

TOWN ORDINANCE
TO CREATE
RULES AND REGULATIONS
FOR THE
WHITEFIELD WATER DEPARTMENT

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TOWN OF WHITEFIELD WATER DEPT

WHITEFIELD, NH 03598

**RULES AND REGULATIONS
FOR THE WHITEFIELD WATER DEPARTMENT**

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FOREWARD

The rules and regulations of the Water Department for the Town of Whitefield have been adopted by the Town of Whitefield Selectmen pursuant to authority vested in them by the New Hampshire Legislature under NHRSA 38:26. The rules and regulations constitute a part of the Department's contract with every customer of the Department. Acceptance of and agreement to the rules and regulations by the Department's customers is a condition to the continued provision of water service, and every person, corporation, or property owner served by the Department is bound by the rules and regulations.

Today, more than ever before, people realize how essential their water system is to life and health, and for fire protection. In addition to its use in our daily private lives, good water in adequate supply is a necessary basic resource. Like other raw products, potable water must be processed before it is used. Then, it must be distributed through mains to reach its consumers. And, good water system management requires that adequate reserves be available in reservoirs to meet peak demands.

The Rules and regulations of the Department (which include the rates charged by the Department and a variety of other arrangements, requirements and conditions governing the Department's operation) are designed to set forth reasonable uniform practices for the management of the Department's water system and for the governance of the Department's relations with its customers. Because the rules and regulations bind the Department's customers, the Department encourages its customers to become familiar with the rules and regulations, and the Department will make them available to customers upon reasonable request.

The Whitefield Board of Selectmen has ultimate responsibility for establishing the policies of the Department. The Water Superintendent shall have immediate control and management of the Department under the general supervision and direction of the Board of Selectmen. The Water Department will be responsible for Department billing and collections.

GENERAL INFORMATION

OFFICE:

The business office of the Department is located at the Town
Offices 56 Littleton Rd. Whitefield NH 03598

OFFICE HOURS: Phone 837-9237

Water Department - Winter Monday thru Friday

Nov. 1st thru April 1st 6:00 am to 2:00 pm

Summer Monday thru Thursday

April 1st thru Nov. 1st 6:00 am to 4:00 pm

Town Office & Water Business Office: Phone 837-9871

Mon – Fri 9:00 am to 4:00 pm

After hours non-emergency assistance: 837-9086 Police Department

INFORMATION & COMPLAINTS:

Any information regarding water services, rates, rules, etc. may be had by calling the Water Office 837-9237, and leaving a clear message, with a number and time you can be reached.

Any questions regarding billing or meter reading may be had by calling the Town Office at 837-9871.

Complaints of a minor nature may be made by telephone, or by email at whitefield_water@myfairpoint.net

Major complaints shall be made in writing and addressed to the Department at the Town Office 56 Littleton Rd. Whitefield NH 03598.

All complaints will receive careful consideration.

INSPECTORS & METER READERS:

Do not allow any person claiming to be an employee of the Department to enter your premises unless he/she can show proper proof of Identification.

Any imposter or suspicious activity should be reported to either the Police Department or the Water Department.

INTERRUPTIONS:

The Department will not guarantee an uninterrupted or unlimited supply of water, but will use its best endeavors to give satisfaction to all users. Service requiring special notice due to interrupted service or dirty water shall be obtained by notifying the Department's office in writing giving the name and telephone number of the person to be notified.

NO LIABILITY FOR INTERRUPTED OR UNSATISFACTORY SERVICE:

If, by reason of shortage of supply or for the purpose of making repairs, extensions or connections, or for any reason beyond the control of the Department it becomes necessary to shut off water in the mains, the Department will not be responsible for any damage occasioned by such shutoff, and no refund or credit will be allowed unless the interruption is in effect for a continuous period in excess of ten (10) days, in which case a proportionate credit will be allowed. Notice of shutoff will be given when practicable, but nothing in this rule shall be construed as requiring the giving of such notice.

The Department will not be responsible for damage caused by dirty water which may be occasioned by cleaning of pipes, tanks or stand pipes, or the opening or closing of any gate valves and hydrants, unless such damage is caused by failure to use reasonable care on the part of the Department.

CHARACTER OF SERVICE:

Whitefield water is generated from 4 sources, three in Whitefield and one in Jefferson. Three of these are bedrock wells and one is a gravel packed well, Whitefield also has 3 storage tanks, Colby Rd., Brayhill Rd., and the School tank. Water is delivered to service lines thru the distribution system, with system pressure ranging from twenty to one hundred sixty pounds per square inch (20 PSI to 160 PSI).

New service hook-ups will not be allowed where the elevations limit the pressure to under twenty pound per square inch.

METER FEES:

After the proper permits are approved, the department will provide all new customers up to a 1 inch service line with a proper meter, meter horn, non-testable backflow prevention device, and one ball-valve shutoff to connect to the town water line. For services larger than 1 inch and those requiring a testable backflow preventer the customer is responsible for purchasing the required equipment.

DISCONNECTION OF SERVICE:

Service may be disconnected without notice for any one of the following reasons:

1. Use of water for purposes other than described in the application.
2. Misrepresentation in the application.
3. Willful waste of water.
4. Tampering with Department property.
5. Vacancy.
6. Cross-connecting the service pipe with any other supply source.
7. Refusal of reasonable access to property
8. Any refusal or neglect to comply with any rule or regulation of the Department.

SECTION 1

INFORMATION REGARDING BILLS

OFFICE:

The Billing Office is located at 56 Littleton Rd. Whitefield, NH 03598.
Town office hours are 9 to 4 Weekdays

The Water Office is located at 220 Littleton Road Whitefield, NH 03598

This office has an answering machine and is monitored in the early am: 837-9237 and we will respond as soon possible.

INFORMATION AND COMPLAINTS:

Any information regarding bills, notices, usage, miscellaneous charges, abatements, liens, etc. may be made by calling the Town Office within six months of specific billing date at 837-9871.

Any request for an abatement must be made in writing by the owner and addressed to the Water Department billing office at the above address.

TOWN BILLING POLICY:

The Town of Whitefield has adopted a policy under RSA 38:22 to commit all water bills for charges to the collector of taxes with a warrant signed by the Board of Selectmen. The tax collector is assigned to collect the water bills. The tax collector has the same rights and remedies, including a lien and/or deeding of the real estate for unpaid bills, as in the collection of taxes as provided in NHRSA chapter 80. All amounts or percentages in this ordinance will automatically be amended by any changes in the NHRSA's.

BILLING:

Water bills in this document shall mean all charges associated with water, including but not limited to water usage, special reads, and other miscellaneous charges. Water bills are prepared by the Billing Department of

the Water Department and sent to the owner of the property. Owners of the property will be held responsible for the payment of water bills. If the owner of the property fails to pay the water bill and sells the property, the new owner is responsible for the unpaid amounts.

The Water Department bills all customers every six (6) months. All bills are due and payable within 30 days from date of mailing at the Town Office. In the event that a meter reading is not taken due to no fault of the Water Department (e.g.- property locked and meter reader unable to read meter) the current 6-month billing shall be estimated using the following criteria: 1.) Usage from the previous billing, or 2.) The estimate may be based on the average of the consumption amounts previously billed, or 3.) If the customer has 3 years previous billing cycles, the calculation drops the high and low usage and estimates on the average of the remaining billing cycles.

Charges for services furnished under this ordinance or under any agreement between the Department and the customer shall continue to the end of the term specified thereafter or until such time as the Department shall receive reasonable notice in writing from the customer of a desire to terminate the service. In the event the customer no longer wants a semiannual bill for an unused service contact the Whitefield Water Dept. for the proper disconnect agreement.

PAYMENTS:

All water bills are due and payable at the Town Office. Payment can be made by cash, bank check, money order, certified check, or by personal check. Payments are made payable to The Whitefield Water Department, third party checks are not permitted. Cash payments should not be made by mail.

Customers will be charged for any returned checks. The return check fee is a flat dollar amount plus bank and legal fees per NHRSA 80:56.

If the legislative body adopts an ordinance to authorize the acceptance of the payment of the utility charges by use of a credit card, the following conditions shall apply: 1. An amount shall be added to the amount due for any interest payable, and 2. A service charge for the acceptance of the card will be charged. Such service charge shall be based upon all the actual cost to the Town for the use of the service. This service will automatically be amended

by any changes in the RSA regarding credit card charges.

It is the intention of the Department to send courtesy notices of substantial increases in consumption or delinquency notices for unpaid bills, but failure to do so does not relieve the customer of his/her responsibility to pay the outstanding bills promptly or to repair leaky fixtures.

INTEREST:

Interest at 15 percent per annum shall be charged on all amounts not paid within 30 days from date the bills were mailed.

ABATEMENT:

No adjustments or refunds can be made to a customer's account without the approval and consent of the Board of Selectmen through the abatement process under NHRSA chapter 76. Any request for an abatement shall be made in writing within 6 months of the specific billing date and be addressed to the Board of Selectmen. The letter shall state the amount of the abatement requested and the reason for the request. The letter shall be sent to the Water Department which will prepare the abatement form and submit it to the Board of Selectmen. The Selectmen have the right to approve or deny the request. The decision of the Selectmen is final. The Town may charge the customer a fee to cover the costs for the abatement.

After the abatement has been presented to the Selectmen and a decision has been made, the Water Department will notify the customer. If the abatement is approved, the Water Department will adjust the customer's account. If the customer has an outstanding amount due, the abatement will be applied to the outstanding balance. If the account is paid in full, a credit will be placed on the customer's account or the customer can receive a refund.

LIENS AND COLLECTION OF CHARGES:

The Town has adopted the following collection procedures for water charges and the use of one collection procedure for one service shall not preclude the use of a different collection procedure for another service.

The tax collector shall be presented with a warrant signed and approved by the Board of Selectmen for the collection of water charges and the

collection of the appropriate interest on past due accounts. The tax collector will compile a list of the water bills remaining uncollected after the due date of the final bill for the preceding year. The tax collector shall execute the lien in compliance with NHRSA 80:58-87.

The lien amount shall include the outstanding water bill amount, interest at 15 percent from the due date up to and including the date of the lien, and any associated cost. The executed lien will be registered with the Register of Deeds. Interest after the execution of the lien will be at 18 percent.

Whenever a customer has an interest in removing the lien from the property, they must contact the tax collector for the amount due. Once the customer pays the amount of the lien, interest, and costs, the tax collector shall send a notice of full redemption to the Register of Deeds.

DEEDING PROCEDURES:

After two years, and one day from the date of the execution of the tax lien, the tax collector will send a notice of impending deed to the owner of the property and mortgagees. If total redemption has not been made by the date specified in the notice, the tax collector, with the approval of the Board of Selectmen, shall deed the property to the Town pursuant to NHRSA 80:76-77.

SECTION 2

SERVICE LINES

APPLICATIONS:

Applications for service connections and the use of (potable) water must be made with the Department on the form prescribed, (see service request packet) and signed by the owner or his duly authorized agent.

Applications for water must state fully and truly the purpose for which the water is to be used, together with a description of the property; also the official town, street and the street number of the premises to be supplied. (service location)

Also to be included in the Application are the number of family units,

tenants, and establishments to be served, the type of business, if any, to be conducted, fire protection required, if any and such other pertinent information as the Department may request.

The owner or person accepting responsibility for payment of the bill may sign the form.

Should substantially increased use be desired at any time, the customer desiring it shall notify the Department in writing in advance of such requirements. The application shall contain a provision stating that the applicant, by signing same, agrees to accept the terms and conditions as herein contained, and the Department shall not be obligated to furnish water until receipt of such signed application (and Town of Whitefield Building Permit when applicable).

For commercial applications, an Agreement to extend the Department's water line must be executed. That Agreement will specify all terms and conditions associated with water service including materials, requirements, construction standards and required fees.

ALLOTMENT:

Customers may pre-pay a connection fee in anticipation of making a connection at some future date. Such pre-payment constitutes an allotment and is subject to the following:

1. An allotment may be made only after the Department determines that the requested connection is hydrologically supportable. (Sufficient volume and pressure.) The Department must consider all currently existing allotments when making this determination.
2. The pre-paid connection fee is non-refundable if the customer voluntarily withdraws the connection request.
3. Allotments are valid for an eighteen-month period after which they expire and the connection fee is forfeited.
4. The customer may request a six-month extension. The request must be in writing and include an extension request fee equal to 10% of the original connection fee.
5. The Department is under no obligation to approve the extension request and will refund the extension request fee if the extension is denied.

6. Allotments may only be extended for a six-month period and there is no limit to the number of times that an allotment can be extended.

SERVICE LINE CHARGES:

The total service line charges shall be the sum of the cost of installation plus a connection fee. All service pipes, including corporation, and curb stop, curb stop box, and all associated components to go to the building are costs and installation requirements of the owner.

Whitefield's potable water supply, once an inexpensive commodity, is subject to ever increasing regulations for monitoring of the water and maintenance. Therefore, revenue from the connection fee shall be applied toward the cost of required system capital improvement projects and system expansion to assure adequate water supply meeting requirement of the Safe Drinking Water Act.

The service line connection fee shall be paid in advance. Connection fees are as follows:

Single Family Residence/Residential Service - \$1,000

Duplex - \$2,000

Multi-Unit Apartment Building - \$1,000 + \$400 per Unit

Retail/Commercial/Industrial - \$2,500

The meter and accessories can be obtained through the Town or by a private vendor, all meters must be compatible with the Department's meter reading equipment.

BACKFILL REQUIREMENTS AND PAVING REPAIRS:

The connection fee does not include any charges for the sand required to bed and cover the service line, the backfill itself, or for the repair or replacement of pavement openings. Any costs for such material and work shall be borne by the customer. All dig sites in the Town's or State's pavement and/or sidewalks shall be replaced in accordance with the Public Works Director's directions and are the responsibility of the owner.

ROADWAY PERMITS:

No street or roadway or other public place shall be opened for the laying of service lines until a trench excavation permit has been obtained from Town or State agency as required.

SERVICE LINE OWNERSHIP:

For all service lines existing prior to June 1st, 2017 the service line from the distribution main to the customer's property is the property of the customer and installed and maintained by the owner. Work on these service lines is to be done by a qualified contractor in accordance with laws of the State and ordinances of the Town, and to the satisfaction of the Department.

If a service line existing before June 1st, 2017 is replaced from the water main to the house and a curb stop is added, the Department shall contribute a sum not to exceed \$500.00 towards labor, equipment, and material to install that portion of the pipe from the main to and including the curb stop.

For all service lines installed after June 1st 2017, the service line from the main to and including the curb stop is owned and maintained by the Department provided that initial construction and installation meets the current Department standards.

SERVICE LINE SPECIFICATIONS:

Beginning June 1st, 2017 all Curb stops will be located on the customer's property as near to the town street/state roadway as possible.

Beginning June 1st, 2017, only one customer will be allowed per service line. Service lines with multiple customers prior to this date may remain in use. However, should a previously existing multiple-customer service line require replacement, each customer will be required to install a separate service line to the town main or privately-owned main if located in an approved sub-division.

When a property owner desires to replace or relocate an existing service to their property, the existing service line point of attachment to the water main

shall be disconnected at the owner's expense prior to the department activating the new service. Only one (1) connection to the water main is allowed per parcel.

SERVICE LINE MATERIALS FROM MAIN TO CURB STOP:

For $\frac{3}{4}$ inch diameter to and including 2 inch in diameter, the section of service line from the main to the curb stop will be type "K" extra heavy, soft temper, cold drawn, seamless deoxidized copper tubing, having a minimum ultimate tensile strength of not less than 30,000 lbs. per sq. in.

For service pipes 4 inch in diameter and larger the section of service line from the main to the curb stop shall be ductile iron complying with ANSI A21.11-72 (AWWA C151-76) Class 52 specifications with weld on copper conductivity straps. Pipe shall be cement-mortar lined double thickness ($\frac{1}{8}$ ") and shall conform or exceed current ANSI A21.4 (AWWA-C104), with bituminous seal coat and shall have coal-tar pitch paint outer coating. Joints shall be rubber gasket, either push on or mechanical joint type conforming to ANSI A21.11-72 (AWWA C111-72).

SERVICE LINE MATERIALS FROM CURB STOP TO METER:

All service lines from the curb stop to the meter ($\frac{3}{4}$ " to 2") shall be either type "K" extra heavy, soft temper, cold drawn, seamless, deoxidized copper tubing, having a minimum ultimate tensile strength of not less than 30,000 pounds per square inch or HDPE CTS.

All larger service lines shall be either, ANSI A21.11-72 (AWWA C151-76) Class 52 Ductile Iron Pipe wrapped with an approved pipe wrap, or Plastic Pipe of C-900 Class (Blue Brute). Joints shall be rubber gasket, either push on or mechanical joint type conforming to ANSI A21.11-71 (AWWA C111-72). Valves, bends, tees, other fittings shall have fully restrained boltless push-on or mechanical type joints. In addition, rods clamps, and accessories shall be used to tie and clamp the installation where specified on the sketches.

All non-metallic service lines are required to have trace tape or some form of tracing wire located in the trench with the service line from the curb stop to the residence/building.

All pipes shall have at least five-feet, six-inches (5'6") of cover, or be protected from freezing using 2" rigid board insulation as appropriate, and shall be laid in a straight line as possible from the curb to inside the building.

JOINT USE OF SERVICE PIPE TRENCH:

Water service will not be placed in the same trench with gas pipes, electric conduits, sewer connections, drains, or similar structures. The distance between utilities will be as permitted by the New Hampshire Department of Environmental Services.

INSPECTION:

Service lines shall be tested for water tightness in the presence of a representative of the Department before being covered.

MAIN SHUT-OFF VALVE:

On every new service line, immediately after its entry into the building, shall be an approved type ball valve with waste drip.

Existing service lines not equipped with the above type of valve, when renewed, replaced, or repaired, shall conform to the requirements for new service pipes.

METER SETTING:

Every new service installation must include a meter horn and a backflow prevention device (BFPD) located inside the building near the service entrance easily accessible and protected from freezing. It shall be the consumer's responsibility to keep the meter from freezing. All inside piping should be arranged as to permit draining whenever necessary. Where a meter horn is not suitable, or if other than a residential style dual check valve assembly is required, the meter and applicable backflow prevention device shall be installed in a horizontal meter setting. Any relocating of the service pipe on the customer's premises shall be at the owner's expense. In no event shall the Department be responsible for any damage done by water escaping there from.

HORIZONTAL METER SETTING:

All small meters on new installations shall be set at least twelve inches above the floor, in a horizontal position, immediately after the main shut-off, and as near too where the service pipe enters the building as is practicable. The plumber shall provide an approved support for the meter.

Existing installations not set in accordance with the above, when renewed, replaced, or repaired, shall be reset to conform to requirements for new installations.

Large meters must be installed in accordance with Department standard for Large Meter installations

BACKFLOW PREVENTION DEVICE:

By the Department's policy of containment, an approved backflow preventer, commensurate with the degree of potential hazard, must be installed immediately downstream of the meter.

BACK WATER VALVES:

All new services shall be equipped with an approved type of ball valve immediately following the meter setting on the building side to act as a back valve to prevent building piping form emptying while the meter is being changed or for other work on the service pipe.

Existing service pipes not equipped with the above type valve, when renewed, replaced, or repaired, shall conform to the requirements for new services.

TAPPING MAINS:

No person except an authorized representative of the Department will be allowed under any circumstance to tap the mains or distribution pipes, insert corporation stops therein or to interfere with water gate valves.

TAMPERING:

All gates, valves, shut-off, hydrants, and water storage tanks, which are the property of the Department, are not to be opened or closed, or in any other way tampered with, by any person other than an authorized employee of the Department. (Fire Department is excluded for the hydrants)

REPAIRS TO PROPERTY OWNER'S SERVICE LINE:

Property owners must keep their own line and all fixtures connected thereto in good repair and protected from frost at their own expense. In case of a break in the service pipe, between the main and the meter, the property owner shall immediately obtain services to make the necessary repairs. Failure to make repairs at once shall be sufficient cause to shut off the supply.

CLEANING SERVICE LINES:

The Department does not recommend or approve the cleaning of a service line to remove rust or other obstructions to increase flow. (The Department would approve and recommend changing the line). Property owners desiring to do this must submit their request in writing, and agree to take all responsibility for the cost of replacing the service in case it is broken, or for the repair or replacement of the meter should it be damaged by debris.

SIDEWALK PERMITS:

No sidewalk or other public place shall be opened for the lying of service lines until the property owner obtains a permit from the Town (or applicable governing agency).

CHANGE OF OWNERSHIP:

Whenever an owner sells or transfers property for which application for service has been granted, the new owners are bound by the original application until a new application has been made and accepted.

Each owner shall be liable for payment of all just charges including bills for water furnished to him or his lessees during his ownership, as above

required, until such time as the Department receives notice in writing of the transfer of his property.

SERVICE CONNECTIONS, WHEN MADE:

No new service or service pipe or extensions of mains will be laid during the time period of November 15th, - April 30th, except at the discretion of the Department when extenuating circumstances prevail. The additional expense is borne by the applicant/owner.

THAWING ACTIVITIES:

Thawing activities are expensive and time consuming. If a water main, fire flow connection, or service line is suspected to have frozen the Department shall:

1. Report to the location and determine the nature of the problem.
2. Attempt to thaw the line and restore service, and
3. Determine where the line was frozen (Department side or Customer – Who is responsible to pay.)

The Department utilizes the services of a qualified contractor that specializes in pipe thawing to thaw suspected frozen water lines. The method used to thaw the line shall be left to the discretion of the Department and the contractor.

Thawing activity shall commence as soon as a contractor is available and thawing priority shall be based on a first call-first served basis unless circumstances dictate otherwise.

To determine who is responsible to pay for the thawing the following points of demarcation shall be used:

1. Water Distribution/Transmission Main – Department is responsible for all thawing costs.
2. Fire Flow – Customer shall be responsible for all thawing costs.
3. Fire Flow with Domestic service line connected - Customer shall be responsible for all thawing costs.
4. Customer Service Lines:

- a. Department owned water main to curb stop - Department is responsible for all thawing costs.
- b. Customer owned water main to curb stop - Customer shall be responsible for all thawing costs.
- c. Curb stop to meter - Customer shall be responsible for all thawing costs.

Depending on the situation, the customer may be responsible for overtime labor and equipment charges when Department employees are required to work outside normal business hours.

ELECTRICAL AND TELEPHONE GROUNDS:

No user of the water system shall install an electrical or telephone ground of any sort to the water service or their plumbing.

SECTION 3

TEMPORARY SERVICE

TEMPORARY SERVICE:

Contractors, Builders, etc., requiring water for construction purposes, shall make application for a temporary service and will be subject to the same rules and regulations as apply to regular service installations.

The Department will install a meter on the temporary service. The cost of setting the meter will be borne by the applicant. Temporary services will be subject to the connection charge and required permits to be filled and payment in advance if applying. When permission to open a street cannot be obtained or when, for any physical reason, it is impracticable to make excavation and provide independent service, water may be furnished temporarily from an adjacent service if deemed advisable by the Department and the owners give their permission, but such service delivery shall be entirely at the expense of the customer requesting such service. Water service furnished to any house or trailer not placed on a permanent foundation shall be considered temporary service, and the whole cost of furnishing service from the nearest available main shall be entirely at the expense of such customer.

SECTION 4

METERS

ALL WATER METERED:

All water from the Department's system, except as proved in Section 6 will be supplied through one primary meter to the property supplied. All water passing through such meters will be billed to the owner of the property supplied, as the same appears in the records of the Department, whether the water is used or wasted. Customers are advised to read their own meter frequently in order that leaks or waste may be detected and large bills prevented.

OWNERSHIP OF METERS:

The Department will own all meters. The meters will be installed by a licensed plumber of their choosing, to standard requirements, at the property owner's expense. The Department reserves the right to designate the size of the meter to be installed on any service. The owner is responsible for the installation of the remote sensor device wiring and the remote sensor to a mutually agreed upon location.

LOCATION OF METERS:

The property owner shall furnish a proper place for the installation of the meter in a horizontal position just inside and as near as possible to the point of entry of the service pipe through the building wall. In the event that such a location cannot be provided, the meter will be installed at the property line in a suitable housing or pit provided and maintained at the expense of the property owner and approved by the Department.

Where applicable, the meter must be set in an approved meter horn with a valve on the street and building side of the meter. An approved back flow prevention device must be placed on the house side of the meter prior to another connection. The cost of the necessary plumbing shall be borne by the customer. Meters once set may be changed in location at the request of the customer, at the customer's expense, provided the Department has approved such change.

CROSS CONNECTIONS:

No connections capable of causing a backflow between the Department's water and any plumbing fixture, device or appliance or between any waste outlet and pipe having direct connection to waste drains will be permitted. If such connections are discovered and the owner is responsible for such connection fails or refuses to break or properly protect the connection within 24 hours of written notice by the Department, the Department shall discontinue service making a definite break in the service pipe until the connection has been properly changed.

In no case shall two separate buildings occupied by different tenants be supplied by one meter unless the same individual or agency owns both buildings.

ACCESSIBILITY:

Meters must be easily accessible at all times so that they may be examined and read by employees of the Department. They must not be exposed to danger from frost or contamination.

RIGHT OF ACCESS:

Any authorized representative of the Department shall have the right of access at any reasonable time to any part of any customer's premises for purposes of inspection, meter reading, repair or replacement of meters, or other legitimate purposes, and at any time in case of emergency.

DAMAGED METERS:

If meters are damaged by freezing, hot water, or any other external causes, either through the carelessness or neglect of the owner or occupant of the premises or their agents, the Department, except as hereinafter provided, will repair the meter; and the owner will be responsible for all costs associated with repairing or replacing the damaged meter.

METER TESTING:

Every meter is carefully tested before it is installed, and also before it is reset after having been removed for repairs or other purposes. Periodic tests for duty for each meter will also be made as often as the Department may deem necessary. Should a property owner at any time question the accuracy of the meter on his service, it may be tested (preferably in his/her presence) after the Department receives the request in writing.

Seasonal meters should be returned to the Department at the end of the summer season and would be tested upon request.

ADJUSTMENTS:

If the testing of a meter as hereinbefore provided shows that the meter fails to register correctly within two percent, the charge for water to the customer shall be adjusted accordingly as the registration varies from 100 percent; and such adjustment shall apply to the current period only, unless it is apparent to the Department that a previous period's consumption has also been affected by the same error.

REPAIRS TO LARGE METERS:

At the written request of the Department, meters larger than two (2) inches shall be returned to the factory for necessary and complete repairs. All expenses in connection with such removal and replacement and the cost of repairs shall be borne by the property owner.

BILLING NON-REGISTERING METERS:

In case of meter registration failure or removal for repairs, charges for water consumption shall be based on an average of the amount registered over similar periods preceding or subsequent thereto.

UNSERVICABLE METERS:

The Department reserves the right at all times to remove, test, repair, and replace any meter; and as such meter is found to be economically unserviceable, that meter will be replaced at the expense of the Department.

In cases where the meter body is the only part affected it will be replaced by the Department, by a tested meter body, and the original meter head installed onto the tested base. The owner will be responsible if tampering had been discovered or the meter has frozen.

TAMPERING WITH OR DEFACING METERS:

The Department will prefer charges in accordance with these Rules and Regulations against any person who shall tamper with or deface a meter to prevent the proper registration of the water consumed, by altering the register index or otherwise; or for the breaking of any seal placed by the Department for the protection of any meter, valve, or seal.

The Department will shut off the water when meters have been tampered with or seals broken, and the water will not be turned on again until full satisfaction has been made to the Department.

The Department recognizes that all meters have not been sealed and will review each case by case. All new installations or repairs will need to be sealed and the seal registered by the Department.

UNAUTHORIZED USE OF WATER:

No person shall take or use water contrary to these published Rules and Regulations of the Department or take or use water illegally or in such a way as to evade the tariff schedule rates or meter charges. Service can be terminated at any point on the line between main and shut-off, if not properly connected. In addition, a fine of \$500.00 will be imposed.

AUXILIARY METERS:

If additional or auxiliary meters are desired by customers who are on Multiple Service, for the purpose of showing subdivision of the supply, such additional or auxiliary meters shall be installed and maintained at owner expense.

MULTIPLE SERVICE- TRAILER PARKS- APARTMENT BUILDINGS:

Where there is more than one customer unit in a building supplied with water, the utility requires one (1) master meter for the entire building/park.

Any additional meters after the master meter are the responsibility of and must be maintained by the owner.

OUTSIDE READERS: (i.e. TOUCH PAD)

All customers shall be required to have an outside reader for their meter. The outside reader shall be furnished with all meters acquired through the Department, and installed at a location acceptable and accessible to the Department. The customer shall be responsible for repairs or replacement of damaged outside readers. The customer can move the reader after notifying the Department in writing prior to the moving of the touch pad. In the event the reader is inaccessible or made inaccessible by either debris or an animal, the Department will notify the customer that the reader needs to be moved or the inaccessibility rectified. In either case it will be the responsibility of the owner for all charges.

If the customer fails to move the reader after requested the Department will estimate the bill, plus a reread fee of \$30.00

If the customer does not desire an outside reader to be attached to their house, then a radio read meter will be installed at the customer's expense

SECTION 5

METER INSTALLATION AND BACKFLOW PREVENTION DEVICES

The following provisions shall apply to the installation of meter and backflow prevention devices at customer's premises by the Department.

LEAD SERVICES:

The Department will not permit the use of lead piping for the purpose of transporting water, and no meter will be installed on any service utilizing lead piping.

HOT WATER TANK PRESSURE RELIEF:

No meter will be installed where a customer's hot water tank is not equipped with a pressure relief valve. Customers will be required to engage a certified plumber to install pressure relief valves within thirty days of notification.

MULTIPLE CUSTOMER SERVICE:

It is the policy of the Department to require that each customer be served individually via a single pipe through a single meter. This policy will be subject to exception in unusual cases, in the Department's reasonable discretion, where piping layouts, property line complications, or other circumstances warrant.

CUSTOMER RESPONSIBILITIES:

Customer service line responsibility and ownership begins at the MAIN. Any customer serviced via a branch line will be responsible for the installation of a new direct service line from the Department's main line to a delivery point, and must enter into an agreement acceptable to the Department to ensure timely installation of the new service.

Customers shall use material and piping approved by the Department. Materials of inferior quality will only be allowed after the shutoff and will require a meter pit directly after the shut-off (curb stop).

PUMPS:

The Department will not pay for the installation of pumps where pressure has been reduced due to meter and backflow prevention device installation.

CUSTOMER COOPERATION:

Customers should try to be available for meter installation appointments during normal work week hours, however provisions can be made for other times.

Customers shall provide access to the water service lines to permit convenient installations of meters and backflow prevention devices. Customers shall also provide service lines which are in good and usable condition for installation of meters and backflow prevention devices.

If there are repeated failures to keep appointments, or if any customer refuses to perform the customer's responsibilities hereunder or to reasonably cooperate with the Department, the Department may terminate the customer's water service after reasonable notice.

SECTION 6

CROSS CONNECTION CONTROL PROGRAM

PURPOSE:

Cross-Connections between water supplies and non-potable sources of contamination are significant threats to health in the water supply industry. This ordinance is designed to maintain the safety and potability of the water in the Town of Whitefield Public Water System by establishing rules and procedures to prevent the contamination of public drinking water by the backflow of water from an approved source or other fluids.

A. The purpose of this regulation is:

1. To protect the public water supply of the Town of Whitefield Public Water System from the possibility of contamination by isolating contaminants which could backflow or back-siphon into the public water system within its customers' internal distribution system(s);
2. To promote the elimination or control of cross-connections, actual or potential, between its customers' in-plant drinking water system(s) and anything that could contaminate or pollute it; and

3. To provide for the maintenance of a cross-connection control program to effectively prevent the contamination or pollution of all drinking water systems.

This document is intended to supplement the rules listed in section II below. Changes to this document in the future must be approved by the New Hampshire Department of Environmental Services (NHDES).

AUTHORITY:

- A. New Hampshire Administrative Rule Env-Ws 364, or subsequent rules, *Backflow Prevention*.
- B. The Town Public Water System rules and regulations, adopted.

REQUIREMENTS:

The water superintendent shall be responsible for the protection of the public potable water distribution system from contamination or pollution due to the backflow or back-siphonage of contaminants or pollution through the water service connection. If, in the judgment of the water superintendent, an approved backflow prevention device is required at the town's water service connection to any customer's premises for the safety of the water system, the water superintendent or his designated agent shall give notice, in writing, to said customer to install an approved backflow prevention device at each service connection to his premises. The customer shall, within 90 days, install approved device or devices at his own expense. Failure, refusal, or inability on the part of the customer to install said device or devices within 90 days shall constitute grounds for discontinuing water service to the premises until such device or devices have been properly installed.

DEFINITIONS:

- A. **Approved Backflow Prevention Device** – A backflow prevention device that has been:
 1. Manufactured to allow for accurate testing and inspection so as to allow verification of performance; and
 2. Tested and certified by the University of Southern California, Foundation for Cross-Connection Control and Hydraulic Research.

- B. **Auxiliary Water Supply** – Any water supply on or available to the premises other than the purveyor's approved public potable water supply.
- C. **Backflow** – The flow of water or other fluids, mixtures or substances into the distribution pipes of a potable water system from any source other than the intended approved source of supply.
- D. **Backflow Preventer** – A device or means designed to prevent backflow or back-siphonage.
1. **Air Gap** – A physical separation sufficient to prevent backflow between the free-flowing discharge end of the potable water system and any other system. Physically defined as a vertical distance equal to twice the diameter of the supply pipe but not less than one inch.
 2. **Atmospheric Vacuum Breaker** – A device which prevents back-siphonage by creating an atmospheric vent when there is either a negative pressure or sub-atmospheric pressure in a water system.
 3. **Barometric Loop** – A fabricated piping arrangement rising at least 35 feet at its topmost point above the highest fixture it supplies. It is utilized in water systems to protect against back-siphonage.
 4. **Double Check Valve Assembly** – An assembly of two independently operating spring loaded check valves with tightly closing shut-off valves on each side of the double check valve, plus properly located test cocks for the testing of each check valve.
 5. **Dual Check Valve with Intermediate Atmospheric Vent** – A device having two independently operating spring loaded check valves separated by an atmospheric vent chamber.
 6. **Hose Bib Vacuum Breaker** – A device which is connected to a hose bib and which acts as an atmospheric vacuum breaker. Not to be used under constant pressure.
 7. **Pressure Vacuum Breaker** – A device containing one or two independently operated spring loaded check valves and an independently operated spring

loaded air inlet valve located on the discharge side of the check valve(s). The device includes tightly closing shut-off valves on each side of the check valve(s) and properly located test cocks for the testing of the assembly.

8. **Reduced Pressure Principle Backflow Preventer** – An assembly consisting of two independently operating spring loaded check valves with an automatically operating differential relief valve located between the two check valves, tightly closing shut-off valves on each side of the check valves plus properly located test cocks for the testing of the check valves and the relief valve.
 9. **Residential Dual Check** – An assembly of two spring loaded independently operating check valves. Generally employed immediately downstream of the water meter to act as a containment device in a single or two family residence.
- E. **Backpressure** – A condition in which the owner's system pressure is greater than the supplier's system pressure.
 - F. **Back-Siphonage** – The flow of water or other fluids, mixtures or substances into the distribution pipes of a potable water system from any source other than its intended source caused by the sudden reduction of pressure in the public water system.
 - G. **Containment** – A method of backflow prevention which requires a backflow prevention device at the water service entrance.
 - H. **Contaminant** – A substance that may impair the quality of the water creating a potential health hazard to the public.
 - I. **Cross-Connection** – Any actual or potential connection between the public water system and any source of contamination or unapproved water source.
 - J. **Fixture Isolation** – A method of backflow prevention in which a backflow preventer, such as a hose bib or an atmospheric vacuum breaker, is located to correct a cross-connection at an in-plant location rather than at a water service entrance. This protects the drinking water in the building.

- K. **Owner** – Any person who has legal title to, or license to operate or habitat in, a property upon which a cross-connection inspection is to be made or upon which a cross-connection may be present.
- L. **Person** – Any individual, partnership, company, public or private corporation, political subdivision or agency of the state, department, agency or instrumentality of the United States, or any other legal entity.
- M. **Water Service Entrance** – That point in the owner's water system beyond the sanitary control of the water supplier; generally considered to be the outlet end of the water meter or where the water service first enters the building.
- N. **Water Superintendent** – The official, or his delegated representative, in charge of the Town of Whitefield Public Water System who is invested with the authority and responsibility for the implementation of an effective cross-connection control program and for the enforcement of the provisions of this ordinance.
- O. **Water Supplier** – The public water supply system.

ADMINISTRATION:

- A. The Town of Whitefield Public Water System will operate an approved cross-connection control ordinance, including the keeping of necessary records to fulfill the requirements of NHDES's Backflow Rules, Regulations, and related laws.
- B. The owner shall allow the Town of Whitefield Public Water System to inspect his property for possible cross-connections and shall follow the provisions of the Town of Whitefield Public Water System's ordinance and their rules.
- C. If the Town of Whitefield Public Water System requires that the public supply be protected by containment, the owner shall be responsible for the water quality beyond the outlet end of the containment device and should utilize the appropriate device approved for that purpose.

RESPONSIBILITIES:

A. Town of Whitefield Public Water System

1. On new installations, the Town of Whitefield Public Water System will provide an on-site evaluation and/or inspection and review of plans in order to determine the type of backflow preventer, if any, that will be required.
2. On new installations, the Town of Whitefield Public Water System will issue a permit and perform inspection and testing.
3. For premises existing prior to the start of this program, the Town of Whitefield Public Water System will:
 - a. Perform an assessment of the function of the premise and determine if it poses a cross-connection risk. If a risk is present, assess the risk as high hazard or low hazard.
 - b. Inform the owner in writing of any corrective action deemed necessary, the method of achieving the correction, and the time allowed for the correction to be made. Ordinarily, 30 days will be allowed. However, this time period may be shortened depending upon the degree of hazard involved and the history of the device(s) in question.
4. The Town of Whitefield Public Water System will not allow any cross-connection to remain unless it is isolated by an approved backflow prevention assembly, commensurate with the degree of hazard, for which a permit has been issued and which will be regularly inspected/tested to ensure satisfactory operation.
5. The Town of Whitefield Public Water System shall inform the owner in writing of any failure to comply and the time allowed for the correction to be made. If upon re-inspection the owner has not complied, the Town of Whitefield Public Water System may allow an additional 15 days for the correction. In the event the owner fails to comply with the necessary correction by the time of the second re-inspection, the Town of Whitefield Public Water System will inform the owner, by certified letter, that the water service to the owner's premises will be terminated within a period not to exceed five days. In the event that the owner informs the Town of Whitefield Public Water System of extenuating circumstances as to why the correction has not been made, a time extension may be granted by the

Town of Whitefield Public Water System.

6. If the Town of Whitefield Public Water System determines at any time that a serious threat to the public health exists, the water service shall be terminated immediately.
7. The Town of Whitefield Public Water System shall begin inspections to determine the nature of existing hazards and corrections to be made, following approval of the program by NHDES. Initial focus will be on high hazard water use.
8. Certified backflow prevention device inspectors must be certified through the NEWWA Certified Backflow Prevention Device Inspectors/Testers Program.
9. The Town of Whitefield Public Water System shall also develop installation standards and specifications for each type of backflow preventer to ensure they are installed in a manner in which they have been evaluated and approved and to allow for periodic testing and maintenance.

B. Owner

1. The owner shall be responsible for the elimination or isolation with the proper installation of an approved backflow prevention device commensurate with the degree of hazard, for all cross-connections on his premises.
 - a. All new residential buildings will be required to install a residential dual check valve device immediately downstream of the water meter. Installation of this residential dual check valve device on a retrofit basis on existing service lines will be instituted at a time and at a potential cost to the homeowner as deemed necessary by the Town of Whitefield Public Water System.
 - b. The owner should be aware that installation of a residential dual check valve results in a closed plumbing system with the residence. As such, provisions may have to be made by the owner to provide for thermal expansion within the closed loop system, i.e., the installation of thermal expansion tanks and/or pressure relief valves.

- c. Strainers: The Town of Whitefield Public Water System strongly recommends that all new retrofit installations of reduced pressure principle devices and double check valve backflow preventers include the installation of strainers located immediately upstream of the device to prevent fouling of backflow devices due to unforeseen circumstances occurring to the water system such as water main repairs, water main breaks, fires, periodic cleaning and flushing of mains, etc. These occurrences may 'stir up' debris within the water main that will cause fouling of backflow devices installed without the benefit of strainers.
2. The owner, after having been informed by a letter from the Town of Whitefield Public Water System, shall, at his expense, install, maintain, and inspect or have inspected (as determined by the Town of Whitefield Public Water System), all backflow preventers on his premises.
 3. The owner shall correct any deficiency of a backflow preventer which is revealed by inspection or testing. This shall include the replacement of parts or the replacement of the backflow preventer, if deemed necessary by the Town of Whitefield Public Water System.
 4. The owner shall inform the Town of Whitefield Public Water System of any proposed or modified cross-connections and also existing cross-connections of which the owner is aware but has not been found by the Town of Whitefield Public Water System.
 5. The owner shall not install a by-pass around any backflow preventer unless there is a backflow preventer of the same type on the by-pass. Owners who cannot shut down operations for inspecting of the device(s) must supply additional devices necessary to allow inspection to take place.
 6. The owner shall only install approved backflow preventers from a list adopted by the Town of Whitefield Public Water System and NHDES.
 7. The owner shall be responsible for the payment of all fees for permits, annual or semi-annual device inspections, re-testing in the case that the device fails to operate correctly, and re-inspections for non-compliance with the Town of Whitefield Public Water System or NHDES

requirements.

DEGREE OF HAZARD:

The Town of Whitefield Public Water System recognizes the threat to the public water system arising from cross-connections. All threats will be classified by degree of hazard and will require the installation of approved backflow prevention devices for high and low hazards.

A. Low Degree of Hazard

If backflow were to occur, the resulting effect on the water supply would be a change in its aesthetic qualities. The foreign substance must be non-toxic to humans.

B. High Degree of Hazard

If backflow were to occur, the resulting effect on the water supply could cause illness or death if consumed by humans. The foreign substance may be toxic to humans from either a chemical, bacteriological or radiological standpoint. The effects of the contaminants may result from short or long term exposure.

Only the following types of backflow prevention devices may be used for the containment of on-site contaminants for high and low hazard situations respectively:

C. High Hazard:

1. Air gap (AG)
2. Reduced pressure principal backflow preventer (RPZ)
3. Combination of the above

D. Low Hazard:

1. Air gap (AG)
2. Pressure vacuum breaker (PVB)

3. Double check valve assembly (DCVA)
4. Reduced pressure principal backflow preventer (RPZ)
5. Combination of the above

PERMITS:

The Town of Whitefield Public Water System shall not permit a cross-connection within the public water system unless it is considered necessary and cannot be eliminated.

- A. Cross-connection permits that are required for each backflow prevention device are obtained from the Town of Whitefield Public Water System.
- B. Permits are subject to revocation and become immediately revoked if the owner should so change the type of cross-connection or degree of hazard associated with the service type of device, replacement of device with a new device, or change of ownership
- C. A permit is not required when fixture isolation is achieved with the utilization of a non-testable backflow preventer in the case of residential dual checks

EXISTING IN-USE BACKFLOW DEVICES:

Any existing backflow preventer shall be allowed by the Town of Whitefield Public Water System to continue in service unless the degree of hazard is such as to supercede the effectiveness of the present backflow preventer, or unless an unreasonable risk to the public health results.

PERIODIC TESTING:

- A. Backflow prevention devices shall be inspected and tested at least semi-annually for high hazard devices and annually for low hazard devices.
- B. Periodic inspections and testing shall be performed by an inspector certified through the NEWWA Backflow Prevention Device Inspectors/Testers Program. The inspections will be done at the owner's expense.

- C. Any backflow preventer which fails the inspection test during a periodic inspection will be repaired or replaced. When repairs are necessary, upon completion of the repair the device will be inspected a second time at the owner's expense to ensure correct operation. High hazard situations will not be allowed to continue unprotected, if the backflow preventer fails the inspection and cannot be repaired immediately. In other situations, a compliance date of not more than 30 days after the inspection date will be established. The owner is responsible for spare parts, repair tools, and/or a replacement device. Parallel installation of two devices is an effective means of the owner ensuring that uninterrupted water service is provided during inspections or repair of devices and is strongly recommended when the owner desires such continuity.
- D. These devices shall be repaired or replaced at the expense of the owner whenever said devices are found to be defective. Tests and repairs shall be recorded on forms approved by the water superintendent, and copies shall be distributed to the owner and water superintendent. Test results need to be turn in no later than the end of the calendar year, but can be submitted at any time to the water department.
- E. Backflow prevention devices may be inspected more frequently than specified in section A above; in cases where there is a history of test failures and the Town of Whitefield Public Water System feels that due to the degree of hazard involved, additional inspections are warranted. Cost of the additional inspections will be borne by the owner.

FAILURE TO COMPLY:

In the event that an owner fails to test backflow prevention devices the following protocol will be followed:

- A. Verbal notification will be given to comply within 7 days.
- B. If no response, written notification, certified mail return receipt requested, to comply within 7 days and notify owner that testing **shall** be done twice a year in June and October.
- C. After 14 days, said owner will be notified, certified mail return receipt requested, that water service to the owner's premises will be terminated within

a period not to exceed five (5) days.

RECORDS AND REPORTS:

- A. Records – The Town of Whitefield Public Water System will initiate and maintain the following for a minimum of five years:
 - 1. Master files on customer cross-connection inspections and/or tests.
 - 2. Master files on cross-connection permits.
 - 3. Copies of permits and permit applications.
- B. Reports – Each year, by April 1, the Town of Whitefield Public Water System will submit a summary of inspection results to NHDES that includes the following:
 - 1. The name, certifying organization, and certification number of the certified backflow prevention device inspector who performed the inspection and test on the device;
 - 2. The permit number;
 - 3. The name of the owner and the location of the device;
 - 4. The purpose of the device and its hazard class;
 - 5. The type of device;
 - 6. The date and result of each test; and
 - 7. If the test failed, the subsequent test date and result until the device passes.

SECTION 7

MAIN PIPE

DISTRIBUTION MAIN:

Distribution mains are water pipes laid in the streets as feeders for consumer's service and hydrants. All distribution main and extensions thereof will be installed by the Water Department or by a qualified contractor. The property owner or owners, subject to the following provisions lay their pipes on written application to the Department.

FINANCING EXTENSIONS:

If approved by the Board of Selectmen, the installation of distribution mains will be financed by the Water Department and shall become and remain the property of the Department when installed, and said Department agrees in consideration therefore to maintain the same at its own expense so long as there is sufficient demand for water service in said location.

SUPPLY MAINS:

Supply mains are water pipes laid solely for the purpose of strengthening the water supply system and to insure the delivery of an adequate supply of water to critical points in the distribution system. Connections for service pipes and for hydrants are permitted to main supply pipes, which are 12" and less in diameter, subject to the same rules and regulations governing all service pipe installations.

HYDRANTS:

A. Hydrants

It shall be unlawful for any person except one duly authorized by the Water Department, or who shall be a member of the Fire Department of the town, to open, turn on, turn off, interfere with, attach any pipe or hose to, or connect anything with any fire hydrant, stop valve or any valve belonging to the Water Department or obstruct the access to any hydrant by placing around or thereon any stones, bricks, lumber, poles or dirt or willfully or carelessly

injuring the same.

B. Private Hydrants

1. All new hydrants shall be installed under the supervision of the Water Department and shall conform to the hydrant specifications of the Water Department at the time of installation. Hydrants not approved by the Water Department shall be specifically prohibited.
2. The Water Department or an authorized Hydrant company shall perform all repairs and maintenance on all hydrants owned by the Water Department.
3. Notification of inoperative hydrants shall be given immediately to the Fire Department.

C. Penalty

1. Any person convicted of unauthorized use of a fire hydrant shall be fined not less than one hundred dollars (\$100.00) nor more than five hundred dollars (\$500.00), plus restitution and court costs, said fine to be payable to the Whitefield Water Department.
2. To ensure the safety and protection of the fire hydrants for fire protection, any person authorized to open fire hydrants shall use only an approved spanner wrench and replace caps on the outlets when the same are not in use. Failure to do so shall be sufficient reason to prohibit the future use of hydrants and the refusal to grant subsequent permits for the use of the hydrants for other than fire protection.
3. Developers shall be required to furnish hydrants and gates as required by the Superintendent who shall furnish specifications.

D. Pool Filling

The Departments Policy on the filling of pools

1. Application shall be made in advance to the Department giving the

location and dimensions of the pool.

2. The Water Department Superintendent or a designated Supervisor shall determine the times and dates this water can be withdrawn.
3. Failure to comply with any of the above provisions shall result in a property lien in the amount of three (3) times the cost of the water used.
4. Unauthorized filling of a pool could result in a court summons to the owner of the pool filled.
5. Swimming pools must have a backflow valve on the nearest sill cock. This shall be inspected annually by the applicant's plumber and certified to the Water Department before any pool is filled.
6. In lieu of the above, pool owners in Whitefield may elect to have their pools filled using tank trucks. Water for tank trucks may be drafted from hydrants selected by the Water Department upon completion of the proper permits.

The Water Department will use its best efforts to provide clean water but assumes no responsibility for the quality of water provided through the hydrants.

The Water Department reserves the right to require residents to contract with a private vendor for water tank delivery in order to fill newly constructed and/or totally drained pools in an effort to preserve the public water supply during dry periods of the year. Resident and Commercial owners of pools may be required to contract private water vendors and private tanker deliveries during times of inadequate water supplies.

E. Tapping into the System

1. It shall be unlawful for any person other than the Water Department or its authorized agent to tap any of the water mains of the Department or to attach any service pipe to abandoned services without first obtaining permission from the Whitefield Water Department.

2. All taps on mains are to be made by the Water Department or its agent upon application by the property owner to the Water Department properly filled out with proper deposit. The work will be done in the order of which the deposits are received in the Water Department office.
 - A. All future installations of curb stops and fire hydrants, and all replacement of same, are to be located on or near the property line of the street.
 - B. All water shutoff valve boxes located in any of the public streets must be kept at a level of the finished surface of the street and any road construction must raise or lower these valve boxes to conform to this regulation.
 - C. All highway repairs made necessary by replacing water pipes from the mains to the building or for lifting water shutoff valve boxes to the surface of the street shall be made by the Whitefield Highway Department and shall constitute a proper charge against the owner of the water line and/or valve box.

Section 8

RATE SCHEDULE AND OTHER SERVICE CHARGES

Rate Schedule:

Water is currently charged using meter size and usage. A base rate is used based on meter size and will be billed whether any usage is generated. Usage is based on thousand gallons x usage rate. Said rates are subject to change and will be determined by the Board of Selectmen on an annual basis.

Other Service Charges:

1. **Seasonal Use of Water or Other Similar Uses:** A charge of \$25.00 will be made for turning water on or off at the owner's request. Seasonal usage is based on the above rate schedule.

2. Restoring Service: See Section 1- Information regarding bills, Payments.

3. Repair to Frozen Meters: A charge to the owner for repairing a meter that is frozen on his/her premises shall be the cost of each repair, plus the labor, and equipment time required to repair or replace the meter, but not less than \$45.00 for each repair, plus call in time if applicable.

4. Charges for Processing Bad Checks: A service charge of \$25.00 will be made for processing a customer's bad checks in accordance with RSA #80:56. The Board of Selectmen reserves the right to change fee in accordance with statutory amendments.

5. Use of Water from Hydrant or any Temporary Connection:

A. Currently the charge for water from the hydrant designated by the Water Department to fill a tank truck shall be at the current rate per 1000 gallons, if no meter is available or not used on the hydrant the cost will be whatever the volume of the tanker, at current rate per 1000 gallons. This is subject to change.

B. The charge for using any hydrant or other temporary source such as taps from main pipelines, etc. shall be as follows.

1. Installation or removal of an adaptor valve and or hoses at actual labor costs.
2. Cost for water for swimming pools is by the gallon.
3. Cost for water for normal building construction use is by the gallon
4. For any abnormal use other than stated above, the Water Department may draw up a special agreement, which must be approved by the Board of Selectmen, and will be based on the present prevailing rates.

Any or all of the above rules, regulations, and rates are subject to

review, discussion, revision, amendment, at any time by the Board of Selectmen.

SUMMARY OF PROPOSED CHANGES TO WATER ORDINANCE

- Updates contact information to reflect new Town Hall location & Office Hours
- Clarifies costs related to meter and backflow installation for services larger than 1 inch
- Provides instructions to discontinue billing for inactive services
- Adds a section on allotments to allow for pre-purchase of water connections
- Adds service line charges for Duplex, Multi-Unit, Retail, Commercial & Industrial
- Clarifies specifications and cost responsibilities for backfill and paving repairs
- Establishes June 1st as the policy change date for municipal ownership of service line from main to curb stop
- Establishes approved materials for use in service lines
- Specifies location for municipally owned curb stops
- Specifies only one service line per parcel
- Requires installation of trace line or tracing wire with non-metallic pipe
- Redefines Department and customer responsibilities for thawing activities
- Clarifies Cross Connection Control Program
- Establishes \$25.00 service fee for requests to turn water on and off