

**Water System Rules and Regulations
of the
Town of Williamsburg**

**Board of Water and Sewer
Commissioners
2016**

Voted and accepted: March 15, 2016



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**Water System Rules and Regulations
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Introduction

Under authority of the General Laws of the Commonwealth of Massachusetts, the following Rules and Regulations are hereby established by the Town of Williamsburg (Town), in the County of Hampshire, and the Board of Water and Sewer Commissioners (Board). The filing of an application to take water, or the taking of water, shall be considered express consent to be bound by these Rules and Regulations and any other changes which may be made from time to time. These Rules and Regulations replace any previous and applicable Rules and Regulations, unless otherwise noted.

Purpose

These Rules and Regulations are set forth for the introduction and use of Town water and payment therefore, and for the inspection, use of material, construction, alteration or use of all water pipes and of water fixtures of every kind through which water supplied by the Town is used by any person or corporation.

The following Rules and Regulations and all changes and amendments or additions thereto, govern the relations between the Town and its customers and contractors/developers who install water systems and shall constitute a part of the contract with every person, corporation and owner of property supplied with Town water and every such person, corporation and property-owner using such supply shall be considered as having expressed consent to be bound thereby.

SECTION 1 DEFINITIONS

1. Water Work System

Shall mean the existing water supply and distribution system under the jurisdiction, ownership, control, and regulation of the Town and its Board, and all facilities, betterments, extension, improvements, and enlargements thereto hereafter constructed or acquired.

2. Customer

The term “Customer” shall mean the individual, firm, or corporation or any other legal entity who has applied for water service, or any individual, firm or corporation who uses the water service of the Town.

3. Main

A “main” is the supply pipe laid in the street, or through easements, from which a Building’s or Customer’s connection is made via a service pipe.

4. Service Pipe

A “service connection is the pipe running from the main, which includes a curb stop and curb box at the property line, a shutoff valve, meter and meter connection usually inside the cellar wall, and a device which allows the Town to read the water consumption.

5. Contractors and Developers

Contractors and developers shall mean an individual, firm or corporation who installs water mains, water services and their appurtenances.

6. Dwelling Unit

Any individual house or multi-family structure, apartment, condominium or other type of living quarters that has been provided with, or is eligible for, Town water service.

7. Structure or Building

Any house, multi-family unit, apartment or condominium complex, or other habitable unit used for residential, business, commercial, industrial, or any other purposes that is constructed on a lot and has been provided with or is eligible for Town water service.

8. Property

Any privately or publicly owned land, buildings or real estate that has been provided with or is eligible for Town water service.

9. Property Owner

The property owner is the legal owner of record or their duly authorized agent, attorney, trustee, or any person having vested or equitable interest in a particular parcel of land, building, or real estate.

10. Average Estimated Bill

An average estimated bill is the estimated cost of water consumed when there is no meter installed or when an installed meter is not in working order (See Section 5).

11. Abatement

The adjustment of a customer's water charges based upon a written request by the customer.

12. Demand Charge

A fee assessed to customers for late or delinquent payment of billing.

13. Curb Stop

A buried brass ball valve located on the water service at or near the property line used to shut-off or turn on the water service.

14. Shut-off Valve

A valve located inside of a building, prior to the meter, used to stop the flow of water into that dwelling unit, structure or business.

15. Outside Reader (Touchpad)

An electronic device installed on the outside of a building in an easily accessible location that allows an accurate reading of a meter without entering the building. Outside readers are being phased out in favor of radio readers.

16. Radio Reader (MXU)

An electronic device installed inside the building in an easily accessible location that allows an accurate reading of a meter without entering the property.

17. Water meter

A device which is owned, or controlled, by the Town that is used to accurately measure the quantity of water passing through a service pipe.

SECTION 2 GENERAL PROVISIONS

1. Application for Water Service – New and Renewal

All applications for Town water service to any property shall be made at the Williamsburg Town Offices, Office of the Collector, 141 Main Street, Haydenville, MA 01039, by the owner of the property or by its duly authorized agent. Approval of the application by the Board shall create a contract between the Town/Board and the customer, obligating the customer to pay the Town its established rates and to comply with these Rules and Regulations. Any connection fee/charge must be paid prior to issuance of a water service permit.

2. Responsibility for Charges

Customers of water will be charged with and held responsible for all water passing through their service pipe until such time as they shall notify the Board through the Office of the Collector or the Town Clerk in writing that they no longer desire the use of water. In the event of property

sale, such notice shall also give the name of the new property owner. A demand charge and interest (shown in Appendix I) will be rendered by the Town on delinquent bills, and continued delinquency will result in a lien on the property.

3. Town to Have Free Access to Premises

No tampering or alterations shall be made in any of the pipes, meters or fixtures installed by the Town. Board members, Public Works employees, or other Board-designated agents shall have free access at all times to the premises supplied, after reasonable notices, except in the case of an emergency, to ascertain the quantity of water used and the manner of its use, including ascertaining waste of water. When such access has been unreasonably denied, the Town reserves the right to shut off the water supply.

4. Monitoring of Water Usage

The Board allows more than one meter per service line but each meter must have a separate account. Meters shall be owned, installed and maintained by the Board unless otherwise agreed with the customer. No person, except an employee of the Board or a licensed plumber will be allowed to install meters. Only an employee of the Board or person acting on behalf of the Board may remove or repair meters. Meters must be kept free from obstructions and be readily accessible at all times.

If a meter is out of order or fails to register, employees of the Board shall have free access to the premises where the meter is located in order to ascertain the status of a meter and to replace or repair the meter. Such access shall be allowed by the owner of the premises after reasonable notice has been given by the Board, except in the case of an emergency. When such access has been unreasonably denied, the Town reserves the right to shut off the water supply.

5. Water Waste

Customers shall be responsible for all Service Connections and must keep all water pipes and fixtures in good repair and protected from frost at their own expense, and will be held responsible for any damage resulting from their failure to do so. Customers shall prevent any waste of water.

6. Conditions Under Which Service is Furnished

Water mains in the Town are subject to variable conditions such as, but not limited to, water main breaks and fighting fires. Therefore, the Town does not guarantee constant pressure or uninterrupted service, nor does it assure the customer either a full volume of water or the required pressure per square inch necessary to effectively operate appliances or equipment of any kind, the same being subject to all the variable conditions which may occur in the use of water from the main pipe.

7. Water from Non-Metered Source

All water supplied by the Town for any purpose shall be drawn from a metered service.

8. No Right to Furnish Water to Other Premises

A Customer may use said water for any and all purposes on his own premises, but will not be permitted to supply the premises of another person, or other legal entity, except in special emergencies and then only with the express written approval of the Board or the Board's designee.

9. No Water shall be Turned on by Someone Other than the Board

No plumber or other person not a member of the Board or employed by the Board or Town shall shut water off or turn water on at any service pipe except where service enters/joins the building's water system. In the case that water has been turned on to a property by someone other than the Board, the owner of said property may be subject to a penalty and future loss of water system connection privileges. (See Penalties, Section 10)

10. Private Wells

Private wells shall not be connected to the Town's water supply system.

11. Violations of Regulations

Any violations of these Regulations may result in the Board ordering the shutting off of the water to the violator's premises. When the water has been shut off, it may not be turned on again until the Board is satisfied that there will not be further cause of complaint, and any pertinent charges and penalties associated with shutting off and turning on the water supply to the premises have been paid in full.

12. Ownership

The following components of the water system are the property and responsibility of the Town:

- a. Water mains and related appurtenances located within streets, rights-of-way and easements which the Town owns or has been responsible for unless otherwise agreed to between the Town and property owners.
- b. All pipes, valves, taps, and other appurtenances between the Town water main and the outlet of the curb stop up to the Service Connection.
- c. Water meters and all devices connected to said meters used by the Town to record water directly connected to said meters.

The following components are the property and responsibility of the Customer:

- a. All pipes, valves, equipment, and other appurtenances between the curb stop and the Customer's Service Connection.
- b. These Customer components are required to meet standards and specifications in these Regulations and in accordance with requirements of the State Plumbing Code.

13. Amendment

The Board reserves the right to amend these Rules and Regulations from time to time as it determines is appropriate.

14. Validity

The invalidity, unconstitutionality, or illegality of any provision of these Rules and Regulations shall not have any effect upon the validity, constitutionality, or legality of any other provision of these Rules and Regulations.

15. Water Use Restriction

In the event of emergency, drought, low water table, or any other issue affecting the Town water supply, the Massachusetts Department of Environmental Protection may issue water use restrictions. The Board will follow any such restrictions.

SECTION 3 LIABILITY

1. Interruption of Service

No customer shall be entitled to damages, or to have payment refunded, for any interruption of supply occasioned either by: 1) accident to any portion of the works, or 2) by shutting off for the purpose of additions or repairs to pipes, gates, hydrants, or other fixtures, or by any other work on the main pipe system, or 3) by the stoppage or shortage of supply due to causes beyond the control of the Board such as, but not limited to, excessive drought, excessive use of and waste of water by other customers, or by leaks or defects in the pipes or appliances owned by him or other customers.

The Town, Board, or its authorized contractors and employees shall not be held liable or responsible to any Customers for loss or damage from any excess or deficient water pressure or other circumstances. The Board will provide, when practicable, reasonable notice to Customers when an interruption of water service is anticipated for repair or modifications to the water distribution system. However, the Board is not required to make such notice given the variety of exigent circumstances that arise.

Boilers, tanks, or other fixtures, directly supplied with town water, should be provided with proper safeguards against damage from collapse, water hammer, backpressure or other hazards. All pipes and fixtures must be of sufficient strength to withstand any pressure to which the water mains may be subjected, in case of any emergency or any other conditions.

2. Dirty and Rusty Water

No Customer shall be entitled to damages or to have payment refunded for damages caused by dirty or rusty water resulting from the operation of the water system which includes, but is not limited to, the opening or closing of any gate or valve for repairs or modifications, the use of any hydrant, system maintenance, the breaking of any pipe, or any other reason.

3. Customer's Pipes

No customer shall be entitled to damages or to have payment refunded for conditions that exist in customer's pipes which conditions cause trouble coincident to or following the repairs of any main pipe, service connection, meter or other appliance belonging to the Board.

4. Collapsed Boilers, Precautions by Customers

The Board will not be liable for any damage resulting from water having been cut off, either through accident or necessity, that causes damage to any boiler or other appliances which depend on the pressure in the pipes to keep them supplied with water.

The Board reserves the right at any time, without notice to shut off the water in the mains for the purpose of making repairs, extensions or for other necessary purposes. Persons having boilers or other appliances on their premises which depend on the availability of water and on the pressure in the pipes to keep them supplied with water, are required to provide at their own expense suitable safety devices to protect said boilers or other appliances from damage.

5. Shutting off of Water without Notice

When it becomes necessary to shut off the water from any section of the Town because of an accident or for the purpose of making changes or repairs, the Board will endeavor to give timely notice to as many of the customers affected thereby as time and the character of the repairs or the accident will permit, and will so far as practicable use its best efforts to prevent inconvenience and damage arising from any such cause. However, failure to give such notice will not render the Board responsible or liable for any damages that may result from the shutting off of the water.

6. Frozen Pipes

No customer shall be entitled to damages or to have payment refunded for damages caused by frozen pipes whether they are the property of the customer or the property of the Town.

SECTION 4 GENERAL CHARGES

1. Date of Customer's Liability to Pay

A minimum charge for meter rental will be assessed for water service from the date the water is turned on whether the water is used or not. (See Appendix I)

2. Charge for Turning On or Off Water

The Board considers this a courtesy service and there is no charge for turning water on and off. However, the Board reserves the right to charge \$25 per on and off request in those cases where a customer's requests become excessive (more than once or twice per year).

3. All Metered Water to be Paid For

All water passing through a meter must be paid for whether used or wasted. A minimum meter use charge per month will be assessed for water service from the date the water is turned on. Failure to receive a bill does not relieve the customer of the obligation of payment, nor from the consequences of non-payment such as the demand fee and State-established interest of 14 percent on unpaid balances. (Please see fee schedule)

SECTION 5 METERS

1. No Water Without Meter

No water will be turned on for a building under construction unless a meter has been installed by the Board or an approved licensed plumber.

2. Meter Size and Type

The Board or its designee shall approve the proper size, type, and kind of water meter required for any given service. All meters must be readable by the Town's reader.

3. Meter Installation

A quarter turn ball valve at the meter inlet shall be the first fitting inside serviced building. A copper meter setter shall be the next device installed and a quarter turn ball valve shall be installed near the outlet of the meter setter to permit removal of the meter without backflow from the house pipes. The customer is responsible for the expense and installation of the ball valves before and after the meter.

The Customer is responsible for installation of the copper meter setter that will be provided by the Board. The Board or an approved licensed plumber is responsible for setting and sealing meters. Meters for new services will be installed by a licensed plumber at the customer's expense and shall be inspected, and may be sealed, by the Board. The Board may change existing meters at its sole discretion.

4. Meter Not to be Removed

All meters shall be set by an employee of the Board or licensed plumber, and shall not be moved or disturbed except by the same. Larger meters shall be installed and maintained by the customer's licensed plumber under Board supervision. All meters may be sealed by the Board.

5. Damage to the Meter

Customers will be held responsible for damage to the water meter as a result of freezing, heat, tampering, or other external causes. When damage occurs, the Board will furnish and set another meter or repair the damaged meter. The cost of such replacement or repairs (meter cost, material, labor, applicable taxes, etc.) shall be charged to the Customer. A fine may be imposed for deliberate tampering of the meter.

6. Meter Pits

Due to local climatic conditions, meter pits will not be allowed except at the sole discretion of the Board or its designee. The responsibility for the installation and maintenance of meter pits shall be at the Customer's expense.

7. Auxiliary Meters

When the supply of water through a service is covered by a single meter, the Board will read and maintain this meter and the property owner will be responsible for all charges associated with the water passing through that meter. If said property owner requires additional meters in order to record subdivisions of such supply, he shall be responsible for all costs associated with monitoring said meters, their installation, operation, and maintenance.

8. Access to the Meter

It shall be the duty of all Customers to see that meters on service connections wherever located shall be readily accessible at all times to the Board. Failure to remove any obstruction which prevents access to the meter within three (3) days after being notified by the Board may cause the water to be shut off from the premises, and it may not be turned on until all obstructions are

removed, and all regulations complied with and all expenses for shutting off and turning on the water are paid.

9. Town's Right to Repair and Change Meters

If, in the opinion of the Board or its designee, a meter and/or its associated recording device is determined to be out of order, fails to register, does not fit the conditions of the service installation or needs to be changed due to age, employees of the Board shall be granted access, after reasonable notice, to ascertain the status of a meter and to replace or repair the meter. All meter repairs and/or installations on services that cannot be shut off for meter repairs shall be equipped with a metered by-pass at the expense of the customer.

The reasonable notice mentioned above, shall include:

- a. Notice by any means that the property owner must contact the Board to make arrangements so that the meter can be repaired or replaced.
- b. If there is no response to the notices, a certified letter shall be sent to the property owner giving him/her 30 days to respond.
- c. If there is again no response, a second certified letter shall be sent to the property owner stating that unless he/she contacts the Board the water to the property shall be turned off within 14 days from the date on the certified letter.
- d. On the 14th day, if there is no response, the water to the property shall be turned off. It will not be turned on again until the meter has been replaced and all applicable charges have been paid in full.

10. Customers to Pay for Meter Repairs

All repairs or injuries to meters from freezing, hot water, or external causes by deliberate action of the customer, shall be charged to the customer. No sale or other transfer of title of property in the Town shall prevent the Board from the ability to turn over the charges for meter repair to be flagged by the Town Collector or Town Treasurer to include on a Municipal Lien Certificate.

11. Inability to Change Meter or Obtain Meter Reading

In the case of homeowners pipes or valves being in such poor condition where it inhibits the Board from changing a meter or making any other repairs to the meter, the Board or its designee will inform the owner in writing of the problem. The owner will have 60 days to correct the situation during which time the Board will continue to bill for estimated usage. If at the end of 60 days the situation is not corrected, the Board shall notify the property owner via certified mail following the procedure mentioned in Item 9 above.

12. Testing Meters by Request

The accuracy of the meter on any premise will be tested by the Board upon written request of the owner. If in such test the meter is found to register over two percent more water than actually passes through it, the meter will be repaired or replaced, the fee refunded and the water bill for the current period will be adjusted in accordance with the results of the test. If however, it appears that the person was charged or has paid for less water than he should have been charged with or should have paid for, he shall forthwith be charged with the proper additional amount and shall pay the same, together with the expense of the examination and test, to the Town. Tests will conform to specifications of the American Water Works Association and copies of the

test procedures can be obtained upon request from the Board. Charges to customers for meter testing will be added to the customer's water bill. (See Massachusetts General Laws Part I, Title XXII, Chapter 165, Section 10)

SECTION 6 SERVICE, PIPES AND FIXTURES

1. Construction of Building Water Lines

Application for water service shall be filed and approved prior to any work being done. All building water lines from the property line to and including the structure, shall be constructed in accordance with the requirements of the State Plumbing Code, as applicable.

2. Costs and Expenses for Installation of Building Water Lines

All costs and expenses for the installation of a building water line shall be borne by the applicant. The minimum connection fees for new building water lines are stated in Appendix I.

3. Water Waste

Customers must keep their water pipes and fixtures in good repair and protected from frost or other dangers at their own expense, and they will be held responsible for any damage resulting from their failure to do so. They shall prevent any waste of water. In the case of a known leak on the customer's property between the water box and the structure, the customer will repair the leak in a timely fashion. If a customer takes no action for thirty (30) days from notification by the Board of its designee to repair the leak, the Board may shut the water off to the premises. If, in the opinion of the Board or its designee, the leak poses a hazard to the public, and the owner following proper notification does not perform the necessary repairs in a timely fashion, the water supply to the property shall be turned off.

4. Safeguarding of Hot Water Tanks

All Customers having direct pressure hot water tanks are responsible for installing appropriate vacuum breakers and relief valves in the piping system to prevent any damage to such tanks should it be necessary to shut off the water at the street mains, and to protect tanks against damage from other sources. The Water System will not supply water to buildings where direct pressure hot water tanks or appliances are used without these protective devices in accordance with Massachusetts Drinking Water Regulations 310 CMR 22.22.

5. All Service Pipes to be Inspected

All new service pipes must be inspected by the Board or its designee prior to backfilling of the trench. All pipe, fittings, trench depth and trench location shall meet the approval of the Board.

6. Part of Service Pipe Furnished and Maintained by Board

The Board or designee, depending entirely on availability, will install up to a 2" water service to a property under the following terms:

- a. The property owner shall hire a qualified contractor who, after acquiring the proper permits from the Town, will excavate the trench from the water main to the property line.
- b. The Board will tap the main and will install the water service pipe, curb stop and curb box.

- c. The contractor will backfill and pave the trench as needed.
- d. The property owner will be responsible for all expenses (labor and materials) incurred by the Town/Board.

7. Temporary Service from Adjacent Premises

When permission to open a permanently paved street is refused by the Town for any physical reason, or it is impossible to open a street and the applicant requests that the water be furnished temporarily from an adjacent service, the same may be done at the expense of the customer if approved by the Board or its designee.

8. Temporary Service for Construction/Demolition Sites

Where water is to be used in the construction or demolition of buildings, or for other building operations a temporary meter and applicable backflow preventer must be installed. The owner of the property will be held responsible for such use and charged accordingly for the water consumed. Additionally, all material and labor charges incurred by the Board to establish the temporary service will be the responsibility of property owner. Such a connection will only be established with the approval of the Board or its designee.

9. Grounding of Electrical Service to Water Service

No electrical service will be grounded to the water service.

10. One Service to Each Premise

Only one service connection will be allowed to each residential, commercial or industrial property unless otherwise approved by the Board or its designee.

11. No New Services Installed in Winter

Permission for the installation of a new water service shall not be granted from December 1st to April 1st except in cases deemed to be emergencies by the Board or its designee.

SECTION 7 FIRE HYDRANTS

1. Use of Hydrants

Public fire hydrants are installed, operated and maintained by and at the expense of the Board as part of the regular operation of the water system. In addition, members of the Fire Department shall operate the fire hydrants for training purposes and the extinguishing of fires.

No person, not in the employ of the Town or Board, or a member of the fire department in the performance of his or her duties, shall turn on any hydrant, public or private, without first obtaining permission from the Board or its designee.

2. Blocking and Interference with Hydrants

No person shall place any obstruction such as, but not limited to, timber, earth, snow, landscaping or other materials around or near a hydrant that would hinder its free use by members of the Board, Town, or the Fire Department.

SECTION 8 REQUIREMENTS AND SPECIFICATIONS FOR LAYING WATER MAINS IN THE TOWN

Requirements and Specifications

All components of the water supply system shall be installed in conformity with the guidelines developed by the State of Massachusetts, Department of Environmental Protection. See “Guidelines for Public Water Systems, Chapter 9: Distribution System Piping and Appurtenances” at <http://www.mass.gov/eea/agencies/massdep/water/regulations/guidelines-for-public-water-systems.html>,

SECTION 9 CROSS CONNECTIONS – INSTALLATIONS OF BACKFLOW DEVICES

All commercial businesses with appliances that may present a hazard to the Town’s water system must have a functioning cross-connection or backflow preventer installed at their expense. The backflow preventer will be inspected by the Town at least two (2) times per year. A charge of \$50.00 per test will be added to customer’s water bills. New businesses will be inspected to ensure that cross-connections are installed and operational. The Board has on file cross-connection rules and regulations.

SECTION 10 PENALTIES

Penalties are hereby established for violations not already covered in Section 5 (Meters) and Appendix I.

- 1. First Violation.** Penalty applicable upon written notice of violation to customer: \$50, except the penalty for meter tampering shall be \$100.
- 2. Subsequent Violations.** A customer has 20 days to remedy a violation after the first notice. After 20 days following the original notice, each day after the 20th day shall constitute a separate violation with the penalty of \$100.00 for each violation. (For example, a violation uncorrected for 25 days could have a penalty of \$500.00).
- 3. Termination of Water Service.** As stated in Section 2, General Provisions, any violations of these regulations may result in the Board ordering the shut-off of the water to the violator’s premises. When the water has been shut off, it may not be turned on again until the Board is satisfied that there will not be further cause of complaint, and any pertinent charges and penalties associated with shutting off and turning on the water supply to the premises have been paid in full. (See Massachusetts General Laws Part I, Title XXII, Chapter 165, Section 10)

SECTION 11
USE AND PROTECTION OF TOWN WATER SYSTEM LANDS

1. Use of Well and Storage Tank Areas, Reservoirs, and Other Watershed Lands

The Town owns and protects several hundred acres of land for the protection, collection, and distribution of water supplied to Town residents. The Board is developing public and other use regulations on these lands. These regulations will be made available from the Board, the Town Clerk's office in Haydenville, and on the Town's website.

APPENDIX I METER READINGS AND BILLING, SUMMARY OF RATES AND CHARGES

The Board, by vote of a quorum of members, reserves the right to periodically review and change the procedures, rates, and charges contained in this appendix.

Meter Readings and Billing

- 1. Meter Readings.** Residential meters will be read biannually, generally in April and October.
- 2. Rates.** The Board shall determine and assess water rates.
- 3. Billing.** Bills are payable to the Town and will be sent to the property owner at the address provided on the Application for Water Service. Customers should notify the collector of any change in address. If the bill is not paid within the 30 days after the date of the bill, the customer may be charged interest and penalties. Failure of the customer to receive a bill does not relieve the customer of the obligation of payment, nor from the consequences of non-payment.
- 4. Liens for Unpaid Bills.** During the close-out of the fiscal year, any very small amounts due or credited on a water bill because of interest or other credits are rolled-over to the next fiscal year. Any unpaid water (or sewer) bills are placed on the 3rd and 4th quarter property tax bills as liens against the property. If unpaid by the end of the tax year, past due charges may become a tax title lien. Tax title liens are then turned over to the Town Treasurer for collection and/or foreclosure processing.
- 5. No Business with Delinquents.** No person who owes an overdue bill for water charges shall be entitled to the further use of water at the same or any other premises until such water charges are paid in full. Customers who have had their water turned off due to delinquent bills will not have water service restored until such bills are paid in full. Unpaid bills will show as a lien on the property tax bill (See Item 4 above).
- 6. Change in Property Ownership.** The Town shall be notified of new owner(s) and mailing address(s) at the transfer of ownership of premises serviced. Billing changes will become effective at the next regular billing date following the date of notice. The Town, upon written request and payment of a \$25.00 fee, will make a final water reading prior to transfer of ownership of the property. Any outstanding charges, any excess charges, and the prorating of the minimum charges, must be adjusted between the buyer and seller at the passing of papers (closing). Failure of the sellers to notify the Town of a change of ownership does not alleviate the buyer of any charges due the Town. All charges are against the property and lien procedures may be instituted if necessary.

7. **Claims for Adjustments (Abatements) on Bills.** The Board may consider abatements to water charges in all proper cases upon receipt, in writing, from the property owner of a request for abatement, stating the reason for such request, together with all information necessary to evaluate its merits. All requests for Abatement must be received by the Board within thirty (30) days from the date of the complaint of charges. Excessive usage caused by pipe leaks, or leaking fixtures, on the owner's property beyond the meter shall NOT be considered cause for abatement. Charges for any water meter testing done in conjunction with an abatement request will be the responsibility of the customer if such testing shows the meter is working properly. The Town will pay for the testing of any meter found defective by said testing. (see Section 6, Item 12)
8. **Collections of Miscellaneous Water Charges.** All bills for labor or material on customer's property and charges for shutting off or turning on water will be subject to the same conditions as bills for water.
9. **Cost of Water When Meter Malfunctions.** All water passing through a Meter must be paid for. If a Meter malfunctions or fails to register, the Customer will be charged at the average daily consumption as shown by the Meter when it was in working order, for the corresponding period of two years preceding (or for whatever the preceding service time is, if less).

SUMMARY OF RATES AND CHARGES

Connection Fees. Payment of Fee and Connection Charges must be made prior to issuance of a Building Permit. Receipt of payments must be presented to the Building Inspector.

- | | |
|-----------------------------------|-------|
| 1. Water Service Tie-In | \$500 |
| 2. Water sprinkler Service Tie-In | \$500 |
| 3. Second dwelling service | \$500 |

Charges for Water Service. The charge for water service shall be based upon water consumption. The rate shall be the prevailing rate as established by the Board per 100 cubic feet of water consumption as measured on the water meter.

Minimum Charge. A minimum meter charge of \$5 per billing period shall be billed to all users.

Schedule of Other Charges/Rates.

1. Water meter testing requested by customer:

Meter OK ($\pm 2\%$)	Actual cost billed to customer
Meter bad	Town covers cost
2. Demand fee for delinquent bills \$20
3. Interest rate on unpaid bill balances 14% (set by State)
4. Cross-connection (backflow preventer) testing \$50 per test, 2 per year*

*Any additional tests needed to correct a problem are \$50 each

Courtesy Services, No Charge (See Section 4 for exceptions)

1. Inspection fee
2. Water service turn-on or off
3. Curb stop locating

Averaging of Customer Bills.

Average bills will be computed by using the following method:

The last four available readings of the consumption shall be added and then divided by four to determine the average consumption by quarter.