

RULES AND REGULATIONS

Holliston Water Department

Holliston, Massachusetts

**March 26, 2008
(rev 6/30/10)**

APPLICATION FOR SERVICE

1. All applications for water service must be made in writing by the property owner on a form provided by the Water Department. The property owner must sign the form for the System Development Charge and payment must be received before the water is turned on. The following is the cost for a new service based on the size pipe:

1" -	2,200.00
1½"	3,300.00
2" -	4,400.00
* 6" -	13,200.00
* 8" -	17,600.00
*12"-	26,400.00

*This includes MAIN tie-ins to the Holliston water supply.

In addition, the cost of connecting to the system shall be the cost of all labor, materials, excavating, backfilling, road repairs and any other necessary costs.

2. All submissions shall be made to the Water Department. Water Department personnel must inspect all installations. Call 508-429-0603 for inspection. Water will not be turned on unless the following conditions are met:

A. Residential

- ◆ System Development Charge has been paid in full {see pricing above}.
- ◆ Water meter in place and sealed.

B. Water Main Installation

- ◆ System Development Charge has been paid in full {see pricing above}.
- ◆ Satisfactory Pressure test report has been submitted.
- ◆ Satisfactory Bacteria test report has been submitted.
- ◆ Gate boxes must be to grade {level with ground}.
- ◆ Details of ties {measurements} to gates and curb boxes have been submitted.

C. Building Fire Sprinkler Installation

- ◆ System Development Charge has been paid in full {see pricing above}.
- ◆ As-built plan of sprinkler system has been submitted.
- ◆ Backflow preventer(s) have been installed and inspected.
- ◆ Make and serial number of backflow preventer(s) has been submitted.
- ◆ Building has been surveyed for cross connections.
- ◆ INIS test results have been submitted.

3. The accepted application by the Town shall constitute a contract between the Town and the applicant, obligating the applicant to pay to the Town its rates as established from time to time and to comply with its Rules and Regulations.
4. Applications for service installation will be accepted subject to the availability and adequacy of water service in a street or right-of-way abutting on the premises to be served. The contract does not obligate the Town to extend its mains to serve the premises under consideration.
5. When an application has been made for a new service or for the reinstatement of an existing service, it is assumed that all piping and fixtures are in good working order. The Town will not be liable for any

accident, breaks or leakage arising in connection with the supply of or failure to supply water, or the freezing of water pipes or fixtures of the customer.

(1)

Customers will be charged for non-emergency after hours service calls as well as materials used. Customers will not be charged for emergency after hour's calls i.e. water escaping from pipes or fixtures causing damage by flooding are considered an emergency.

6. Curb stops shall not be used by the customer or his agent for turning on or shutting off the water supply. The control of the water supply by the customer shall be means of a separate stop, located in general just inside the building wall. Curb stops are for the exclusive use of the Town.
7. All service pipes to house shall have a minimum cover of at least four and one half feet. All service pipes shall be at least three-fourths inch ($\frac{3}{4}$ ") inside diameter. Customer may furnish materials and labor, provided they meet with Water Department Specifications. The Water Department must inspect installation prior to back-fill.
8. No service pipes shall be laid in the same trench with gas pipes, sewer pipe or any other facility of a public service company, or within three feet of any open excavation or vault.
9. The word "Premises" as used herein shall be restricted to the following:
 - (a) A building under one roof owned by one customer and occupied as a residence or place of business.
 - (b) A combination of buildings owned by one customer, in one common enclosure, or occupied by one family, or one corporation or firm as a residence or place of business.
 - (c) A building owned by one customer having a number of apartments, offices or lofts which are rented to tenants, and using in common one hall and one or more means of entrance.
10. The Town shall not be responsible for maintenance of or for damage done by water escaping from the service pipe or any other pipe and fixtures on the outlet side of the curb stop. The customer shall at all times comply with applicable State and Municipal regulations and shall make any changes thereon required on account of change of grade, relocation of mains or otherwise.

METERED SERVICE

11. An individual meter shall be required for each separate service connection.
12. All meters will be furnished by and remain the property of the Town, which reserves the right to stipulate the size, type and make of meter to be used, as well as the location of the setting. The applicant shall pay for the expense of original installation for service.
13. When possible, the meter shall be located in the basement in a convenient place to control the entire supply. Where this is impossible or impractical, it may be located at the property line or some other location designated by the Water Department. All expense in connection with the proper housing for the meter shall be borne by the customer. The owner shall furnish a safe and convenient location for the meter and shall keep it accessible for reading. It shall be protected from freezing and other damage. The owner shall be responsible for any damage caused by failure to do so.

14. The Water Department shall have the right to access the customer's premises at all reasonable times under the Massachusetts General Laws, Chapter 165, Section 11D, for the purpose of examining or maintaining meters, removing or exchanging meters and meter transmitting devices, backflow prevention devices, pipes, fittings, and other work necessary to supply, monitor, and maintain the system devices and to ascertain the quality and quantity of the water. The Town reserves the right to remove and to test any meter and to substitute another meter in its place. In the case of a question as to the accuracy of the meter, the meter will be tested by the Water Department. The fee for testing ranges from \$95.00 to \$265.00 depending on meter size plus labor, payable in advance of test.

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In the event that the meter is found to have an error in registration in excess of 2% at any rate of flow within normal test flow limits, to the detriment of the customer, the fee will be refunded and the current bill shall be corrected accordingly.

15. No one shall remove, install, alter or interfere with a water meter except with the express authorization of the water department. The customer shall promptly notify the Water Department of any known damage or malfunction of the meter.

PAYMENT FOR SERVICE

16. Bills for service will be rendered periodically in accordance with "Term of Payment" noted on each specific Rate Schedule and are due and payable at the Water Department Office, Town Hall upon presentation.

17. Bills for service will be rendered only to property owners of record and they will be responsible for the payment of the bill when due.

18. Customer must notify the Water Department five (5) days prior to sale of their property so that the meter can be read and a final bill prepared. There is a Fifty-Dollar (\$ 55.00) "final fee" included in the final bill.

19. If payment in full is not made within thirty (30) days after bill is rendered, the Town reserves the right to charge a late fee and after ten (10) days written notice, to discontinue rendering service. Termination of water service may also occur due to disregard of Water Department Rules & Regulations including failure to allow access to the Water Department to inspect, service or change the water meter and test backflow devices. Water service termination notices shall clearly state that reconnection will only occur during normal business hours (8:00AM-3:00PM), Monday through Friday. Water reconnections will only take place after hours in an emergency situation declared by a Water Department supervisor. Restoration of service during working hours will incur a \$25.00 charge and after working hours a \$100.00 charge.

20. Whenever the customer desires to have his/her service contract terminated or water service discontinued, he/she shall so notify the Town in writing. Until the Town receives such notice, the customer shall be responsible for the payment for all service rendered by the Town, including charges for meter repairs caused by damage by hot water or freezing or other external causes. A reasonable time after the receipt of such notice shall be allowed the Town to take a final reading of the meter or meters and to discontinue service.

21. The presentation or non-presentation of a bill shall not be held to be a waiver of any of the rules.

GENERAL

22. Service may be discontinued for any of the following reasons:

- (A) Use of water for purposes other than described in the application.
- (B) Misrepresentation in application.
- (C) Willful waste of water.
- (D) Tampering with Town property or seals on appliances.
- (E) For vacancy.
- (F) Non-payment of bills when due.
- (G) For cross connecting the Town services pipe with any other supply source.
- (H) Refusal of reasonable access to property.
- (I) Use of an automatic underground sprinkler system except in full compliance with paragraph 32 of these Rules and Regulations.

23. When water has been turned off from any premises for any of the above reasons, or for any other violation of the Town's rules, or upon order of the customer, a charge will be made for restoring service in the amount of the actual cost of turning on the water, except however, that the minimum shall be Twenty-five Dollars (\$25.00).

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24. In case of vacancy of a customer's property, the customer must notify the Town in writing of such vacancy and upon his failure to do so, he will become responsible for any damage to the property of the Town arising from such failure

to notify the Town. Owners of a premise should notify the Water Department of the change in ownership; until the

Water Department is notified the owner of record shall be held responsible for all unpaid bills.

25. In the interest of public health, the Town will not permit its mains or services to be connected on any premises with any service pipe or piping that is connected with any other source of supply. There shall be no connection to any piping, tanks, vat or other apparatus which contains liquids, chemicals or any other matter which may contaminate Town's service pipe or mains, and consequently endanger the water supply. Any willful violation of this provision is a criminal offense, which shall be prosecuted to the fullest extent of the law.

26. The authorized agents of the Water Department shall have the right of access at all reasonable hours, to the premises supplied with water for the purpose of reading meters, examining fixtures and pipes, observing manner of using water and for any other purpose that is proper and necessary in the conduct of the Water Department business.

27. The Water Department shall have the right to temporarily discontinue service to make repairs, changes or connections to its mains and other equipment. It will use reasonable effort to notify the customers in advance of such discontinuance of service, but it will not be liable for any damage or inconvenience suffered by the customer because of such discontinuance of service, or because of failure to notify the customer in advance of its intention to discontinue service.

28. The Town shall not be liable for any damage or inconvenience suffered by the customer as a result of interruption of service, quantity of supply, inadequate or changing pressure, quality of water or any cause beyond its control.

29. Customers having boilers or any attachment on their premises depending upon the pressure, quantity or quality of the water in the Town's mains, are cautioned against danger of collapse of boilers or other damage to their equipment as all such damage must be borne exclusively by the customer. The Town shall have the right to reserve a sufficient supply of water at all times in its reservoirs to provide for fire or any other emergencies, and may restrict or regulate the quantity of water used by its customers in case of scarcity, or whenever the public welfare may require it.

30. Water from fire hydrants or other fire protection systems shall be used only for fire protection purposes, except that water from public fire hydrants may be used in a reasonable amount and at such time as the Town may permit, for the purpose of testing the hydrants and fire fighter apparatus, such tests to be conducted only by the properly authorized agents or employees of the municipality served and after the consent of the Town has been obtained. Unauthorized use of a hydrant is a Three Hundred-Dollar (\$300.00) Fine.
31. No construction requiring domestic and fire-fighting water services shall be allowed above elevation of 310 feet without the benefit of a booster pump or other pressure supporting devices purchased by the customer. Booster pumps are permitted in residences but must be purchased and maintained by the customer.
32. All Automatic Underground Sprinkler Systems (“Automatic Systems”) connected to the Town of Holliston Water Supply and Distribution System (the “Town Water System”) must be registered with and certified by the Town of Holliston in accordance with the following provisions:
 - A. **Definition:** For the purposes of these Rules and Regulations, an “Automatic Underground Sprinkler System” is defined as any irrigation system comprised of one or more irrigation outlets (or “sprinkler heads”) connected to a subterranean network of hoses or pipes, and capable of unsupervised, automatic or cycling operation, whether or not such system is activated manually or by operation of a timing device.
 - B. **Registration:** On or before September 1, 2004 any resident owning an Automatic System (“Registrant”) currently connected to the Town Water System must appear at the Office of the Water Department in the Town Hall to complete and submit an Underground Sprinkler System Registration Form (“Registration Form”). At that time, each Registrant will be given:
 1. Written information regarding minimum system requirements for Town Certification of Automatic Systems;
 - (4)
 2. A Certification Form to be filled out and signed by a Massachusetts Certified Backflow Device Inspector (“Inspector”), *see* Subparagraph C.2, *infra.*;
 3. Written information and guidelines concerning water efficient landscaping and efficient operation of Automatic Systems, and;
 4. A copy of the Holliston Water Department Rules and Regulations.
 - C. **Certification:** Registrants shall have from one year from the date of registration, or until September 1, 2005, whichever is later, to arrange Certification of the Registered System(s), as follows:
 1. **Minimum System Requirements:**
 - i. **Backflow Prevention:** All Systems must be properly connected to the Town Water System via an independent plumbing connection incorporating a Massachusetts State Plumbing Code-approved backflow prevention device. *See* 310 CMR 22.22, Table 22-1.
 - ii. **Rain Sensor:** All Systems must incorporate a functioning rain sensor, sufficient to automatically shut down the System in the event of rain.

2. **Inspection:** All Systems must be inspected by a Massachusetts State Certified and Licensed Backflow Prevention Device Inspector. *See* 310 CMR 22.22. Registrants will be responsible for payment of a reasonable Inspection Fee.
3. **Certification Form:** As referenced in Subparagraph B.2, *supra*, each Registrant will be provided with a Certification Form, to be filled out and signed by the Inspector and the Registrant, and returned to the Office of the Water Department. A properly completed Certification Form must include:
 - i. Make and serial number of backflow prevention device(s);
 - ii. The Inspector's name, State license number, and contact information;
 - iii. The Inspector's signature, attesting to the fact that he/she has inspected the System in question, and determined that it does meet the Minimum System Requirements enumerated above; and
 - iv. The Registrant's signature, attesting that he/she has read and understands the written materials provided at Registration, including the guidelines concerning water efficient landscaping and efficient operation of Automatic Systems.

D. **Inspection by Water Department:** Pursuant to Paragraph 26 of these Rules and Regulations, authorized agents of the Water Department shall have the right to inspect, for cause or at random, any Registered Automatic System, to confirm the information submitted in the Certification Form. The Town reserves the right to withdraw the certification of any System determined to be in violation of this Paragraph.

E. **Right to Reject:** The Town of Holliston, via the Water Department, reserves the right to reject any Certification Form, for cause to be stated with specificity at the time of such rejection, and/or to require an additional or alternate Inspection, by Water Department personnel or by an alternate Department-designated Inspector.

F. **New Systems:** Subject to and without altering or replacing any of the requirements of Paragraph 2 of these Rules and Regulations, any Automatic System installed after September 1, 2004 must be registered and certified according to the provisions of this Paragraph prior to initial activation.

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G. **Violations/Penalties:** As of September 1, 2005, any resident discovered to be using an Automatic System not properly registered and certified in accordance with the above provisions shall be:

1. On initial violation: advised of the requirements of this Paragraph, provided a copy thereof, and given a six month period to comply with its provisions;
2. On second violation (following expiration of 6 month compliance period): fined \$200;
3. On subsequent violations or failure to remit the \$200 fine: subject to increasing fines in \$100 increments, and/or disconnection from the Town Water System, at the sole discretion of the Water Department.

H. **Subsequent Inspections:** Pursuant to 310 CMR 22.22(13), all Registrants will be responsible for arranging annual inspections of Backflow Prevention devices by a Massachusetts State Certified and Licensed Backflow Prevention Device Inspector, and for payment of the associated inspection fee.

1. The Water Department will send notice to all owners of Registered Systems annually with the Registrant's Water Bill. This mailing will include Inspection Certification Renewal paperwork to be completed and returned to the Water Department.
2. Failure to return the above-referenced paperwork within 6 weeks of mailing by the Water Department will result in revocation of System Certification, and will subject the System owner to the penalties referenced in Subparagraph G, *supra*.

Applicability of Other Rules and Regulations: Unless stated explicitly herein, no provision of this Paragraph shall be construed to alter or affect the applicability of any other Paragraph of these Rules and Regulations to the use of Automatic Sprinkler Systems. Additionally, any and all temporary restrictions of or bans on irrigation as may from time to time be implemented by the Water Department shall apply equally and with the same force to users of Automatic Sprinkler Systems as to users of any and all other means of residential irrigation. (Adopted May 20, 2004)