

# **RULES and REGULATIONS**

## **TOWN OF SPENCER**



## **WATER DEPARTMENT**

Phone: 885-2967

— Office Hours —

Summer: 8-12 & 1-4

Winter: 9-12 & 1-5

## RULES & REGULATIONS

The following regulations are considered a part of the contract with all parties taking and using water supplied by the Spencer Water Department:

1. Each applicant for the introduction of water to any premises, or for the extension of any pipe for the conveyance of such water, shall sign an application form provided by the Spencer Water Department, showing the date of application, the location of the premises, and the purposes for which water is to be used. If the application is approved, no work may be performed until all the necessary permits have been acquired, and no water shall be supplied until the requirements of the Water Department have been met to the satisfaction of the Superintendent or Assistant Superintendent. Permit Charge \$25.00.
2. Water Service Lines: The cost of the installation of all water service lines from the corporation at the water main to the meter is the responsibility of the owner. If it is in the best interest of the Town of Spencer, the Water Department reserves the right to order the replacement of a service line. Within ten working days of notification, the service must be repaired or the Water Department will repair to the property line on the eleventh day and charge the homeowner all costs incurred. The Water Department will terminate water service to said property until all repairs have been made on the property line by the homeowner.
3. Sub-divisions: All water lines are the responsibility of the contractor and must be installed to the specifications of the Water Department. Permit Charge \$100.00 per street.
4. Extensions: All extensions of water mains will be done by the Water Department and the costs of installation will be the responsibility of the parties

taking water in accordance with an agreement signed by each party and the Water Commissioners.

5. All meters one (1") inch or less will be furnished and set at the expense of the Water Department. All meters over one (1") inch will be furnished and set by the Water Department at the owner's expense. Any repairs to meters will be done by the Water Department and for meters over one (1") inch in size, the costs will be at the owner's expense.
6. No person shall make any attachment or connection to the pipes of the Water Works, nor make any repairs, additions to, or alterations to the water pipes beginning at the house side of the meter and running to the water main, remove or change location of any meter, or parts of the meter, break the seal on a meter or allow or cause it to be done without a written permit from the Water Commissioners or their agents, under penalty of a fine of \$100.00. This fine, if not paid before the next water bill, will be added to that water bill, and subject to the same rules as for the collection of said bill. Permit Charge \$25.00.
7. If a meter is frozen, no fire or torch or water above 125 degrees fahrenheit (125°F) can be used to thaw the meter safely as a higher temperature will injure the meter. If the meter is injured by frost or over-heating or other means, the cost of repairs must be paid by the property owner, and the property owner or his agent must notify the Water Department of want of repairs and they will make the required repairs at their earliest convenience, at the actual cost of material and labor. The charge for this, if not paid before the next water bill, will be added to that water bill and subject to the same rules as for the collection of said bill.
8. The Water Commissioners, their agents and assistants, shall have access at all reasonable times to the premises of any water taker to examine the pipes and fixtures, the quantity used, and the manner of its use, or any other purpose. All meters must be maintained free from rubbish or other material which may obstruct access to read and inspect them. Refusal or failure to comply is subject to a fine of not less than \$100.00 and termination of service.
9. The owner of the premises shall be responsible for the payment of all charges for water and service furnished to the property. (By State Law all charges for water or service become a lien against the property immediately following the due date for such rate of charge). When ownership changes, the name of the new owner must be given to the Water Department office in writing upon transfer. This responsibility lies with the new owner or his agent.
10. Water Bills will be sent quarterly, and payable upon receipt but shall not be considered overdue until thirty (30) days from the date of postmark. An interest charge will be added on all bills that are overdue with a minimum charge of two (\$2.00) dollars and will be computed from thirty (30) days after date of postmark, (date of mailing) at a rate set by the Water Commissioners. If bills remain unpaid after thirty (30) days a second request for payment will be sent. If after forty-five (45) days the bill remains unpaid, a final notice (demand) will be sent with a \$10.00 demand charge rendering a forty-eight (48) hour notice of water termination. No terminations of service during November 15th through April 15th. Payment must be made in full with all shut-off notices.
11. Responsibility for payment of rental property water bills lies with the property owner. In cases of non-payment, water will be shut off. (As per Article 10).

12. If a water service is turned off for any reason other than an emergency, there will be a charge of \$10.00 for shutting off, together with \$10.00 for turning it back on. This charge, if not paid before the next water bill, will be added to that bill, subject to the same rules for the collection of said bill.
13. When water has been turned off for non-payment of usage charge, or for purposes of repairs or construction or for any other reasons, no person is permitted to turn it on who is not authorized to do so by the Water Commissioners and will be subject to a fine of \$100.00. This fine, if not paid before the next water bill, will be added to that water bill, and subject to the same rules as for the collection of said bill.
14. No person shall be entitled to damage nor to have any portion of a payment refunded for any stoppage of supply occasioned by any accident to any portion of the water works, nor for stoppage for purposes of additions or repairs, nor for non-use occasioned by absence, unless such action is over a complete billing period and the Water Department is notified in advance. The Water Department reserves the right to shut off water without notice to make extensions, alterations, repairs, other necessary work or in the case of fire and keep it shut off as long as necessary.
15. All persons having boilers or hot water tanks on their premises not equipped with check valves or other safety devices to prevent drain back are hereby notified that neither the Board of Water Commissioners, their agents nor the Town will be responsible for damages resulting from shutting water off for any reason. The Water Department is not responsible for pressure over eighty (80) lbs. All property owners must have pressure-reducing valves installed.
16. No person shall operate fire hydrants or use water from fire hydrants except firemen at fires, authorized employees of the Water Department or by authorization of the Water Department. Violators will be fined one hundred (\$100.00) for each violation and will be charged for an estimated amount of water used at the meter rates.
17. No person shall shut off fire line services supplying automatic sprinkler systems without a written permit from the Fire Department and only the Water Department personnel may close the valve in the street. No water shall be drawn from the fire line services for testing without obtaining permission from the Water Department.
18. A temporary water service may be provided upon consumer request to the Water Department. Any such service will be subject to the same rates and regulations of a permanent service. A fee of \$25.00 will be charged for this service.
19. No cross connection between the water service supplying the premises and any other source will be permitted nor with any fixture or any appliance containing liquid subject to pollution whereby there is any conditions for backflow into the service pipe or water distribution system. Non-compliance to this regulation will constitute the immediate termination of service.
20. The Board of Water Commissioners may change department regulations and rates as occasion may require.