

TOWN OF OSSIPEE
WATER AND SEWER DEPARTMENT

RULES AND REGULATIONS
FOR THE OPERATION AND MAINTENANCE
OF THE OSSIPEE MUNICIPAL WATER SYSTEM

1. SCOPE:

The following rules and regulations, updated in June of 2017, constitute a contract between the customer receiving water and the Ossipee Water Department. The rules and regulations apply to all customers connected to the system. The customer will be considered to have expressed his/her consent to be bound thereby and to take water for the purpose stated in the application for water service and at the established rate so long as the piping from the property to the water main exists.

2. DEFINITIONS:

BOARD OF SELECTMEN:

The Governing Body, consisting of three duly elected Selectmen, charged with the duty and responsibility of running the Ossipee Water and Sewer System. The Selectmen each serve a three year term on a staggered basis.

CELLAR VALVE:

A device within the building or foundation for the purpose of controlling the flow of water.

CHECK VALVE:

A mechanical device to stop water from being pulled or siphoned back into the service line or water main.

CURB STOP:

A device to restrict or control the flow of water through the service pipe and is controlled by the Ossipee Water and Sewer Department only. It is usually and appropriately located near the property line and right of way of the highway.

CORPORATION:

The valve installed in the water main to which the service pipe is connected.

CUSTOMER:

Person, firm, corporation, utility, agency, or other entity that has applied for and has been granted water supply services.

DEPARTMENT:

Ossipee Water and Sewer Department, a part of the Ossipee Public Works Department.

DISCONNECT:

Turning off or discontinuing the water service.

INTEGRATED E-CODER:

A device attached to the meter used to transmit water meter readings to a remote device.

MAIN:

A water pipe owned, operated and maintained by the Department for the purpose of transmission or distribution of water.

METER:

A mechanical device used to measure water usage and determine consumption.

PRESSURE REDUCING VALVE:

A mechanical device installed on the water main side of the water meter to reduce water pressure serving the customer.

RECONNECT:

Turning on or establishing the water service.

SEASONAL CUSTOMER:

Any customer who uses the water service for less than one year.

SERVICE PIPE:

The pipe running from the main line to the customer's meter.

TAP ON:

The actual drilling of the main line and service pipe connection to that main.

TOUCH PAD:

A plastic element located on the customer's building used to transmit water meter readings to hand held electronic equipment.

WATER SERVICE:

The furnishing of water by the Department.

3. RULES AND REGULATIONS:

- A. APPLICATION FOR WATER SERVICE:** Application for water service shall be made at the Department office or Town Hall on forms provided. Such application shall be made by the landowner and shall be accompanied by a water service fee payment as determined by the Department (see addendum (a)).
- a) Final approval of the application lies with the Ossipee Board of Selectmen. Information collected is for the use of the Board of Selectmen in determining applicant's qualification for water service, collection of payment for services, and by other Federal, State and Municipal Officials as authorized by law. *Information will be controlled under the "Privacy Act".*
- B. OWNERSHIP AND MAINTENANCE OF SERVICE PIPE:** The Department may install the service pipe as well as the tap onto the main, including the curb stop, within the limits of the right of way or highway. The labor, equipment and materials expense will be paid for by the customer and recognition of this responsibility shall be stated before installation on the application for service. An estimation of expense will be provided after such application is received and a deposit, equal to that

estimate shall be received by the Department prior to installation. The service pipe from the curb stop to the meter shall be installed, owned and maintained by the property owner, with the exception of any meter pit. The meter pit will be the responsibility of the Department. Only one service connection will be allowed from a single connection to the main. A fire sprinkler system in addition to a water service will require two separate services, one sized for the water service and the other for the fire sprinkler service.

- C. PROTECTION AGAINST FREEZING:** All service pipes, meters and pressure reducers must be protected against freezing. However, if it is necessary to thaw and/or replace any or all of these parts, the property owner will assume all costs from the curb stop to the meter and throughout the building, with the exception of meter pits, which will be the responsibility of the Department.
- D. UNAUTHORIZED USE OF WATER:** No person or persons shall obtain water from a hydrant or other fixture or outlet of the Department without prior consent of the Department.
- E. SEASONAL CUSTOMERS:** A seasonal customer is one who regularly takes a service for a portion of a year, primarily during the summer months. A seasonal customer will be subject to the rules and charges of the proper base rate, water volume fees plus other applicable charges.
- F. CELLAR VALVE:** Every service pipe must be provided with an operable cellar valve known as a stop and waste valve, located near the service pipe entrance and easily accessible. Service pipe and valve shall be protected from freezing. The cellar valve is also arranged to prevent back flow and siphonage and to permit draining when necessary.
- G. CROSS CONNECTION:** No cross connection between the public water supply system or any other system will be allowed. No connection capable of causing backflow between the public water supply system and any plumbing fixture, device or appliance or between any waste outlet or pipe having a direct connection to waste drains will be permitted.
- H. SAFEGUARDING DIRECT PRESSURE WATER DEVICES AND SYSTEMS SUPPLIED BY AUTOMATIC FEED VALVES:** All customers having direct pressure water devices including, but not limited to, hot water tanks or secondary systems supplied by automatic feed valves shall have installed and maintained in operating condition appropriate vacuum, temperature or relief valves, cut outs in the water system, or some secondary system acceptable to the Department. Said systems are important should it become necessary to shut off the water main or service should a pressure failure occur for any reason. Water service supplied to any customer not providing such protective devices will be strictly at the risk of the customer. The Department will not be liable for damages resulting from the lack of or failure of such protective devices.
- I. JOINT USE OF SERVICES PIPE TRENCH:** Water service pipes will not be placed in the same trench with other utilities except under unusual circumstances. When installed in the same trench with sewer services, the water service must be not less than eighteen (18) inches clear distance above the top of the sewer pipe and at least ten (10) feet clear distance from the side of the sewer pipe, unless a waiver is approved, in writing, from the Department.
- J. WINTER CONSTRUCTION:** No new service pipes or extensions of mains shall be installed for convenience of a customer during the winter months, November 1st to April 30th, unless the customer assumes all extra expense over the ordinary construction cost occasioned by the inclement weather, frozen ground, etc. Such construction may be approved at the Board of Selectmen's discretion.
- K. ACCESS TO PREMISES:** Employees of the Department, having proper identification and with 24-hours' notice, shall have free access to all premises supplied with water at reasonable hours to permit

inspection of piping from the main up to and including the meter and appurtenances to ascertain the amount of water used and/or repair said meter or appurtenances if they shall be found to be defective.

- L. NO LIABILITY FOR INTERRUPTED OR UNSATISFACTORY SERVICE:** If by any 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 the water in a main or service pipe, the Department will not be responsible for any damages caused by such shut off and no adjustment of rates shall be made. Notice of shut off will be given, if 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 discolored water or unsatisfactory water service which may be occasioned by cleaning of mains or standpipes or the opening or closing of valves or hydrants or any abnormal condition unless caused by negligence or lack of reasonable care by the Department. The Department will not be responsible for meeting unusually high water quality standards for specialized or industrial customers.
- M. FIRE HYDRANTS:** Fire hydrants will not be used for any purpose other than the extinguishment of fires or for other such purposes as may be agreed to by the Board of Selectmen and the Fire Department. In no case shall fire hydrants be opened by a person other than an agent of the Department or a duly authorized representative of the Fire Department. Notice is to be given to the Department prior to opening the hydrant. In cases of fire, the Department is to be notified as soon as possible. It is intended that a representative of the Department needs to be on site.
- N. TURNING ON AND SHUTTING OFF SERVICE:** Services will be turned on or shut off at the request of the customer. A charge will be made for each disconnect of the water. At least twenty-four (24) hour notice is required for this work. The property owner or representative of the property owner must be on the premises when the water is turned on or off. The turning on of any water service by anyone other than the Department is forbidden unless prior permission is obtained. Shutting off/disconnect of a service is different than termination in that meters and appurtenances remain in place when a service is shut off.
- O. LIMITATION OF WATER SERVICE:** The Board of Selectmen reserves the right to limit or curtail use of water for such purposes as lawn care, car washing, swimming pools, etc. during periods of water shortage or during any other period when it becomes necessary for the common good. Failure to comply with such restriction after due notice may result in termination of water service for the duration of such limitation by the Board of Selectmen.
- P. TEMPORARY SERVICE:** A temporary water service will be supplied for construction services only. Any other use, such as domestic use creating grey water or septic water, shall result in the disconnection of said service.

4. BILLING AND BILLING PROCEDURES:

- A.** Water bills shall be presented on a quarterly basis. Water bills shall be calculated based upon base rate and/or usage rate in accordance with the provisions of this Ordinance and in particular with the provisions of paragraphs 15 and 16. Rates are listed in Addendum A. A fifteen dollar (\$15.00) late fee will apply if an account is not paid in full by the designated date on the bill. Should the bill not be paid in full by the designated date, said property will be subject to delinquent and lien proceedings

(RSA 38:22). Upon placing the lien on the property, the interest rate will automatically increase to 18% per annum as described in RSA 38:22.

- B.** All billing for the water service shall be made to the owner of the property as listed on the Town Tax records. Outstanding water bills constitute a lien against the property as described in paragraph 4.A above.
- C.** All bills shall be paid at the Tax Collectors Office at the Ossipee Town Hall. Bills may be paid during normal business hours. Payments may be made either by mail or in person.
- D. TERMINATION OF SERVICE BY CUSTOMER:** The customer may terminate service after written notice at least fifteen (15) days in advance of requested termination date. Notice must be made by the property owner of record as identified by Town Tax Records. Service will be disconnected by the Department within fifteen (15) days of proper notification. Termination will include removal of the meter, all appurtenances and termination of the service line to the main, including the curb stop.
- E. TERMINATION OF SERVICE:** Any service may be terminated by the Board of Selectmen after proper notification for the following reasons:
 - 1. An illegal service connection.
 - 2. A cross connection to any other water supply.
 - 3. Tampering with the service connections.
 - 4. Denial of access to a member of the Department in accordance with paragraph 3.K.
 - 5. Non-compliance with a Department's request to curtail use of water under conditions set forth under Paragraph 3.O.
- F. DISCONNECTION OF SERVICE:** The Department may disconnect service to customers at the discretion of the Board of Selectmen with appropriate notice only under the following conditions:
 - 1. The customer has failed to abide by the terms of an agreement pertaining to the water system with the Municipality.
 - 2. The customer unreasonably refuses access to his/her premises for the necessary inspection or repair of Department property.
 - 3. If so ordered by any State Agency having jurisdiction over the Department (for example the State Board of Health, etc.).
- G. LIENS AND COLLECTION OF CHARGES:** All liens for services furnished to the customers shall create a lien upon the real estate where the service is provided. The Town of Ossipee Tax Collector shall utilize the lien collection procedures set forth under RSA Chapter 38, and in particular RSA 38:22.
- H. DISCONNECTION PROCEDURE:**
 - 1. Notices will be mailed in accordance with Section 4.B. Accounts are subject to disconnection for any one or more of the reasons set forth under Section 4.F.
 - 2. The services will be disconnected between the hours of 8:00 am and 3:00 pm only. Service will not be disconnected on any day preceding a day that the Department office is closed to the public. This means that water will not be shut off on a Friday or on days preceding a holiday, unless so requested by the property owner. An attempt at personal contact will be made between the Department and an adult occupant of the premises. If no contact can be made, the water is to be shut off and a note left explaining how service may be restored.

5. EXTENSION OF MAIN:

- A.** Any extension of mains by persons or entities other than the Department shall only be done with the permission of the Board of Selectmen. Plans shall be submitted to the Department and the N.H. Water Supply and Pollution Control Commission and will show all pertinent information. No construction shall be done until approval by all agencies having jurisdiction has been obtained.
- B.** The size of all mains to be installed shall be determined by the Department, Board of Selectmen and N.H.W.S.P.C.C. Generally the minimum size main will be eight (8) inches in diameter.
- C.** The location of all gate valves installed shall insure adequate control of the system and be approved by all agencies.
- D.** The construction of any main extension shall be done by a qualified contractor only and such construction shall be under the supervision of the Department. No backfilling or covering shall be done until the Department inspector has approved the lay of the pipe, alignment, etc. The cost of such inspection shall be billed to the owner or the contractor at the current labor rate set by the Board of Selectmen.
- E.** Pipe shall be laid at a minimum depth of six (6) feet and at a depth of seven (7) feet whenever possible, measured from the top of the pipe.
- F.** All permits to cross highways, roads or streets and right-of-ways over the land of others shall be the responsibility of the contractor and/or his agent. A copy of the approval shall be filed with the Department and the Board of Selectmen.
- G.** At all times when pipe laying is temporarily suspended, the open end of the pipe shall be closed by temporary watertight plugs. If water is in the trench when work is resumed, the plugs shall not be removed until the danger of water entering the pipe is eliminated.

6. FIELD TESTING:

- A.** After main construction has been completed, the pipe shall be tested for pressure and leakage. For these tests the contractor shall furnish an approved water meter, pressure gauge and necessary pumping equipment. He shall also furnish and install suitable temporary plugs or caps. Unless it has already been done, the section of pipe to be tested shall be filled with water of the approved quality and all air expelled from the pipe. Blow offs shall be provided as near as practicable to the point where the line comes off the main to allow disinfection and to provide the Department access to the line for testing and sampling.
- B.** For the pressure test, the contractor shall, by pumping, raise the water pressure (based on the elevation at the lowest point of the section under test and corrected to the gauge location) to a pressure in pounds per square inch numerically equal to the class rating of the pipe. If the contractor cannot achieve the specified pressure and maintain it for one (1) hour, the section under test shall be considered as having failed the pressure test.
- C.** Following a successful test the contractor shall accomplish a leakage test by metering the flow of water into the pipe while maintaining a pressure equal to the average pressure to which the pipe will be subjected under normal conditions of service for at least two (2) hours. This shall be done by placing the section under system pressure or by pumping. No installation will be accepted if leakage is greater than 23.3 gallons per day (GPD) per mile of pipe per inch of diameter for pipe in eighteen (18) foot lengths at a nominal pressure of 150 PSI. $L - (NDVP/3700)$, in which L is the allowable leakage in

gallons per hour, N is the number of joints in the pipe being tested, D is the inside diameter of the pipe and P is the average test pressure during the leakage test in pounds per square inch gauge. If the section fails to pass the pressure test, leakage test or both, the contractor shall do everything necessary to locate, uncover (even to the extent of the whole section) and repair or replace the defective pipe, fitting or joint, all at his own expense. If, in the judgment of the Department, it is impractical to follow the foregoing procedures for any reason, modifications in the testing shall be made as required and approved, but in any event, the contractor shall be responsible for the ultimate tightness of the line within the above leakage requirements.

7. DISINFECTION:

Disinfection of the newly installed main shall be done under the supervision of the Department and in accordance with standing operating procedures of the Department.

8. HYDRANTS:

Hydrants shall be installed at a minimum of one (1) every one thousand (1000) feet or at locations determined by the Department in cooperation with the Fire Chief. These hydrants shall be provided by the contractor at his expense and must meet the specifications of the Department. Upon acceptance of the main extension, the maintenance, repair or replacement of such hydrant shall become the responsibility of the Department.

All hydrants shall be the "American Flow Control Waterous Pacer" or "Clow Eddy" with 5 1/4" valve opening, length 6', traffic style, open left, fitted with two (2) each 2 1/2" hose connections and one (1) 4 1/2" steamer connection, with the steamer connection facing the street.

Each hydrant shall be provided with an approved gate valve at easily accessible locations off the traveled way and fitted with a gate box and cover. A clear area of at least eight (8) feet shall exist around the barrel of the hydrant.

9. SPECIFICATIONS:

A. MAINS: All mains shall be push-on joint, ductile iron conforming to American Water Works Association (AWWA) specifications class 52 with cement lining.

B. JOINTS: Joints shall be approved equal to the "Tyton Joint" as manufactured by the U.S. Pipe and Foundry Company. A minimum of two (2) bronze wedges shall be provided at each joint for pipes up to four (4) inch diameter and four (4) such wedges at each joint for larger pipes.

C. CUTTING of ductile pipe shall be done with an approved pipe cutter and not by the use of a hammer and chisel. All ends will be examined for cracks caused by cutting.

D. TAPPED connections in ductile iron pipe without bosses shall not exceed the following, based on three (3) full three quarter inch (3/4") threads in tap:

| Pipe Size (inches) | Size of Tap (corporation) |
|--------------------|---------------------------|
| 6 | 3\4" |
| 8 | 1" |
| 10 | 2" |
| 12 | 2" |

- E. The service from the main to the curb stop shall be copper, Type K or CTS Polyethylene Tubing (200 PSI rated) of at least $\frac{3}{4}$ " diameter. The corporation stop shall be brass and of the flared or compression type, also providing continuity of service pipe and main.
- F. Gate valves shall be AFC-2500 Ductile Iron Gate Valves OL 250 pound resilient seat, epoxy coated. Buried valves shall be provided with adjustable valve boxes and risers with covers set to grade. Gate valves must meet the following requirements:
 - 1. They shall have 2"X2" operating nuts
 - 2. They shall have "O" ring stuffing boxes
 - 3. They shall be "Open Left", counterclockwise
 - 4. The design of the valve shall be such as to permit packing the valve while in service without undue leaking.

The contractor shall furnish and install tie rods, retainers, couplings, thrust blocks and accessories to prevent the movement of branch valves as directed by the department.

10. CONNECTIONS TO EXISTING MAINS:

The contractor shall make all connections to existing mains as indicated on the drawings and as specified by the Department. The contractor shall furnish all pipe, fittings, valves, tapping machines and appurtenances. The contractor shall be responsible for all work required by specification. Existing pipeline damaged by the contractor shall be replaced by him at his expense in a manner approved by the Department.

11. DISINFECTION:

Disinfection of water mains shall be accomplished in accordance with standards of the Department and the N.H.W.S.P.C.C. The contractor shall provide all necessary equipment required and shall furnish means of disposal for water used in flushing and disinfection as to insure no damage to roadways and adjacent properties and to prevent the contamination of other water supplies.

- A. **Flushing:** The water main shall be flushed prior to disinfection. The flushing rate shall be at least 2.5 feet per second for mains smaller than twenty (20) inches in diameter, until water quality is determined to be acceptable by the Department.
- B. **Disinfecting:** A chlorine solution shall be fed into the main being at a concentration of at least fifty (50) parts per million available chlorine. To insure that the required concentration is maintained, chlorine residuals will be obtained. The chlorine solutions must remain in the pipe for at least twenty four (24) hours. If this achieved, the final flushing can be accomplished and chlorine samples taken to insure that the heavily chlorinated water has been flushed from the pipeline. This can be determined when the chlorine residual leaving the main is equal to or less than that of the existing system.
- C. **Bacteriological Testing:** After final flushing and before the main is placed in service, a water sample shall be collected from the end of the line and tested for bacteriological quality and shall show an absence of coli form bacteria. This work shall be done by the Department. If the initial disinfection fails to provide satisfactory results, the disinfection process shall be repeated by the contractor.

12. ACCEPTANCE OF MAIN EXTENSION:

Upon the satisfactory completion of all required tests and conditions of these Rules and Regulations, the owner of said new extensions may petition the Board of Selectmen in writing to accept the extension.

Such acceptance is contingent upon the submission of a complete "As Built Plan", a written statement of agreement to these Rules and Regulations and payment in full of any charges incurred to the Department during construction. If accepted by the Board of Selectmen, the Department will, from that date forward, assume responsibility for the operation, maintenance, repair or replacement of said extensions.

13. FROZEN WATER MAINS AND SERVICE LINE POLICY:

Lines reported to be frozen during the normal work day (7:00am to 3:30pm) will be addressed as follows:

1. An attempt to restore service the same day will be undertaken. If or when several lines become frozen, the priority will be to thaw the mains first and the service lines thereafter in order of decreasing number of customers, if known.
2. Frozen lines reported after 3:30pm will be addressed the following morning, including Saturdays, Sundays and Holidays. A genuine attempt to service customers on a first call basis will be made. Exceptions to this policy can be made, as determined by the Board of Selectmen, when they are in the best interest of the Town.

14. CHARGES FOR RESTORATION OF FROZEN SERVICE LINE:

- A. The property owner assumes the expense from the curb stop to the meter, with the exception of meter pits, which will be the responsibility of the Department. The property owner shall assume the additional expense from the curb stop to the main, including to the street side of the meter, with the exception of the meter.
- B. When determined by the Department that the service line is frozen beyond the meter, with the exception of being in a meter pit, a thawing service will be provided by the Department at a fee to the customer.
- C. Interior plumbing is a homeowner or customer condition for which the Department will not be responsible. The Department may offer advice and/or assistance at the Department's discretion.
- D. All frozen water lines on the system will be handled under this policy. Should conditions occur not covered by this policy, the Board of Selectmen shall make a determination, which shall be final.

15. ESTABLISHMENT OF RATES:

- A. The Board of Selectmen shall establish and adopt a rate system for the water charges. Its purpose shall be the basis of computing the quarterly and/or annual bill. The Town shall send out quarterly bills to its customers (recorded owners of the property). The billing shall be sent out the first part of each quarter and this amount shall be due and payable no later than the 10th day of the following month. If not paid, a late fee shall apply and the lien and collection procedures set forth under RSA Chapter 38, and in particular RSA 38:22 shall be utilized.

- B. The Board of Selectmen shall determine the rate categories within the rate system governing each customer's bill (see addendum A for current rates). The user rate is for each metered installation. The rate categories are as follows:
1. **Private User Rate:** The private user rate is for all metered installations with the exceptions being the other rate categories. This rate will be expressed as a flat rate per quarter, plus an additional rate per thousand gallons used.
 2. **Public/Commercial Volume User Rate:** The public/commercial volume user rate is for all public, non-profit installations with an annual usage greater than two hundred thousand (200,000) gallons. This rate will be expressed as a flat rate per quarter. There shall be no usage fee per thousand gallons used until the gallons used exceeds two hundred thousand (200,000) gallons at which point the standard fee per thousand gallons would apply.
 3. **Multiple Unit Housing:** The multiple unit housing rate is for multiple housing units where over three (3) units feed from a single meter. The rate will be expressed as a flat rate per quarter plus an additional rate per thousand gallons used.
 4. **Hydrant Rate:** The hydrant rate is used primarily for fire hydrants but also includes standpipes, cemetery water service and commercial/industrial/institutional sprinkler systems, greater than 2". This rate will be expressed as a flat annual rate and payable on a quarterly basis.
 5. **Residential Sprinkler Rate:** The residential sprinkler rate is for residential sprinkler systems serviced by a line of 2" or less.
- C. The base rate remains in effect for each quarter regardless of usage. The base rate is the fee for making water available at the premises and remains in effect unless the service line is removed back to the main (corporation).

16. RATE SYSTEM:

All the necessary information to compute rates and charges shall be listed on the water rate system form which will be provided to each customer for their information and use.

17. PRECEDENCE AND SEVERABILITY:

This document is intended to be the Rules and Regulations for the operation of the Ossipee Water Department. As such, they are subject to change by the Town of Ossipee Board of Selectmen. Wherever in conflict with other applicable regulations (IBC Plumbing Code, NHWSPCC, Federal Government, etc.), the more stringent regulation will take precedence. If any part of the regulation is found to be invalid for any reason whatsoever, such decision shall not affect the remaining portions of this regulation which shall remain in full force and effect. To this end, the provisions of this regulation are hereby declared to be severable.

These Rules and Regulations shall become effective October 16, 2017.

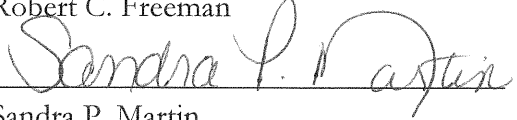
Duly enacted by the Town of Ossipee, Board of Selectmen:



Richard H. Morgan



Robert C. Freeman



Sandra P. Martin

ADDENDUM - A

WATER RATE SYSTEM

PRIVATE USER RATE: \$55.82 per quarter base rate plus \$5.89 per thousand gallons.

PUBLIC/COMMERCIAL VOLUME USER RATE: \$3,425.62 per quarter plus \$5.89 per thousand gallons used over 200,000.

MULTIPLE UNIT HOUSING RATE: \$55.82 per quarter, per rental unit (apartment or studio) base rate plus \$5.89 per thousand gallons used. Example: 4 apartments X \$55.82=\$223.28 plus \$5.89 per thousand gallons used.

HYDRANT RATE: \$507.50 per year, per hydrant.

COMMERCIAL/INDUSTRIAL SPRINKLER RATE: \$400.00 per year, per sprinkler main.

RESIDENTIAL SPRINKLER RATE: \$200.00 per year.

BASE RATE CHARGE: The Base Rate Charge will be applicable to the Private User Rate and Multiple Unit Housing Rate customers and will be assessed as long as service is provided from the main.

DISCONNECTION AND/OR SEASONAL SHUT-OFF: \$40.00

RE-CONNECTION AND/OR SEASONAL TURN-ON: \$40.00

Note: A change in ownership incurs a disconnection fee (\$40.00) and a re-connection fee (\$40.00). This is an administrative fee which includes termination of an account, meter reading, computer changes and statement adjustments.

SERVICE CALL: Requests for verifying meter accuracy, frozen pipes, investigating leaks, etc. will carry a minimum service call fee of \$60.00 for the first hour plus additional time and materials as applicable. If the issue being addressed falls within the purview of the Department (malfunctioning meter, frozen main line or a problem with the meter pit) all fees will be waived.

LATE FEE: A \$15.00 late fee will apply to any account not paid in full by the forty-fifty (45th) day from the billing date. (Billing date is noticed on the statement).

BACKFLOW PREVENTER INSPECTION: This fee is for the annual inspection of the installed backflow prevention device and reporting requirements. It will be billed at cost + \$25.00.