Sanitation Service, once identified as such, may, in any case, have access to the points of connection of the installation to carry out the checks they deem appropriate.

TITLE V. SUPPLY

CHAPTER 1. GENERAL INFORMATION

ARTICLE 52. The Service shall determine, taking into account the conditions of the property, premises or dependency to be supplied, the size of the meter that shall govern the supply and the characteristics of

the supply itself, which shall be determined taking into account the provisions of the regulations in force. It shall also set the type and size of the meter for measurement of discharges in all those cases where the use of this meter is necessary.

ARTICLE 53.

1. The price applied to the supply, as well as the minimum or service fee, shall be in accordance with that established in the authorised tariffs in force at any given time. When the contract includes special clauses, prices higher than these rates may not be applied in any case.

2. In the case of plots of land, the owners must pay a fee based on the surface area of the plot for the evacuation of rainwater that they may contribute to the sewerage network, provided that this is included in the corresponding Bylaw.

ARTICLE 54.

1. It shall be understood that the water is contracted for industrial use, with application of the rate approved for this use if any, when based on the same an industry is established or the water is predominantly used to obtain, transform or manufacture a product. The fact that the subscriber has established an industry and contracts water for it, or premises from where it operates, is not sufficient for the application of the industrial rate, unless the requirements mentioned in the previous paragraph are met. Water contracted for industrial use may not be used for any purpose other than that agreed, and any infringement may be grounds for termination of the contract.

2. Prior to contracting for industrial uses, the Service shall determine whether the aforementioned requirements are met in the industry in question.

3. The applicant for an industrial supply must provide the data corresponding to the quantity and quality of the discharges in order to determine the corrective measures that may be applicable in accordance with the Bylaws on Discharges.

ARTICLE 55. It shall be understood that water is contracted for irrigation purposes, in the case of properties with a garden, when it is used for the upkeep of the landscaped area, it being understood that the contract does not authorise the use of the water for agricultural purposes or other purposes other than those agreed.

ARTICLE 56. It shall be understood that water is contracted for works when the subscriber intends to carry out any type of construction and contracts water for this purpose.

ARTICLE 57.

1. The Service is not obliged to provide water for garden irrigation, agricultural or farming purposes, including industrial flower farms.

2. Irrespective of the use given to the water supplied, this does not exclude any discharge charges that may apply.

ARTICLE 58.

1. The Service aims to meet the needs of the urban population as a priority. Water concessions for industrial, agricultural and irrigation uses shall be made only if the supply needs of the population so permit.

2. Whenever the Service deems it necessary, it may at any time reduce or even suspend the supply for agricultural, irrigation and industrial uses, without thereby incurring any obligation to pay compensation, as these supplies are at all times subordinated to the domestic consumption requirements of the population. In the event of supply restrictions, these shall be made on agricultural supplies, garden irrigation supplies and industrial supplies as a matter of priority.

ARTICLE 59.

1. The subscriber may not supply water from the contract to a third party without written authorisation from the Service; only in justified cases shall such authorisation be given, and always on a temporary basis.

2. The subscriber may not distribute the water received from the Service to third parties, even if they are their tenants, nor may they collect any amount from them in the form of a surcharge or resale.

ARTICLE 60. When the technical conditions of the supply (pressure and/or flow) are insufficient for the needs of the same, the subscriber shall be responsible for carrying out the necessary installations to

achieve said conditions, with a guarantee of sanitary quality, using the systems and materials approved by the competent bodies and previously authorised by the Service.

The Service, prior to granting authorisation for the service connection or the supply, may require the establishment of these installations in those cases where it deems it necessary.

If the conditions of the building prevent the gravity discharge of wastewater, the subscriber must carry out at his own expense the necessary installations to achieve this condition.

ARTICLE 61.

1. The water supply to subscribers shall be permanent, unless otherwise stipulated in the policy, in which case the policy will set the hours of use.

2. The Service may not interrupt the supply except in the following cases:

- a) Breakdown in any of the company's facilities that makes supply impossible.
- b) Loss or decrease in the flow of available water resulting in insufficient water supply or pressure.
- c) Execution of works to repair or improve the installations that are necessary for the improvement of the supply.
- d) When so ordered by the competent authorities.
- e) Failure to pay for water supply or discharge.

3. The Service may suspend the supply, without this entailing contractual termination of the subscription policies, for the reasons set out in number two of this article.

For the suspension to be valid, the Service must inform the Corporation of the cause of the suspension, so that, after verifying the facts, it may issue the corresponding Resolution. The suspension of supply is considered to be authorised if the Service does not receive a written order to the contrary within 12 working days, counting from the date on which the suspension authorisation was requested.

Likewise, the Service must inform the subscriber of the suspension by registered post sent to both the subscriber's address and the payment address, if they are different.

The suspension may not be carried out on a public holiday or on a day on which, for any reason, there is no full administrative and technical service to the public for the complete processing of the reestablishment of the Service, nor on the day before the day on which any of these circumstances occur.

Once the suspension has been verified, the service must be restored on the same day on which the cause of suspension ceases or, at the latest, on the following day.

The costs arising from the suspension and reinstatement shall be borne by the subscriber and may not exceed a maximum of twice the amount of the connection charges in force on the date of the suspension.

The notification shall contain at least the following information:

Name and address of the subscriber.

Name and address of the subscriber, as well as the policy number.

Date and approximate time when the suspension will occur.

Details and approximate time when the suspension will occur.

Details of the reason for the suspension.

Name, address and opening hours of the commercial offices of the Service where the causes for suspension can be remedied.

ARTICLE 62.

1. The approval of all water supplies shall always be carried out by the Service, strictly subject to the provisions of these Regulations and in any case to the provisions of the relevant regulations.

2. An appeal may be lodged against the resolution of the Service before the Territorial Industry Service or before the Town Council, depending on the nature of the claim.

3. Water supplies shall be by meter only.

4. Under no pretext will free supplies be made, whatever the nature and character of the requesting party, and those currently in existence shall be considered to have expired, the Service reserving the right to decide in exceptional cases.

CHAPTER 2. METERS

ARTICLE 63. The meter shall be of a system approved by the State. The choice of the type of meter, its size and location shall be determined by the Service, taking into account the consumption, or discharge when applicable, likely actual consumption, network regime and conditions of the property to be supplied, water quality, network pressure and characteristics of the supply; but if the actual consumption does not correspond to that declared by the subscriber in the policy and does not bear any relationship to that

corresponding to the normal performance of the meter, it must be replaced by another of a suitable size, and the subscriber shall be liable for the expenses incurred in doing so.

2. The meter shall be installed by the Service or whoever it authorises, even if it is the property of the subscriber, and its connection to the service connection will be sealed by means of a seal that will bear the Service's officially registered mark, and it can only be manipulated by the Service.

3. A stopcock shall be placed behind the meter, which the subscriber shall be responsible for in order to prevent any eventuality.

The subscriber is also obliged, in accordance with the provisions of article 39 of Title IV, to have protection so that in the event of a leak through the meter it has a natural outlet to the outside without causing damage to the property or to anything contained therein. The Service refutes all liability for the consequences of non-compliance with this obligation.

ARTICLE 64.

1. In the case of a single meter, the subscriber must enclose it in a cabinet standardised by the Service, in accordance with current regulations, and of sufficient strength to reasonably protect it from any damage, and to which Service personnel shall have free access.

2. In the case of centralised meters, these shall be installed in a room, located at the entrance of the buildings, with a minimum free height of two metres, the dimensions being those resulting from applying the standards and regulations in force, with a minimum distance of 1.10 metres from the most protruding part of the meter to the wall in front of it. The access lock to this enclosure shall be the one standardised by the Service for these purposes.

3. When it is necessary to replace a meter with another of a larger diameter, or to add any other element to the battery, and it is indispensable to enlarge the size of the cabinet or box that must contain it, the subscriber shall make the consequent modification at their own expense.

ARTICLE 65.

1. The meters shall be kept at the subscriber's expense, by applying the storage price in force at any given time, and the Service may subject them to as many checks as it deems necessary, carry out the necessary repairs and oblige the user to replace them in the event of an **irreparable** breakdown, breakage or deterioration due to causes beyond their normal operation.

2. The subscriber undertakes to provide the agents and operators of the Service with access to the meter, as established in article 75.1 of Title V, both to take readings and to complete the service orders received.

3. To facilitate access to the meter, it must be installed on each property, as close as possible to the access point from the public thoroughfare. In the case of connections for single-family dwellings, the meter must be installed on the wall of the façade of the building or property.

ARTICLE 66.

1. Under no circumstances may the subscriber carry out operations on the pipe that starts from the meter that could alter its operation, in the sense of getting the water to pass through the meter without it marking, or marking flow rates lower the regulatory tolerance limits.

2. Among these operations it is specifically forbidden to install stopcocks before the tanks, graduated or calibrated in such a way that they restrict the normal operation of the meter, and only quick opening and closing valves of a model officially approved by the Territorial Industry Service can be used to prevent the tanks from overflowing.

ARTICLE 67.

1. If the subscriber who has a meter in service wants another meter to be connected to the service connection that directly or exclusively supplies them, granting a second policy for this purpose, the Service may agree to this, provided that in its opinion it is possible; but it shall not incur any liability if, due to insufficient service connection, these devices work inadequately. Should this occur, the subscriber is obliged either to request the cancellation of the second policy or to install a new connection of sufficient size to regularise the operation of both meters, assuming the costs incurred in both cases.

2. Whenever two meters belonging to the same subscriber are connected to the same service connection and must be operated under a single manhole, they shall be joint and several in their rights and obligations, as part of a single contract which, for the convenience of the subscriber, shall be translated into two policies, and so, in the event that one of these meters fails to pay or breaches the contract, the other shall be subject to the same measures or penalties that must be applied to the first one.

ARTICLE 68. The installation of any meter shall not be authorised until the user of the supply has subscribed to the subscription policy and paid the corresponding fees.

CHAPTER III. Multiple supplies on the same service connection.

ARTICLE 69.

1. In order for the service to comply with the regulatory provisions and to supply water directly to each tenant, the owner of the property, without prejudice to the provisions of sections 2 and 3 of article 20 of Title III of these regulations, must first install a battery on the ground floor of the property, as close as possible to the entrance, capable of mounting on it the number of meters required for the whole house, even if for the time being only those requested are installed.

2. The battery of meters shall be placed between two stopcocks, so that they can be easily removed and replaced by the Service employees or whoever is authorised by the Service in the event of a fault, having the "fittings" for fastening the meters and the corresponding holes for sealing them.

3. Each meter shall be placed between two stopcocks, so that they can be easily removed and replaced by the employees of the Service or whoever the Service authorises in the event of a fault, with the "fittings" for fastening the meters and the corresponding holes for sealing them.

4. From the meter, the piping shall lead directly to the subscriber's installations, without any branching.

5. When prescribed in relation to the service connection and meter, it shall be fully applicable to these supplies, as well as that referring to the protection with which the meter batteries and drainage must be covered in case of leaks and damages that may occur.

6. The wastewater service connections shall serve only one building, except in cases, to be determined by the Service, in which two or more buildings may discharge from the same service connection.

ARTICLE 70.

The installations and meters that are installed on the battery as per the previous article are always under the diligent custody and responsibility of the owner of the property.

ARTICLE 71.

When contracting the supply service referred to in Articles 70 and previous ones, they shall do so directly with each of the tenants or lessees of the property, thereby subscribing individual policies.

ARTICLE 72.

1. From the outlet tap of the meter, the subscriber may distribute the water for his use and have the work carried out by whomever they wish, without the intervention of the Service, which may, however, assist the subscriber on request, with its technical indications. The installer, who must be duly registered with the Territorial Industry Service, shall comply with the provisions in force.

2. In the case of multiple battery supplies, maintenance of the supply pipe, which goes from the manhole tap to the battery, excluding the meter, shall be the responsibility of the owner of the property, who will carry it out by the means they deem appropriate, in accordance with that described in the previous section.

3. The conservation, maintenance and repair of the interior sewerage facilities, understood as all those that end in the catch basin, including this one, shall be the responsibility of the property owner. This extends to the manholes for discharge control that must be installed in the connections for industrial water discharges.

ARTICLE 73. The subscriber shall not be obliged to purchase the material for their indoor installation, nor shall they be obliged to purchase it from the Service's warehouses, nor from any other specific warehouse, and they may only be required to ensure that the lock on the meter cabinets or switchboards is of a type that can be operated with the universal key provided by the Service's agents, and copies of which are made available to the Territorial Industry Service as required for its mission. Likewise, the Association of Owners or the person representing it must have another copy.

ARTICLE 74.

1. The interior distribution of the subscriber must comply with the regulatory requirements and, failing that, with the necessary good practices and safety standards. If the installation does not comply with these precepts, the service may refuse the supply, notifying the Territorial Industry Service for the appropriate

resolution. The agents of the Service who carry out the visit shall be provided with the corresponding credentials, which they must show to the subscriber.

2. Prior to contracting, the Service shall require presentation of the corresponding compliance report for water installations, according to the template approved by the Territorial Industry Service or competent bodies, in which the installer proves that the installations comply with the established standards.

ARTICLE 75. The interior installations corresponding to each subscription policy may not be connected to any other water network, pipe or distribution system. Nor can it be connected to the installation coming from another subscription policy, nor can the water from the Service be mixed with other water, both for technical reasons and for sanitary reasons.

ARTICLE 76. All supplies, provided that the pressure of the general supply network allows it, shall be made directly to the highest dwellings with a residual pressure of 15 M.w.c., and in times of maximum consumption, it shall be necessary to install superelevation equipment and water reserve tanks in the property.

Where the installation of superelevation equipment is required, it shall be carried out in accordance with the following standard:

1. The cisterns, or tanks, shall consist of two vessels connected in parallel. In any case, the cisterns must be provided with their corresponding drains, which allow them to be cleaned periodically, as well as the necessary manoeuvre installations that allow them to be made independent to guarantee continuity of the supply.

2. The flow of water into the cisterns must enter from the vertex opposite the suction point of the units, to facilitate the circulation of the water.

3. The cisterns shall be installed on ground floors, and in watertight rooms, reserved exclusively for this purpose, so that they are preserved from any type of contamination. An air hatch, perfectly protected from the entry of insects and communicating with the outside, must also be installed in these rooms.

4. The size of the rooms in which the cisterns or tanks are located shall be the minimum that allows cleaning and repair operations to be carried out; in any case, the minimum distance between the outside of the cisterns and the walls and ceiling of the room in which they are located shall not be less than one metre fifty centimetres.

5. The cisterns must have an overflow in case of failure of the inlet valve, provided with protective mesh at the beginning, to prevent the entry of insects. In addition, cisterns must be fitted with a spill alarm buoy to allow immediate detection of any leakage.

The cisterns shall be made of clean materials unalterable by corrosion, and must be kept clean and disinfected. The owner of the installation is responsible for any possible contamination that may be caused by carelessness, breakage or poor maintenance.

They must also be equipped with an overflow alarm and the necessary automatic and manual systems to prevent water losses and/or returns, although this water may be registered by a previous meter, and the lack of care in this aspect shall be considered as a disturbance of the supply.

The booster sets must have at least two pumps, so that in the event of a pump failure, the supply is covered by the reserve set. They must also have an automated start and stop mechanism that guarantees a pressure of 15 M.w.c. in the highest dwelling.

To avoid breakdowns in the groups, protection mechanisms designed for the case that for any reason the cisterns are emptied above a certain safety level shall be installed.

In any case, the Architect Director of the Works, for the study of the optimal installation, must assess:

a) The need to maintain reserve water for each specific building.

b) The fixing of a sufficient quantity of reserve water, in accordance with the criteria indicated in the preceding article, but at the same time a minimum quantity.

The technical feasibility of the solutions adopted must be guaranteed by the appropriate Technical-Economic Design in which the materials and thicknesses, waterproofing of tanks, characteristics of the electro-mechanical groups, supply and impulsion pipes, etc. must be justified.

c) The assessment of the required health guarantee.

d) The adequate distribution of pressures and flows to the different floors of the building, which must be carried out in such a way that they are not excessive and with the respect of a minimum pressure of 15 M.w.c.

CHAPTER 5. CONSUMPTION

ARTICLE 78. Subscribers shall consume water in accordance with the conditions established in these regulations regarding the characteristics of the supply, and are obliged to use their own facilities and those of the Service, consuming water rationally and correctly, avoiding harm to other subscribers.

ARTICLE 79.

1. Billing of consumption shall be in accordance with the meter reading. To this end, an employee of the Service will take note of the device readings.

2. If, due to stoppage, malfunction of the meter or impossibility of reading, it is not possible to know the consumption or discharge made by the subscriber, billing shall be based on the same period of the previous year and, if this is not possible, according to the average of up to three previous periods. In the case of supplies for uses that allow by calculation or estimation to determine the consumption, that shall serve as a basis for billing. And in any case, at the discretion of the Service, billing may be suspended until subsequent consumption is known, and once the anomaly has been corrected.

3. If, due to the subscriber's absence, it is not possible to read the meter for four consecutive billing periods, the Service shall send a letter to the subscriber giving them ten days to rectify the situation. Once this period has elapsed without the subscriber having contacted the Service, the latter may suspend the supply. On resumption, the subscriber must pay the minimum Service charges for the time that the suspension has lasted and also pay the cost of replacing the supply.

ARTICLE 80.

The meter may be checked at the request of the subscriber and the Service as often as deemed necessary. In the event of a dispute, the expenses incurred in the verification shall always be paid by the party who is not in the right.

In the event that the meter does not register correctly, and the difference found exceeds the legally permitted tolerance, the settlements for the difference or excess that would have to be made shall be regulated by the official provisions on the matter.

ARTICLE 81.

It is forbidden for the subscriber to carry out any operation, either on the service connection or its internal distribution, either directly or through third parties, whether or not affected by the Service, that leads to providing a different flow of water to that which they should receive or that which, in this normal service, should be marked or indicated by the water measuring devices.

TITLE VI. RATES

CHAPTER 1. GENERAL RULES

ARTICLE 82. The rates in force at any given time shall be exclusively aimed at the adequate financing of the Service and shall require the corresponding justifying study.

ARTICLE 83. For activities similar to those carried out by the Service, which are not its obligation, and always at the request of the interested parties, water analysis studies, leak detection equipment, special materials or equipment and others may be provided, against payment of the valuations established by the Service.

In any case, these services shall be subordinated to operational needs.

CHAPTER 2. COLLECTION AND DEPOSITS

ARTICLE 84. Both new and cancelled subscriptions shall be charged as from the day they take place.

ARTICLE 85. At the established intervals, the volume or quantity consumed or discharged by users shall be settled by the Service staff, after reading the meters. In cases where the subscriber does not live in the building, they must have a representative who has the key to the meter at the disposal of those in charge of the Service and is responsible for the corresponding consumption notes.

To streamline management and administration system of the Service, the aforementioned settlements shall be made on a quarterly basis. Notwithstanding the foregoing, in particular, and in order to avoid an excessive increase in the amounts to be paid for water supplies, billing shall be monthly for all those subscriptions in which any of the following circumstances apply:

In the case of properties supplied by virtue of an independent contract, provided that it corresponds to industrial or commercial subscriptions, and whose average consumption over the last five years is equal to or greater than 1,200 m³/year.

ARTICLE 86. The collection of the amount of the bill for discharged and purified water shall preferably be made by direct debit at Savings Banks or Banks, or failing this at the Service offices, and those who currently have another payment system must adopt one of these methods within one year.

Failure to pay bills on time will give rise to a suspension of supply, subject to compliance with the regulations that exist for such cases, without prejudice to collection by administrative or judicial means that may apply.

ARTICLE 87. Anyone who has been deprived of the use of water due to failure to make any payment, either for the price of the water, or for the material or work carried out by the Service, and who wishes to regain the use of water, shall first pay not only the amount owed, but also all the expenses necessary to re-establish the service.

ARTICLE 88. Applicants for supply or discharge shall lodge deposits in accordance with the scales indicated in the corresponding Bylaws.

ARTICLE 89. The deposits thus constituted shall be returned at the request of a party when the supply is cancelled, deducting any unpaid amounts of any nature whatsoever.

ARTICLE 90. The costs of the public deed, should any of the parties so require, including a certified copy for the Service, as well as taxes, levies or duties of any kind, created or to be created, in favour of the State, Autonomous Community, Province or Municipality, accrued both for the Subscription Policy and for the consumption made under the same, its appendices or incidents, shall be borne by the subscriber, and their amount shall be added to the current rate, unless they are already included in the same.

ARTICLE 91.

1. The Service is obliged to attend to the public with the utmost correctness and speed, trying at all times to satisfy the needs of the population through constant attention to the problems of water supply and distribution.

2. Any person wishing to make a complaint against the employees of the Service or against any anomaly they consider in the operation or decisions, may do so by submitting a written complaint to the central offices of the Service, where a copy will be returned to them after being stamped.

In any complaint that may be made regarding non-compliance with the conditions of the supply, the claimant must prove that he/she is the holder, or the agent of the holder, of the supply contract.

Once the claim has been processed, the signatory will be informed of the resolution adopted.

If the claimant is not satisfied with the resolution given by the Service to the claim, they may use the applicable legal remedies according to the subject matter of the claim.

ARTICLE 93.

1. The subscriber must pay in cash at the Service offices, or by means of a bank or savings bank, the amount for the water supply, sewerage and, where appropriate, purification service presented by the Service, as well as the amounts for monitoring and maintenance of meters. All payments must be made by the subscriber against delivery of the corresponding bill and the subscriber shall refrain from numbering under any pretext, form or denomination, the agents or operators of the Service.

2. If the subscriber resides outside the Municipality, they must authorise the Service to collect the bills through a bank or savings bank.

ARTICLE 94. The Service shall not be liable for any damages caused to users as a result of works to modify or extend the network, due to accidents or repairs to the sewerage installations, or for any other reason beyond the Service's control.

Users who use necessary equipment that could be damaged as a result of an unforeseen interruption in the supply must install a tank of sufficient capacity and take the necessary measures.

ARTICLE 95. Subscribers or users must, in their own interest, immediately inform the Service of all events that may occur as a result of a fault in the general sewerage network, either in their own property, in the immediate vicinity or on the public highway, as well as in cases of flooding of basements at ground level.

ARTICLE 96. All users of wastewater discharged into the municipal network shall avoid any elements or products that could damage the network or installations of the Service or third parties.

To this end, when an industry applies to the Service for a discharge, it must declare in its application whether the wastewater it produces contains harmful elements or has characteristics that may be hazardous.

ARTICLE 97. In accordance with the provisions of Article 6 of Title III, the petitioner shall submit to the Service a study of the corrective installations they consider appropriate.

Once these installations have been approved and executed, the applicant shall be responsible for their upkeep and operation, and must carry out any modifications ordered by the Service, at their own expense, in order to comply with the general regulations.

ARTICLE 98.

1. Any serious fault in the use of the service provided shall be sufficient cause for immediate termination of the Subscription Policy. In the cases in which it is foreseen in the regulations, the Service must communicate or request the pertinent authorisation from the Town Council or competent authority.

2. The following acts shall constitute serious misconduct:

a) Abusing the agreed supply, consuming flows disproportionate to the subscriber's usual activity, without just cause.

b) Using the water for purposes other than those agreed upon.

c) Supplying water to third parties without authorisation from the Service, either free of charge or for consideration.

d) Mixing the water of the Service with other waters.

e) Remunerating employees of the Service, even for work carried out by them on behalf of the subscriber, without the Service's authorisation.

f) Not allowing the entry of personnel authorised by the Service to check the installations, the refusal having been recorded before an agent of the Authority or before a witness, during hours of normal contact with the outside.

g) Tampering with the keys of manholes located on the public thoroughfare, without just cause, whether or not they are sealed.

h) Engaging in acts that may disrupt the regularity or mediation of consumption.

i) Failure to pay the amount of water and services, unless there is an ongoing claim, which must be formalised in accordance with the law and with a guarantee for the unpaid amount, in which case the claim must wait for it to be substantiated.

j) Disregarding requests that the Service addresses to subscribers, so that they correct the defects observed in their installation, which must be dealt with within one month, unless a different period is indicated.

k) Any other acts and omissions which the legislation in force also considers to be serious misconduct.

l) Not allowing the reading of meters or analysis of discharges.

m) Altering the characteristics of the discharges without prior knowledge of the Service.

n) Providing false data for profit.

o) Using the service connection of one property to discharge waste from another.

p) Any act or omission that violates the provisions in force on the matter, police and good governance rules, municipal agreements, banns and decrees of the Mayor's Office and provisions of the service.

q) The enjoyment of a discharge without having carried out the contracting of the same, or without complying with the provisions of the Bylaw on discharges.

3. The acts or omissions that are not as serious as those set out in the previous section shall be brought to the attention of the competent authority so that it may proceed in this regard.

4. The costs arising from the removal of the reconnection shall be borne by the subscriber.

ARTICLE 99.

1. The facts that may constitute fraud will give rise to a case file that shall be processed judicially or administratively.

Without prejudice to the foregoing, the water fraudster shall always be obliged to pay the amount of a volume of water double that estimated to have been defrauded. The estimation of the volume defrauded will be carried out according to the procedure in force for the determination of water settlements.

2. The facts that could constitute a criminal offence (such as breakage of seals, destruction of facilities, water pollution and others specified in the Criminal Code), shall be brought to the attention of the Examining Court.

ARTICLE 100. The Service shall always inform the subscriber of the details of these Regulations, the details of rates and all kinds of resources and guarantees that protect the user's rights.

ARTICLE 101. The Service may refuse the contracting of a discharge or the installation of service connections to anyone who has an unpaid amount with the same.

ARTICLE 102. In the case of fraud, the Service shall proceed in accordance with the provisions of the corresponding Tax Bylaw, notwithstanding the civil and criminal actions it may be entitled to take.

TITLE VIII. DAMAGES TO THIRD PARTIES

ARTICLE 103. The subscriber is the sole party responsible for any damages that may be caused to third parties to their property and rights as a result of the supply.

TITLE IV. COMPLAINTS

ARTICLE 104.

1. Claims, doubts or interpretations of the conditions of the sanitation services and all matters related to the Subscription Policy shall be resolved administratively by the relevant Body. The appeals must be submitted to the corresponding Agency by means of a receipt.

2. Independently, it is up to the Courts of Justice to intervene in all matters within their jurisdiction.

TITLE X. JURISDICTION

ARTICLE 105. The subscriber and the Service submit to the Courts of Denia for the purposes of the contract-policy.

FINAL PROVISIONS

ONE. As from the entry into force of these Regulations, all properties or installations with water supply contracts shall be subject to the surcharges or rates applied in relation to sewerage or wastewater treatment, unless they can justify that they are not connected to the sewerage network, as they are located in an area not served by it.

TWO. As determined by the Corporation, as from the entry into force of these Regulations, all buildings shall, in principle, be adapted to the technical requirements set forth herein.

THREE. All that is established in these Regulations is understood without prejudice to the powers legally attributed to Calpe Town Hall, and other public entities that have jurisdiction over the matter.

Calpe, 3 June 1994.

The Mayoress, Violeta Rivera Parra.

