



Kymen Vesios Oy

General Contract and Delivery Terms



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1. GENERAL DELIVERY TERMS AND DEFINITIONS

GENERAL TERMS OF DELIVERY

1.1 Scope

These General Contract and Delivery Terms of the Water Supply Company refer to the general conditions attached to the customer's contract, concerning the connection to the Water Supply Company's network as well as the supply and use of the Water Supply Company's services.

These General Contract and Delivery Terms apply to the supply of water. The terms also apply to stormwater drainage, if the Water Supply Company takes care of it. These General Contract and Delivery Terms shall be followed at their relevant points even when they only concern the property's water supply or the drainage of sewage or stormwater.

An industrial facility or other business operator shall enter into a separate industrial wastewater agreement with the Water Supply Company, if the quality of the wastewater differs from ordinary residential wastewater.

The terms and conditions of the general terms of delivery regarding service suspension, errors and price reductions, and compensation for damages shall be applied in the contractual relationship between the Water Supply Company and non-consumer customers to the extent to which it has not been agreed otherwise. Unless otherwise stated below, the terms and conditions concerning consumers shall apply only to personal customers defined in section 1.10.

1.2 Entry into force

When a decision to introduce or change the new General Contract and Delivery Terms has been made, the Water Supply Company shall send the delivery conditions to customers at least three months before the new General Contract and Delivery Terms come into force.

These General Contract and Delivery Terms supersede previous general terms of delivery for water supply and stormwater drainage.

1.3 Order of precedence

When defining rights and obligations, documents shall take precedence in the following order: binding legislation, official regulations based on legislation, contract with its terms and conditions, General Contract and Delivery Terms, Water Supply Company's fee or price list, and service fee price list.

DEFINITIONS

1.4 Water Supply Company

The Water Supply Company is the facility referred to in section 3, paragraph 3 of the Water Supply Act (*vesihuoltolaki*) which takes care of the community's water supply in the operating area approved by the municipality.

1.5 Water supply

Water supply refers to water procurement, i.e. water management, treatment and delivery for use as domestic water, as well as wastewater removal and treatment (sewerage) to the extent agreed upon between the Water Supply Company and the customer.

1.6 Stormwater drainage

Stormwater drainage refers to the drainage of stormwater and foundation drainage water through the Water Supply Company's stormwater drain as well as the treatment of this water to the extent agreed between the Water Supply Company and the customer.

1.7 Drainage

The abbreviation "sewerage" is used in these terms of delivery for the discharge and treatment of wastewater referred to in section 1.5 above.

The abbreviation "drainage" is also used in these terms of delivery for stormwater drainage, which is defined above in section 1.6, unless otherwise stated below.

Unless otherwise stated, these delivery conditions shall apply to the stormwater drainage of a property if the property is connected or is about to be connected to the Water Supply Company's stormwater drainage system.

1.8 Customer

The customer refers to the owner of the property, the property leaseholder, or another party that is the contracting party of the Water Supply Company.

1.9 Subscriber

Subscriber refers to a customer who is the owner or leaseholder equal to the owner of a property connected or to be connected to the Water Supply Company. The subscriber also means a transferee to whom the contract has been transferred when the owner of the property or its leaseholder equal to the owner changes.

1.10 Consumer

Consumer refers to a customer defined in Chapter 1, Section 4 of the Consumer Protection Act (*kuluttajansuojalaki 38/1978*), who is a natural person and who enters into an agreement with the Water Supply Company to connect to or use the Water Supply Company's services principally for a purpose other than running a business. To the extent that it is not specifically stated otherwise, the conditions concerning the customer shall also apply to the consumer. In the conditions that apply only to the consumer, the reference is to the consumer instead of the customer.

1.11 Property leaseholder

The leaseholder or other party of the property (hereafter property leaseholder) means a customer who controls a property or building connected to the Water Supply Company's network on the basis of a lease agreement with the subscriber, for example as the main tenant of the subscriber's industrial or residential property.

1.12 Connection point

The connection point refers to the point at which the water lines of the property connect to the public water lines.

1.13 Connection boundary

At the connection boundary, the maintenance obligation of the Water Supply Company for the water supply and sewer network shall end and the maintenance obligation of the property for the water and sewer systems (KVV equipment) shall begin.

When determining the connection boundary, the Water Supply Company shall follow Section 12 of the Water Management Act (*vesihuoltolaki*) and its detailed justifications (HE 218/2013).

1.14 Public lines and lot pipes

A public line means a line along which water is led to lot pipes or to which wastewater or stormwater is led from the lot pipes. A public line is generally located in a street area or other public area. A public water main can be called a distribution main, and a public sewer pipe can be called a collector sewer.

Lot pipes include the lot water line and lot sewers along with their associated valves. The lot water line is the line for domestic water supply that is installed between the connection point and the property's water meter. The lot sewer is the drain between the connection point and the building, which is installed to carry wastewater (wastewater lot drain). A lot sewer is also a drain installed between the connection point and the property's stormwater system to conduct stormwater and foundation drainage water (stormwater property drain).

1.15 KVV equipment

The property's water and sewerage equipment (KVV equipment) is the property's equipment for managing domestic, extinguishing, waste and stormwater as well as foundation drainage water.

1.16 Sewer ventilation duct

A sewer ventilation duct is a pipe specified in legislation or in regulations and instructions given by the authorities to equalize pressure fluctuations in the sewer and to ventilate it. At least one ventilation duct leading to the outside air shall be installed per building.

1.17 Area of operation

The area of operation is the area approved by the municipality and referred to in section 3, paragraph 3 of the Water Supply Act (*vesihuoltolaki*), within which the Water Supply Company provides water supply in accordance with the provisions of the Water Supply Act.

1.18 Sewage water

Sewage water refers to wastewater that is led from the property to the Water Supply Company's wastewater sewer. Sewage water also means stormwater and drainage water from foundations that is led or flows from the property to the Water Supply Company's sewer.

The abovementioned definitions of the type of water received are determined at any given time by which water/waters are led from the customer's property to the Water Supply Company's sewer.

1.19 Sewer

Sewer refers to a sewage drain. Sewer also means a stormwater drain when the Water Supply Company takes care of stormwater drainage.

A separate sewer refers to a wastewater sewer that only conducts wastewater. In addition, a separate sewer refers to a stormwater sewer where only stormwater and drainage water from the foundations are conducted. A combined sewer refers to a wastewater sewer in which the Water Supply Company's wastewater, stormwater, and drainage water from the foundations are conducted in the same sewer.

1.20 Stormwater

Stormwater is rainwater or meltwater that collects on the surface of the ground, the roof of a building or other similar surfaces in a built-up area. What is said about stormwater in these terms of delivery shall also apply to foundation drainage water, i.e. drainage water.

1.21 Fees, price list, service fee price list

The fee or price list refers to a document that states the fees that the Water Supply Company charges for connecting to the company's network and for water supply and/or stormwater drainage. In addition, the Water Supply Company may have a separate service fee price list for other services that it offers.

2. CONNECTION

2.1 Identification of the connection boundary and connection point

The connection boundary and connection point shall be identified in the connection point notification, i.e. the connection statement, given to the subscriber by the Water Supply Company. When making a new contract or updating the contract, the connection boundary and connection point shall also be noted in the contract or its appendix.

2.2 Stormwater separation

A property that connects or has been connected to the Water Supply Company's wastewater sewer shall also connect to the Water Supply Company's stormwater sewer within a reasonable time given by the Water Supply Company, if the Water Supply Company manages the area's stormwater drainage.

If the Water Supply Company changes or has changed a combined sewer system to a separate sewer or no longer accepts stormwater into the wastewater sewer according to Section 17 d of the Water Supply Act (*vesihuoltolaki*), the Water Supply Company shall notify the property of a reasonable time during which the property shall undertake to separate the wastewater and stormwater and connect to the Water Supply Company's separate wastewater and stormwater drains.

If the Water Supply Company does not handle stormwater drainage in the area, but there is another facility that does, the subscriber shall arrange to connect to this facility's stormwater drainage as described above.

Regardless of what is stated above in this section about connection, the property does not need to be connected to the Water Supply Company's stormwater sewer if the connection obligation referred to in the Water Supply Act does not apply to it due to an exemption granted by the authorities, or for some other reason.

If the property is not obliged to connect to the Water Supply Company's stormwater sewer, the property shall take care of handling its stormwater in another way. If there is in the area a municipal stormwater sewer or other municipal stormwater system referred to in the Land Use and Building Act (*maankäyttö- ja rakennuslaki*), the property shall arrange with the municipality to divert its stormwater to said system, unless the stormwater can be treated on the property or authorities decide otherwise.

Conveying stormwater and wastewater in the same sewer shall be considered wastewater drainage. When stormwater is discharged in the same sewer as wastewater, the Water Supply Company shall be authorised to charge an increased fee as stated in the Water Supply Company's fee or price list.

2.3 Connection application/statement

In the connection application, the subscriber shall provide information on the location of the property, its purpose of use, the building rights of the property or plot, an estimate of water consumption and the quantity and quality of sewage, as well as any other reports separately defined by the Water Supply Company that are necessary for the consideration of the matter.

In the connection boundary notification, i.e. connection point statement, the Water Supply Company shall indicate the connection boundaries for the water mains and/or sewers, the connection points and the overflow levels of the sewers.

The subscriber shall submit the plans for the lot pipes as well as for their material, size and connected equipment to be approved by the Water Supply Company before installation, if they deviate from the connection point statement.

2.4. Additional connection

The Water Supply Company shall only be obliged to make one connection per property. If, for reasons beyond the Water Supply Company's control, further lot connections must be built for the property, an additional connection fee shall be charged according to the price list. For additional connections, the connection boundary may be different from other connections.

2.5 Joining outside the operating area

When the property is located outside the operating area, the Water Supply Company can enter into an agreement for water supply and/or drainage, if the subscriber undertakes to pay for and maintain the lines from the Water Supply Company's water line or sewer to the property.

What is stated in this section also applies to connection to the Water Supply Company's stormwater sewer when the property is located outside the operating area, or outside the area referred to in section 17 a of the Water Supply Act (*vesihuoltolaki*), once the municipality has decided on said area.

2.6 Joining with special conditions

The Water Supply Company shall decide on a case-by-case basis the conditions of connection of a temporary subscriber, or the conditions of connection of a factory, facility, company, shop or other subscriber referred to in section 10, paragraph 2 of the Water Supply Act (*vesihuoltolaki*), which, due to its water consumption or the quality or quantity of the sewage it leads to the sewers, could hinder the operation of the Water Supply Company.

Unless otherwise agreed or due to circumstances, these General Contract and Delivery Terms shall apply between the abovementioned subscribers and the Water Supply Company in their applicable parts. Where necessary, the Water Supply Company shall have the right to define the terms of the contract as deviating from or supplementing these General Contract and Delivery Terms.

3. AGREEMENT

3.1 Water supply contracts

The water supply contracts comprise the connection and usage agreement and a separate usage agreement.

The connection and usage agreement concerns the connection of the property to the Water Supply Company's network and the supply and use of the Water Supply Company's services. The parties of the contract are the subscriber and the Water Supply Company. The usage agreement concerns the supply and use of the Water Supply Company's services. Its parties are the property leaseholder and the Water Supply Company. The agreements are concluded in writing or electronically.

The Water Supply Company shall have the right to refer to the contract it has made with the customer irrespective of what the subscriber and the property leaseholder have mutually agreed on regarding the property's water supply or stormwater drainage.

3.2 Connection agreement

When the Water Supply Company has accepted the connection application or issued a statement on the matters defined in section 2.3, an agreement on connection and usage shall be made between the subscriber and Water Supply Company (connection and usage agreement).

In the connection point statement, the Water Supply Company shall define the overflow height for the property, i.e. the level to which sewage water can rise in the network. When making a new contract or updating a contract, the overflow height shall also be noted in the contract or its appendix. If the Water Supply Company has not specified an overflow height for the connecting property in the connection point statement, contract or its annex, the overflow

height of the wastewater sewer in separate drainage shall be the elevation of the crown of the sewer at the connection boundary of the lot sewer + 1,000 mm, and in mixed drainage and stormwater drainage, the surface of the street serving the property or of the ground + 100 mm at the connection boundary of the lot sewer.

If the subscriber drains premises below the overflow height, the Water Supply Company shall not be responsible for any inconvenience or damage caused by damming (sewage flooding). The customer shall protect their drained premises below the overflow height in order to avoid damage.

3.3 Usage agreement

A property to which a valid connection agreement pertains shall also have a valid usage agreement. The usage agreement between the subscriber and Water Supply Company shall be made at the same time and with the same document as the connection agreement and it shall be valid until further notice.

In exceptional cases, the usage agreement can also be made with the leaseholder of the property, provided the subscriber gives their written consent (lease agreement) and if the Water Supply Company has no receivables from the subscriber for overdue payments. In addition, the Water Supply Company shall have the right to require that the connection fee for the property has been paid before entering into the usage contract. If there are several leaseholders of the same property (other than the subscriber), a single use agreement shall be made with them.

When the validity of the usage agreement between the leaseholder of the property and the Water Supply Company ends with termination, the usage agreement between the subscriber and the Water Supply Company shall be followed without any other measures from the date of termination.

3.4 Changing the terms of the contract

The Water Supply Company shall have the right to amend the contract due to changes in legislation, decisions by authorities or essential changes in circumstances. In addition, the Water Supply Company shall have the right to make minor changes to the contractual terms that do not affect the essential content of the contractual relationship. Changes to payments are discussed below in section 4.2.

The Water Supply Company shall send the customer a notice well in advance of amending the contract about how and from what time the contract terms will change and what is the basis for the change. If the basis for the change is something other than a change in legislation or a decision of an authority based on it, the change shall not come into force earlier than one month after the notification has been sent.

3.5 Termination of the contract

3.5.1 Connection and usage agreement

The Water Supply Company shall have the right to terminate the connection and usage agreement if keeping the agreement in force is unreasonable due to the water consumption of the property or a substantial change in the quality or quantity of wastewater, stormwater or drainage water that is being drained from the property.

The Water Supply Company shall also have the right to terminate the connection and usage agreement when the use of the water supply service has ceased and the property has remained uninhabited other than temporarily and the Water Supply Company has not been notified of a different invoicing address and the invoices sent by the Water Supply Company have not been paid for at least three years. If the connection fee is refundable, the contract terms for refunding the fee shall be followed.

The subscriber shall have the right to terminate the subscription and usage agreement in the Water Supply Company's operating area only if the property has been granted an exemption from the obligation to connect based on section 11 of the Water Supply Act (*vesihuoltolaki*).

If the subscriber wishes their property to be disconnected from the network, it shall be agreed in writing with the Water Supply Company, and the subscriber shall pay the costs arising from the measures.

If, in this case, the subscriber terminates the contract for water supply services with the Water Supply Company and maintains the contract for sewage services, the Water Supply Company shall disconnect, at the subscriber's expense, the subscriber's water equipment from the network. The basis for the usage fee for the sewage system shall be the metering of water according to section 5.2, or estimated annual consumption.

When the connection agreement ends, the usage agreement for the property shall also end.

What has been stated above in this section shall not prevent the Water Supply Company from terminating the connection and use agreement if the property connected to the Water Supply Company's network is left outside the Water Supply Company's operating area due to the reduction of the operating area. However, termination of the contract due to the reduction of the operating area requires that the property's water supply can be secured as stipulated in Section 8a and Section 24, paragraph 5 of the Water Supply Act (*vesihuoltolaki*).

3.5.2 Usage agreement

The Water Supply Company shall have the right to terminate the usage agreement if the water supply service has been suspended based on section 3.13 of these terms and conditions and keeping the agreement in force is unreasonable. In addition, the usage agreement ends without notice when the connection agreement is terminated.

A customer other than the subscriber must terminate the usage agreement they have entered into with the Water Supply Company when giving up the management of the property. The customer shall inform the Water Supply Company of the termination of the usage agreement no later than two weeks before the desired end date of the agreement. If the agreement is not terminated, it shall end at the latest when the connection agreement is terminated.

The connection and usage agreement between the subscriber and the Water Supply Company shall be followed from the date of termination of the property leaseholder's agreement.

3.5.3 General conditions

When the customer has the right to terminate the agreement with the Water Supply Company, the termination shall be done in writing or electronically no later than two weeks before the desired end date of the agreement. The customer shall also inform the Water Supply Company of the meter reading of the end date of the contract.

At the end of the connection and usage agreement, the Water Supply Company shall have the right to disconnect the property's equipment from its network at the subscriber's expense. When the property leaseholder's usage contract ends, the Water Supply Company shall have the right to disconnect the property's equipment from its network at the leaseholder's expense, if the subscriber's connection and usage agreement is not in force. Termination of the agreement shall not release the customer from fulfilling their payment obligations or from compensation of damages they have caused.

The Water Supply Company shall not be held responsible for any damage caused by water or sewage to the customer, the property or a third party after the end of the agreement.

3.6 Making a new agreement after the end of the agreement

If, after the end of the connection and usage agreement, the property is to be supplied with water, or if sewerage is to be piped therefrom, the subscriber and the Water Supply Company shall make a new connection and usage agreement.

The condition for making a new contract is that the subscriber pays the subscription fee according to the price list.

3.7 Notification of changes

The subscriber shall inform the Water Supply Company if the building right of the property/lot changes or if additional buildings or building extensions are built that exceed the building right.

The subscriber shall also inform the Water Supply Company if the purpose of use of the property changes, its water demand or the amount of sewage increases, or the quality of its sewage changes substantially from what was agreed when the property was connected.

The subscriber shall undertake to inform the Water Supply Company of the aforementioned changes even when the property is used by a party other than the subscriber.

3.8 Making a new contract due to a change in the purpose of use of the property, expansion, etc.

If the purpose of use of the property or part of it changes substantially or in such a way that section 2.5 should apply to the connection to the property, or the permit conditions set by the authorities regarding the concentrations and quantity of sewage change, or if changes in legislation or national regulations, instructions or permit conditions otherwise require, the customer shall be obliged to enter into a new agreement with the Water Supply Company. In addition, the customer shall be obliged to enter into an agreement with the Water Supply Company corresponding to the changes from the extension or additional construction referred to in section 3.7 above.

3.9 Transfer of agreement

The subscriber shall inform the transferee of overdue payments before the transfer of the property is agreed upon.

The subscriber shall inform the Water Supply Company in writing or electronically of the transfer of the property within one month of the handover date. The subscriber shall include in the deed of transfer a condition under which the subscriber's contract is transferred to the transferee, and based on which the transferee undertakes to comply with all of its terms.

The transferee shall become a contracting party when the Water Supply Company has approved the transfer of the contract. The Water Supply Company shall notify the transferee of the acceptance of the transfer.

Acceptance of the transfer requires that the connection fee has been paid and the other terms of the agreement have been fulfilled, or that the transferee has expressly accepted the abovementioned obligations. Otherwise, the transferee shall be considered a new subscriber, with whom a new connection and usage agreement shall be made, and who shall be charged a connection fee.

In this section, transfer of the property means a measure based on which the owner of the property or its leaseholder equal to the owner changes.

3.10 Responsibility for obligations

A subscriber shall not have the right to transfer their payment or other obligations based on the agreement to a tenant or third party without the Water Supply Company's approval. Regardless of termination, transfer or the conclusion of a new contract, the customer shall be obliged to fulfil the payment or other obligations according to their contract.

When the subscriber is responsible for a tenant's or a third party's water supply payments based on their contract, the Water Supply Company shall notify the subscriber of a substantial delay in payment, unless the neglect has been corrected within a reasonable time after a payment reminder.

3.11 Water Supply Company's right to transfer the contract

If the Water Supply Company ceases to operate in the area, or the water or sewer network is handed over to another owner, or other comparable reorganizations take place, the Water Supply Company shall have the right to transfer the contract between the Water Supply Company and the customer to another owner with the rights and obligations valid at the time of transfer. The transferee shall notify customers of the transfer at the latest with the first invoice, but the transfer shall be valid irrespective of the notification.

3.12 Suspension of service

Conditions for suspension of service

The Water Supply Company shall have the right to suspend the supply of water and the receipt of wastewater, stormwater and foundation drainage water, and to separate the property's water and sewerage equipment (KVV equipment) from the Water Supply Company's water line and/or sewer, if

a) the customer, despite a written notice, does not ensure that the KVV equipment is in the condition required by the provisions and other regulations mentioned in section 8.2 and does not, within a reasonable time set by the Water Supply Company, carry out the measures required by the Water Supply Company to remove disturbances that damage or may damage the Water Supply Company's equipment or may adversely affect the quality, quantity or pressure of water or sewage.

b) the customer embezzles or attempts to embezzle water, breaks the seal of a water meter without permission, or uses water and does not enter into an agreement with the Water Supply Company, or allows another property to be connected to their lot water pipe or sewer without agreement with the Water Supply Company.

c) despite a written reminder, the customer substantially neglects their payment obligation. However, the supply of water and the receipt of sewerage shall not be suspended for a consumer or a small residential property, if the unpaid payment or several payments of such a customer do not total at least 300 euros, or if at least three months have not passed since the due date of the oldest unpaid invoice.

In this section, a small residential property shall refer to a single-family house or a semi-detached or terraced house in the form of a housing association, where two or more consumer households live.

d) the customer otherwise materially violates or neglects their obligations arising from legislation, official regulations issued on the basis of legislation, or the contract.

e) a customer other than a consumer has been declared bankrupt and the bankruptcy estate does not enter into an agreement with the Water Supply Company regarding the payment of receivables arising after the declaration of bankruptcy, or the property is in foreclosure for the debts of the subscriber and a guarantee for making payments has not been given.

3.13 Implementation of suspension

The Water Supply Company shall have the right to suspend the supply of water and the reception of sewage no earlier than five weeks after the customer has first been notified of the threat of suspension and the negligence or breach of obligations has not been corrected in time before the announced suspension date.

However, if the activity is likely to cause immediate danger or significant harm to the operation of the Water Supply Company or to health or the environment, or if a customer other than a

consumer has been declared bankrupt, the Water Supply Company shall have the right to immediately interrupt the supply of water and the receipt of sewage.

The delivery of the service can also be temporarily suspended at the customer's written request. Suspension must be requested, if possible, no later than two weeks before the desired suspension time in writing. If the customer wishes to maintain the possibility of using the water supply service despite the interruption they have requested, the customer shall pay the applicable fees according to the fee/price list of the Water Supply Company.

The Water Supply Company shall not be responsible for any damage, inconvenience or loss of benefits caused by the interruption of water supply and/or the interruption of drainage and sewage reception due to disconnection from the network.

Interrupting or terminating the service shall not release the customer from fulfilling their payment obligations nor from compensating damages they have caused.

3.14 Special condition for consumers

When the customer is a consumer referred to in section 1.10 of these terms of delivery, the following condition also applies to the customer in the case of non-payment:

If the failure to pay is caused by the consumer's payment difficulties, which they have encountered due to serious illness or unemployment or other comparable special circumstances, mainly through no fault of their own, and the customer has notified the Water Supply Company of such payment difficulties, the supply of water and the receipt of sewage may be suspended at the earliest ten weeks after the customer has been notified of the threat of suspension for the first time.

The consumer shall inform the Water Supply Company in writing of the circumstance preventing the payment of the invoice as soon as it is known to the consumer. The notification shall not release the consumer from their payment obligation.

3.15 Resumption of delivery after suspension

When the provision of the service has been suspended for a reason other than the customer's request, the provision of the service shall continue after the reason for the interruption has been removed, provided that the connection and usage agreement is still valid. However, the Water Supply Company shall not be obligated to continue providing the service until the customer has paid the fees and costs incurred from written notices or other notices and from other measures related to interruption and reconnection, as well as any receivables due to the Water Supply Company.

When the delivery of the service has been suspended at the customer's request, the condition for the continuation of the delivery of the service is that the customer shall compensate the Water Supply Company for the costs of suspending and starting the service as well as for any costs incurred for disconnection from the network and reconnection to the extent that they have not been reimbursed in connection with the suspension.

4. PAYMENTS

4.1 Water Supply Company fees

The Water Supply Company shall collect fees specified in the fee or price list and service fee price list.

4.2 Payment changes

The Water Supply Company shall have the right to change its fees and fee structure if the reason for the change is one of the following:

- a change in legislation or a decision of an authority based on it

- other special reason after circumstances have changed substantially

In addition, the Water Supply Company shall have the right to change its fees and fee structure so that the content of the contract as a whole does not materially change, if the reason for the change is one of the following:

- renewal of pricing and contract systems
- a change in the plant's operating, renovation and new investment costs, considering that according to the Water Supply Act (*vesihuoltolaki*), all costs of the plant must be covered by fees
- costs arising from environmental and health protection, the use of natural resources, land use restrictions or changes in these costs

In addition, the Water Supply Company shall always have the right to make minor changes to the fees and fee structure that do not affect the main content of the contract.

4.3 Notification of changes in fees and fee structure

The Water Supply Company shall inform the customer about changes in fees and the basis for the changes, as well as a change in the fee structure, at least one month before the changes take effect. The notification must be made in a clear and easily perceptible way and it can, for example, be sent with the invoice as a separate notification to the customer's invoicing address or as a separate notification to the mailing address.

If the customer's invoices are sent to an online bank, the Water Supply Company shall also send a notification to the postal address of the property.

5. METERING

5.1 Water consumption and amount of sewage

Water consumption shall be determined with a water meter installed by the Water Supply Company or, in exceptional cases, with an estimate performed by the Water Supply Company.

The customer shall monitor their water consumption and its changes. The customer shall be sufficiently aware of the amount of sewage water to be led from the property to the sewer and shall notify the Water Supply Company of such changes that have occurred on the property that significantly affect the amount of sewage water.

5.2 Installing the meter

The Water Supply Company shall install a water meter for each water connection. The water meter shall be owned by the Water Supply Company, unless otherwise agreed. The Water Supply Company shall determine the types of water meters. The size of the water meter shall be determined according to the dimensioning of the property's HVAC designer. The work and supplies required by the installation, including the valves, connecting fittings etc. shall be paid by the subscriber, whose property they remain.

The Water Supply Company shall not be required to install a meter for stormwater invoicing, but shall have the right to estimate the amount of stormwater to be led from the property to the Water Supply Company's sewer. The Water Supply Company shall have the right to invoice the base stormwater fee based on the size of the water meter.

The prerequisite for connecting to the wastewater sewer is the metering of the customer's water consumption. At the subscriber's expense, the Water Supply Company shall install a water meter to determine the property's water consumption for invoicing the amount of wastewater, even when the property is only connected to the sewer and draws water from its own water source. However, the Water Supply Company shall not be required to install a water meter if the water consumption is low for a special reason or if the Water Supply Company estimates the property's water consumption for another exceptional reason.

5.3 Water meter room

The customer shall be obliged, free of charge, to reserve a space for the water meter that is built according to official instructions, warm, and equipped with a floor drain. However, for a special reason, a space without a floor drain can be reserved for the water meter. In this case, the customer shall be responsible for damages caused by the water meter, if they are not the result of an error by the Water Supply Company.

The Water Supply Company shall not be responsible for damages caused by a meter room built and maintained contrary to the instructions of the authorities, or damages caused by the absence of a floor drain.

Devices that may interfere with a remotely readable water meter's data transmissions shall not be placed on top of or in the immediate vicinity of the meter. Furthermore, the customer shall not disrupt or endanger the data transfer with any other actions.

5.4. Access to the customer's property due to actions related to the meter

The customer shall ensure that the Water Supply Company can carry out without hindrance all measures related to the reading, installation, maintenance, replacement etc. of the meter. The customer shall agree with the Water Supply Company on the time at which the Water Supply Company can perform the abovementioned measures on the property. If the customer does not provide the Water Supply Company with unhindered access to the property and the meter room for carrying out the abovementioned measures, the customer shall be responsible for the resulting damages.

5.5 Meter reading

The Water Supply Company shall read the water meters as needed.

The customer shall submit the meter readings necessary for invoicing at the times specified by the Water Supply Company. In the event that the meter reading has not been delivered within the deadline and the reading has not been separately agreed otherwise with the Water Supply Company, the Water Supply Company shall have the right to invoice based on an estimate or to charge a reasonable compensation based on the service fee price list for the reading performed. The customer may be subject to a water cut if the meter reading has not been reported in the last three years.

The customer shall be obliged to notify the Water Supply Company of information on water consumption and any changes that affect the water supply, as well as to notify or allow the water utility to notify a separate sewer utility of the amount of water consumption of the subscriber.

The Water Supply Company shall have the right to arrange the remote reading of water meters. To organize the reading, the Water Supply Company shall have the right to install and use equipment installed on the property that is required for the reading.

5.6 Maintenance

The water meter shall be maintained by the Water Supply Company at its own expense. If the water meter is damaged for reasons attributable to the customer, the Water Supply Company shall have the right to invoice the customer for the costs incurred for replacement, maintenance and repair of the meter.

Only the Water Supply Company shall have the right to install, repair, remove, connect or inspect the water meter and to break its seal.

5.7 Temporary meter removal

If the customer wishes the Water Supply Company to remove the water meter for the duration of a temporary outage due to freezing, work being performed on the property, or other danger, the Water Supply Company shall remove the meter and reinstall it subject to compensation

based on the service fee price list. The customer shall request the removal of the meter in writing or electronically at least two weeks before the deadline.

5.8 Metering accuracy

Metering accuracy shall be subject to the regulations of the Finnish Safety and Chemicals Agency or any other official body that holds jurisdiction over the matter according to current applicable legislation. A water meter shall be deemed to read correctly if the measurement error upon inspection is less than $\pm 5\%$ at a load that is approximately equivalent to the nominal flow, unless applicable regulations specify otherwise.

If the consumption data of a remotely readable water meter received via the telecommunications network differs from the reading on the meter, the reading on the meter shall be considered correct when no fault can be found in the meter upon inspection.

5.9 Inspection

The Water Supply Company shall undertake to inspect the water meters used by the Water Supply Company in the manner prescribed by law or by a decree or decision issued pursuant to the law.

Unless otherwise stipulated, the Water Supply Company shall have the right to inspect the water meters at its own expense at regular intervals or when replacing them.

In addition, the Water Supply Company shall inspect the water meter upon written request by the customer. The customer shall have the right to be present at the inspection. A report shall be made of the procedure.

If, in an inspection ordered by the customer, it is found that the water meter displays correctly in accordance with the regulations referred to in section 5.8 above, the Water Supply Company shall charge the customer the applicable, reasonable inspection fee that is valid at the time. Otherwise, the inspection costs shall be paid by the Water Supply Company.

If the meters are not checked at regular intervals or in connection with replacement and it is later determined that the meter has measured incorrectly and the customer has been charged an excessive usage fee because of this, the Water Supply Company shall issue the customer the refund referred to in section 6.3 below. In this case, the meter shall be considered to have measured incorrectly if the next reading indicates that the customer's annual consumption has changed substantially since the meter was replaced and there has been no change in the property's conditions or KVV equipment.

6. INVOICING

6.1 Invoice

The invoice shall state with sufficient clarity the consumption data and unit prices used as the basis for invoicing, the invoicing period and the fees charged for additional procedures.

At the customer's request, the Water Supply Company shall revise invoicing based on estimated consumption, when there has been a substantial change in the circumstances underlying the estimated invoicing or when there is another justified reason for the revision.

The Water Supply Company shall invoice the customer at least once a year. The Water Supply Company shall be entitled to invoice usage fees in instalments based on water meter readings of the previous billing periods or on estimation, in which case the final payment shall be determined based on the actual consumption determined by a meter reading, or on actual consumption determined by a meter reading reported by the customer and requested by the Water Supply Company.

A meter reading that serves as the basis for a usage invoice shall always be rounded to a whole number (cubic meters) in accordance with the normal rounding rule.

The Water Supply Company shall reimburse the customer for overpaid amounts and invoice missing amounts. No interest shall be charged on the refund or additional debit. If the amount to be credited or collected is small, the Water Supply Company shall be entitled to credit or collect it in the next invoice.

6.1.1 Sending and paying the invoice

Invoices shall be sent to the invoicing address specified by the customer. Invoices shall be paid no later than the due date indicated on the invoice. There shall be at least three weeks between sending the invoice and the due date. If the customer is not a consumer, the contracting parties shall have the right to agree on a shorter due date. Based on the contract, the customer shall be responsible for the payment of the invoice even when it is sent to a third party at the customer's request.

6.1.2 E-Invoice

Section 6.1.2 applies only to those institutions and customers that have adopted e-invoicing. If the Water Supply Company has e-invoicing enabled, the customer may switch to using e-invoicing in their bank's e-invoicing service. The e-invoice shall be considered received by the customer when it has been delivered to the customer's online bank. The customer shall be responsible for processing and payment of the e-invoice. The Water Supply Company or the bank shall not be obliged to deliver an e-invoice in another format if the customer has e-invoicing in use.

6.2 Failure to pay

If the customer neglects to pay the invoice on time, late payment interest in accordance with the Interest Act (*korkolaki*) must be paid for the overtime. If the due date and the amount to be paid have been specified in advance, late payment interest shall be paid starting from the due date. If the due date and the amount to be paid have not been specified in advance, late payment interest shall be charged no earlier than 30 days after the date of sending the invoice. For sending each payment reminder, the Water Supply Company shall charge the fee specified in the service fee price list.

At least one payment reminder shall be sent to the customer before receivables are transferred to collection. A payment reminder shall be sent no earlier than two weeks after the due date of the invoice.

6.3 Refund / additional charge

The customer shall be entitled to submit notifications to the Water Supply Company regarding the invoice in writing, orally, or electronically. Submitting notification shall not exempt the customer from paying the invoice on time, except if the due date or amount of the invoice is clearly incorrect due to an obvious typographical error.

If the notification is found to be justified or the Water Supply Company otherwise finds that it has invoiced incorrectly, the Water Supply Company shall reimburse the customer or charge the customer the missing amount. No interest is paid on the refund or additional charge.

In the event of an invoicing, metering or meter reading error, the Water Supply Company shall be entitled to an additional charge and the customer shall be entitled to a refund. The Water Supply Company and the customer shall be entitled to claim receivables based on billing, metering or meter reading errors from a maximum period of three years.

However, the customer shall be entitled to claim receivables based on an invoicing, metering, or meter reading error of the Water Supply Company for the entire effective period of the error, but not for a period longer than ten years, if the time of the invoicing, metering, or meter reading error and its effect on invoicing can be ascertained afterwards.

Reimbursement or additional debiting shall be carried out in connection with invoicing or separately based on an assessment by the Water Supply Company derived from inspection of

the metering devices, the customer's previous consumption amounts or other information. No interest shall be paid on the additional debit or credit over the period of its accumulation. The customer shall be granted a reasonable payment period for the additional charge. If the customer does not pay the invoice caused by the additional charge within the allotted time, late payment interest according to the Interest Act (*korkolaki*) can be charged for the period after this.

6.4 Guarantee

When entering into a contract, the Water Supply Company shall have the right to demand of a customer, who is not a consumer, a reasonable guarantee or an advance payment for the payment of receivables based on the contract. In addition, the Water Supply Company shall have the right to require from the customer a guarantee, a supplement to an existing guarantee, or an advance payment in connection with the conclusion of the agreement and during the validity period of the agreement, if the customer has significantly neglected their payment obligation.

If the Water Supply Company has disconnected the customer from the network and/or cancelled the contract due to neglect of payments, the Water Supply Company shall be entitled to demand a guarantee for connecting to the network or concluding a new contract. For the aforementioned reasons the Water Supply Company shall also be entitled to demand a guarantee from a consumer.

The Water Supply Company shall have the right to require a customer, who is a consumer, to submit a reasonable guarantee, a supplement to an existing guarantee, or an advance payment in connection with the conclusion of the contract and during the contract's validity period, if the customer has significantly neglected their payment obligation. In addition, the Water Supply Company must have a compelling reason for its demand for a guarantee or advance payment when concluding the agreement and while it is in force. Such compelling reasons may include, for example:

The supply of water to the consumer or the receipt of sewage from the consumer has been suspended due to non-payment; or the Water Supply Company has overdue receivables from the consumer related to the supply of water or receiving sewage, the amount of which can be considered significant; or it is apparent from the consumer's credit information that the consumer is obviously unable to fulfil their contractual payment obligation.

When the customer is obliged to provide a guarantee or advance payment or supplement a guarantee based on the contract or these terms of delivery, and the customer does not do so within a reasonable time, this shall be considered a material breach of contract that may lead to suspension of service.

The amount of the guarantee or advance payment shall correspond to the estimated usage fee of no less than three months and no more than one year. The Water Supply Company shall not be liable for paying interest on the guarantee or advance payment.

Upon termination of the contract, the Water Supply Company shall return the guarantee to the customer immediately once the final invoice has been paid and any other obligations arising from the contract have been fulfilled. If the contract remains in force, the guarantee shall be returned no later than two years (one year for consumers) after it was submitted, unless the customer has substantially neglected their payments during the guarantee period. If the customer is not a consumer, the Water Supply Company and the customer shall be entitled to agree otherwise regarding the return of the guarantee.

If the customer has substantially neglected their payment obligations during the guarantee period and the guarantee has been used to cover the customer's payments, the remainder of the guarantee shall be returned at the end of the contract. Despite the return, the Water Supply Company shall be entitled to demand a new guarantee if the aforementioned negligence referred to in this section begins again.

Pre-agreed payments that are due later may be collected from the customer in advance. To the extent that the advance payment is not used to cover payments on their due date, the

Water Supply Company shall credit the customer the advance payment in the next invoices following the due date.

Instead of submitting a guarantee or advance payment, the Water Supply Company and the customer shall be entitled to agree on the payment of receivables due to the contract in advance. When returning to the usual payment schedule, the terms on returning the guarantee that are set out above in this section shall be applicable.

7. OPERATION OF THE WATER SUPPLY COMPANY AND INTERRUPTIONS

7.1 Operation of the Water Supply Company

The Water Supply Company shall supply domestic water in accordance with the quality requirements set by the authorities for domestic water, monitor the water quality in the network in a manner prescribed in the oversight monitoring program, and/or receive the subscriber's residential wastewater and other used water of similar quality and/or stormwater and foundation drainage water in accordance with the contract and these general delivery conditions.

The Water Supply Company shall operate in such a way that interruptions in water supply and sewage reception as well as fluctuations in water supply pressure or quality do not deviate from accepted practice in the field and from the regulations for health protection or other legislation.

The Water Supply Company shall undertake to maintain and equip its equipment in such a way that interruptions in water supply and sewage reception occur as rarely as possible. The Water Supply Company shall take measures in such a way that, in the event of an interruption of water supply and sewage reception, the interruption is as short as possible and causes as little inconvenience as possible, taking costs into account.

During water supply interruptions lasting more than 24 hours, the Water Supply Company shall organize the possibility of taking water from temporary water points.

If necessary, the Water Supply Company can issue instructions on how to prepare for interruptions in water supply or sewage reception, as well as on precautionary periods and procedures during and immediately following interruptions. The Water Supply Company shall not be responsible for damages caused to the customer, the customer's KVV equipment or third parties due to non-observance of instructions and caution periods.

7.2 Error

An error in water supply or stormwater drainage shall be considered to exist when the water quality or delivery method, or the Water Supply Company's service does not correspond to what can be expected based on the contract or regulations. A continuous or repeated interruption in the water supply or stormwater drainage shall also be considered an error.

A delay in connection work or in the start of water supply and/or sewage reception from the agreed time shall also be considered an error, if the delay is caused by the Water Supply Company and cannot be considered minor when considering the cause and circumstances.

However, an interruption caused by routine repair or maintenance work of the Water Supply Company's equipment, which lasts continuously for less than 12 hours and of which the customer has been notified in advance, shall not be considered an error. An interruption that can be considered minor considering the cause and circumstances of the interruption, or a disruption or interruption of the service due to force majeure shall also not be considered an error.

In general, it shall also not be considered an error if the Water Supply Company temporarily interrupts or limits water supply or sewage reception due to a reason caused by the customer or a third party, or due to another reason independent of the Water Supply Company. Such a reason can be, for example, the breakage of equipment or pipes necessary for water supply

or sewage reception, electricity supply interruption, disruption of water procurement, the supplying of extinguishing water, or another similar reason due to the actions of the customer or a third party. The Water Supply Company shall quickly take measures to continue water supply and sewage reception.

7.3 Price reduction

When there is an error in water supply or stormwater drainage, the customer shall be entitled to a price reduction commensurate with the error. The claim for a price reduction shall be submitted to the Water Supply Company within a reasonable time after the customer noticed the error or should have noticed it.

The following applies only to a consumer and for residential water supply:

If the error is based on a continuous interruption of water supply for more than 12 hours, the amount of the price reduction shall be no less than two percent of the consumer's annual base and usage fee. The Water Supply Company shall deduct the price reduction from the invoice after confirming the continuous interruption of the water supply. In addition to a consumer, what is said here shall also apply to a customer that is a housing corporation or other housing association, when the interruption concerns a property that is mainly used for housing.

In the calculation of the annual usage fee, the same meter reading shall be used that was the basis of the last balancing invoice sent to the customer. When calculating the annual base fee, the base water supply fees charged to the customer in the same period shall be used.

7.4 Force majeure

Force majeure shall refer to a disruption or interruption of the Water Supply Company's service that is caused by an obstacle beyond the Water Supply Company's control, which it cannot reasonably be expected to have considered in its operations and whose consequences it could not have avoided or overcome with all care.

The Water Supply Company shall have the right to immediately interrupt or limit the supply of water and/or the reception of sewage water due to force majeure or if it is necessary due to a danger threatening human life, health or property.

In the event of force majeure, the Water Supply Company shall be released from water supply and sewage reception to the extent and for as long as the normal operation of the Water Supply Company is impossible due to force majeure.

The Water Supply Company shall quickly take measures to continue water supply and sewage reception.

7.5 Notification of interruptions and restrictions

The Water Supply Company shall inform the customer of unforeseen and sudden interruptions or restrictions in water supply or sewage reception without delay, considering the circumstances.

The Water Supply Company shall inform about interruptions or restrictions that are known in advance due to maintenance, repair work, etc. well in advance of the start of the work: Interruptions and restrictions concerning limited areas shall be notified on a per-subscriber basis and wide-ranging interruptions and restrictions shall be announced on the Water Supply Company's website and via the press or radio.

7.6 The Water Supply Company's liability

The Water Supply Company shall compensate damage due to an error in water supply or stormwater drainage that is caused to a person or to property that is intended for private use or consumption and is mainly used for such a purpose by the party that has suffered the damages.

The aforementioned shall also apply to a customer that is a housing corporation or other similar housing association, when the damage has been caused to property that is mainly used for housing.

For errors in the water supply or in stormwater drainage, the Water Supply Company shall only compensate financial damage and indirect damage caused to a consumer. The Water Supply Company shall be obliged to compensate for indirect damage only if the error or damage is caused by negligence on the part of the Water Supply Company. Indirect damages are listed in section 28, paragraph 3 of the Water Management Act (*vesihuoltolaki*).

The Water Supply Company shall not be responsible for harm, damage or loss of benefits caused to the customer by such supply interruptions and restrictions that are not the result of an error in the water supply.

The Water Supply Company shall not be responsible for harm, damage or loss of profit caused by fluctuations in water quality and pressure, or interruptions or restrictions in the reception of sewage water, that are not caused by an error in the water supply or stormwater drainage.

The Water Supply Company shall also not be responsible for damages, harm or loss of benefits resulting from the property's water supply or stormwater drainage being interrupted at the customer's request, or that result from the customer's or a third party's equipment, actions or negligence.

7.7 Prevention and limitation of damage

In order to prevent damage, in the event of it occurring or in the event of it being imminent, the contracting party shall take all measures to prevent or limit the damage that can reasonably be required and required of them. If the customer causes damage through their own actions, the Water Supply Company shall not be obliged to compensate for it. Damage that has been caused to the contracting party by the limitation of damage that can be compensated according to these terms and conditions shall be compensated.

7.8 Limitations on the quantity and quality of water to be discharged into the public sewer

The customer shall not lead into the Water Supply Company's sewer such waters or such waters containing concentrations of harmful substances that are specifically regulated or prescribed in government decisions or official regulations, or which are harmful to the operation of sewers, pumping stations and treatment plants, to the treatment and further utilization of sewage sludge, or to the receiving body of water.

Sewage water shall not be cooled so much that it causes a risk of freezing in the sewer network or hinders the operation of the treatment plant.

Gasoline, solvents, materials causing fire and explosion hazards, or other hazardous waste shall not be discharged into the Water Supply Company's sewer.

The Water Supply Company's sewer shall not be made to receive, in a way that causes harm or a danger of damage, any of the following:

- objects, textiles, metals, sand, soil, glass, rubber, plastic, grease, oil or other such municipal or industrial waste that may cause blockage of the sewer or make it difficult to process sewage, or substances that when reacting with sewage may cause blockage, toxic substances, corrosion or a significant increase in the temperature of the sewage water,
- toxic substances or substances that form toxic gases, acids, or substances that corrode the structures of the sewage system,
- sewage water with a pH value (acidity value) at the connection point to the public sewer that is lower than 6.0 or higher than 11,
- a large momentary amount of water or a large amount of water whose temperature exceeds +40°C,

- other substances that are harmful or toxic to the sewer system or receiving body of water, or substances that interfere with the operation of the sewer network or wastewater treatment plant or endanger the health of employees.

The leading of stormwater and/or foundation drainage water to the wastewater sewer, as well as the leading of wastewater into the stormwater drain, is prohibited unless a separate agreement has been made for the arrangement.

7.9 Customer's responsibility and reporting obligation

The customer shall be liable to indemnify the Water Supply Company, other customers, and third parties for the harm and damage caused to the Water Supply Company, to sewage treatment, to the receiving body of water, or the further utilization of sewage sludge, if such harm or damage is a result of non-compliance with aforementioned instructions and caution periods, exceeding the maximum concentrations mentioned in the contract or the Government's decrees or decisions, or non-compliance with the prohibitions mentioned in section 7.8 above.

If prohibited or harmful substances have entered or threaten to enter the sewer from the property, the customer shall immediately notify the Water Supply Company.

The customer shall notify the Water Supply Company of such changes that affect the quality of the sewage water or sewage sludge coming from the property to the Water Supply Company. Information about changes in the quality of sewage water or sewage sludge and the conditions affecting them shall be given to the Water Supply Company no later than two weeks before the implementation of the changes.

8. WATER AND SEWER SYSTEMS ON THE PROPERTY

8.1 KVV equipment and lot pipes

The property's water and sewage equipment (KVV equipment) is defined above in section 1.15 of these terms of delivery.

8.2 Construction regulations and instructions

In addition to what the municipality's building control authority deems necessary, the design, installation, modification, repair and maintenance work of KVV equipment, as well as the inspections concerning the equipment, shall adhere to the legislation and the legislation-based official regulations and instructions regarding KVV equipment and work management, as well as any requirements issued on the basis of them.

8.3 Plans and installation

The subscriber shall notify the Water Supply Company of the start and progress of the installation of KVV equipment according to the instructions given by the Water Supply Company.

If the property to be connected has existing KVV equipment that the subscriber wishes to keep in use, the subscriber shall present the designs of the equipment defined by the Water Supply Company upon request. The Water Supply Company shall have the right to inspect the equipment and to decide to what extent the equipment is acceptable.

If the subscriber wishes to change or supplement the KVV equipment, or to introduce other equipment in addition to the KVV equipment of which they have previously notified the Water Supply Company, or to significantly increase water use or sewerage in a way that could not have been anticipated when dimensioning the property's water pipes and sewers, the relevant plans must be presented, before starting the modification work, to the building control authority of the municipality in which the property is located, as well as to the Water Supply Company.

The Water Supply Company shall inform the subscriber of any deficiencies it detects, but the delivery of equipment, drawings or plans to building control, other authorities or the Water Supply Company shall not transfer the customer's responsibility for the feasibility of the plans or for the proper functioning of the property's KVV equipment to the Water Supply Company.

8.4 Obligations of the Water Supply Company

The Water Supply Company shall perform the work of connecting the lot pipes to the Water Supply Company's lines. The Water Supply Company shall be responsible for the work it performs in accordance with the general contract terms for construction work that are valid at the time.

If a meter reading reported by the customer is so high in relation to the previous reported reading that there is reason to suspect a leak in the property's KVV equipment, the Water Supply Company shall inform the customer of the matter. The Water Supply Company shall have no obligation to monitor the property's water consumption using remotely readable water meters or to monitor alarms from remotely readable meters. The responsibility for monitoring water consumption and preventing leaks rests with the property owner in accordance with Sections 5.1 and 8.5 of the General Contract and Delivery Terms.

8.5 Obligations of the customer

The owner or leaseholder of the property connected to the Water Supply Company's network shall be responsible for the property's water and sewage system up to the connection boundary. The customer shall plan, build and maintain the KVV equipment in such a way that it does not cause harm to the property, the Water Supply Company or a third party, and that water quality is constantly maintained in accordance with the requirements set by the authorities that monitor the quality of domestic water. For example, leaking sewers shall be considered harm.

In addition to the aforementioned, the property owner or leaseholder is responsible for any other equipment, devices or systems that are used on the property in the management or processing of household water, wastewater, stormwater or foundation drainage water.

If the customer's sewage water as such does not meet the requirements set for sewage water discharged into the public sewer or if it contains significant amounts of substances harmful to the Water Supply Company, it must be pre-treated before being led to the Water Supply Company's sewer in a manner approved by the Water Supply Company.

The customer shall undertake the refurbishment and repair of their lot pipes or associated equipment that might hinder or endanger the operation of the Water Supply Company. If the customer neglects the repair work despite the Water Supply Company's request, the Water Supply Company shall have the right to set a reasonable deadline within which the work must be completed under the threat of suspension of delivery. The Water Supply Company shall have the right to bill the customer for water wasted during a possible leak.

The customer shall undertake to immediately inform the Water Supply Company of any faults and leaks detected in the lot pipes and the Water Supply Company's equipment.

The customer shall be responsible for the condition of property-specific KVV equipment. The customer shall regularly inspect and maintain their property-specific KVV equipment, such as equipment used for raising and lowering water line pressure; sewage pumping, processing and preparation for damming; preparing for interruptions in water supply and drainage; and other similar devices.

The customer shall ensure that the separators used in the property's wastewater system (sand separators, oil and gasoline separator, grease separator, amalgam separator) are cleared regularly so that the separators remain constantly in working order. In addition, the separators and their alarms shall be maintained regularly so that the separator equipment works as intended. When clearing and maintaining the separators, the customer shall also follow the waste management regulations issued by authorities.

The property's water and sewerage equipment shall be kept in such general condition and used in such a way that it does not cause danger or harm to the use of the Water Supply Company's equipment or to health and the environment. The customer shall comply with the instructions or orders given by the Water Supply Company regarding the installation, use, maintenance and monitoring of this equipment. Upon the written request of the Water Supply Company, the customer shall be obliged to remove any property-specific KVV equipment that hinders the Water Supply Company's operation.

The customer shall not close or open the shut-off valve of the lot water mains without the Water Supply Company's permission.

8.6 Use of the customer's KVV equipment in exceptional situations

In an exceptional situation, the Water Supply Company shall have the right to temporarily deliver water through the customer's lot water pipe to another customer, or to use the customer's sewers to lead another customer's sewer water to public sewers. For identified inconvenience, the customer shall have the right to receive a refund corresponding to a usage fee based on metering or estimation.

During or immediately after a malfunction of the Water Supply Company, the Water Supply Company shall have the right to use the customer's KVV equipment to flush the general water line. The customer shall have the right to receive a refund corresponding to a usage fee based on metering or evaluation.

8.7 Separate provisions for KVV equipment

If, due to business operations or other reasons, the customer requires uninterrupted water supply or sewage management, or the operation imposes special requirements on water quality, the customer shall undertake to prepare for the interruptions or water quality fluctuations mentioned in chapter 7 caused by disruptions to the operation of the Water Supply Company with property-specific reserve equipment, additional water tanks or other property-specific devices for securing water supply, sewage management or water quality.

Water equipment connected to the Water Supply Company's water supply shall not have a connection to water equipment that receives its water from another water source.

If the height or elevation of the individual property to be connected differs significantly from the general height or elevation of properties in the area, the subscriber shall equip their property with property-specific equipment for increasing or reducing the water main pressure. Property-specific devices for increasing or decreasing the water mains pressure shall only be installed with the separate permission of the Water Supply Company.

If the elevation of the connected property is such that it is not possible to lead sewage to the public sewers without pumping, the subscriber shall equip their property with pumping stations to lead the sewage water.

Sewer systems inside the building shall not have a connection to the stormwater drain.

The building shall have a sewer ventilation duct in accordance with official construction regulations and instructions.

A waste disposal unit may only be installed with the permission of the Water Supply Company.

9. EXTINGUISHING WATER EQUIPMENT ON THE PROPERTY

9.1 Agreement on sprinkler equipment

A sprinkler agreement is made between the customer and the Water Supply Company for connecting the property's sprinkler system to the Water Supply Company's network and for supplying extinguishing water to the sprinkler system. The agreement is made in writing.

Between the Water Supply Company and customer, the connection of sprinkler equipment and the delivery and use of the Water Supply Company's service shall be subject to the provisions of the sprinkler agreement and the Water Supply Company's terms and conditions for sprinkler subscribers.

9.2 Application and agreement

The customer shall submit a written application to the Water Supply Company for the sourcing of extinguishing water and connection if automatic extinguishing water devices are to be built on the property.

The Water Supply Company may enter into the sprinkler agreement referred to above, if the Water Supply Company considers that the connection will not cause disruption to the supply of domestic water or to the other operations of the Water Supply Company. The Water Supply Company shall have no obligation to approve sprinkler systems to be connected directly to the network.

10. USE OF CUSTOMER'S PROPERTY

10.1 Installation of wiring, devices and signs

The Water Supply Company shall have the right, after consulting the owner or leaseholder of the property, to install, without compensation, any necessary wiring, devices and placards on the property of the subscriber in an appropriate place that hinders the use of the property as little as possible. Such wiring, devices and placards are intended for water supply, water quality monitoring, sewage drainage, maintenance of networks or drawing extinguishing water for fire and rescue services.

10.2 Venting of the general sewer

The customer shall allow the Water Supply Company's sewer to be vented through the property's sewer.

10.3 Access to and procedures on the customer's premises and property

The customer shall allow the Water Supply Company's representative to enter the customer's premises for installation, inspection and other measures necessary for the Water Supply Company's operation.

The Water Supply Company's representative or the Water Supply Company's authorized representative shall have, when required, the right to move around the customer's property and carry out the necessary measures for the construction, maintenance and use of the water supply equipment and stormwater equipment therein. Unless special conditions dictate otherwise, the Water Supply Company shall notify the customer in advance of such access and activities.

The Water Supply Company shall ensure that accessing the customer's property and carrying out procedures there causes as little harm or damage to the property or its use as possible. The Water Supply Company shall compensate for harm and damage it causes to the property or its use, except for a temporary decrease in comfort or a temporary limitation of the use of the property or other comparable minor inconvenience or harm.

11. DISAGREEMENTS

Disagreements regarding agreements between the Water Supply Company and the customer and regarding these general terms of delivery will be resolved in court. The lawsuit shall be filed in the district court of the location of the property connected to the Water Supply Company, unless otherwise specifically agreed or otherwise dictated due to mandatory legislation.

A customer, who is a consumer as referred to in section 1.10 above, may submit disputes concerning the contract terms for water supply that are under the purview of the Consumer Disputes Board to the Consumer Disputes Board (www.kuluttajariita.fi) and file a lawsuit in the district court of their domicile in Finland.

Before taking the matter to the Consumer Disputes Board, the customer must contact the magistrates' consumer advisory service (www.kuluttajaneuvonta.fi).

These terms of delivery are based on: Water Supply Companies' Association Publication Series No. 62, Helsinki 2016; General delivery conditions for water supply facilities (model)