

**RULES & REGULATIONS OF THE WOODSTOCK  
MUNICIPAL WATER SYSTEM  
AND  
WATER CONNECTION FEE SCHEDULE**

**DEFINITIONS**

“TOWN” refers to the Town of Woodstock.

“CUSTOMER” shall be taken to mean any person, firm, corporation, government or governmental division supplied with water.

“MAIN PIPE” is the supply pipe from which service connections are made to supply water to customers.

“SERVICE PIPE” is the pipe running from the main pipe to the premises of the customer.

**APPLICATIONS FOR SERVICE**

Applications for service are to be made in writing to the Board of Selectmen on forms, which will be provided by the Town. Either the owner or the occupant of the premises may make such application.

If the rendering of service requires a new service connection, and the occupant of the premises makes the application, the applicant must present to the Town a permit in writing from the owner of the premises authorizing the Town to enter the premises to do the necessary work.

A connection fee based on a point system must accompany all applications. The Selectmen shall have the option of making an additional charge if necessary.

All water service will be metered.

Water pipe from curb stop to meter location to be provided at owner's expense. Pipe to be of Type K copper or other approved material and have a minimum cover of six and one half feet (6 ½). Cost of services above ¾ inch will be quoted on application.

**OWNERSHIP & MAINTENANCE OF SERVICE PIPE**

All service pipes, including the shut off, within the limits of the highway, shall be owned and maintained by the Town. From the limits of the highway to the building the service pipe shall be installed, owned and maintained by the customer.

No person except those duly authorized by the Town will tap any mains or connect any service pipe thereto and no unauthorized person shall shut off or turn on the water from any main within the street lines.

If it becomes necessary to thaw a frozen service pipe, and it is determined that the freeze-up occurred on the owner's premises, the cost of the thawing shall be borne by the owner.

## **JOINT USE OF SERVICE PIPE TRENCH**

Water service pipes shall not be placed in the same trench with gas pipes, electric conduits, or sewer pipes.

## **WINTER CONSTRUCTION**

Except in case of emergency, no new service pipes or extension of main pipes will be installed during winter conditions (when frost is in the ground), which increases the cost of the work. The customer shall pay all extra expense over ordinary construction cost for such emergency work.

## **TEMPORARY SERVICE**

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 Town, and the owner gives his permission, but entirely at the expense of the customer.

## **METER INSTALLATION**

The water meter shall be located near the entrance point of the building. The customer shall provide and maintain a clean, dry, warm and accessible place for the meter. A separate meter will be required for each deeded unit or property.

## **METER SETTING**

- A. The meters shall be of the make and model specified by the town and shall be equipped with a dual check valve.
- B. Meters once set may be changed in location at the request of the customer, only at his expense, and only an agent of the Town may do the work.
- C. When the customer fails or neglects to furnish a suitable location for a meter inside his building, or where for other reasons it is necessary or expedient to locate the meter in an underground box or vault, the customer shall bear the expense of same.
- D. Meter repairs or replacements necessitated by ordinary wear will be paid for by the Town. Those caused by freezing, hot water or by other fault of the customer will be charged to the customer.
- E. Upon completion of installation or adjustment the Town shall affix a suitable seal thereto in such a manner that the adjustment of registration of the meter cannot be tampered with without breaking the seal. Disruption of the seal shall be cause for discontinuance of service and/or penalty of not more than \$500.00.

## **FAILURE TO REGISTER**

If a meter fails to register or if it is removed for the purpose of making repairs, the Town will make charges for the water used based on an average of the amount registered over similar periods, preceding or subsequent thereto.

## **ACCESS TO PREMISES**

The officer or agents of the Town shall have free access to all premises supplied with water, at all reasonable hours, to permit the inspection of mains, service lines, plumbing and fixtures, to set, remove or read meters, to ascertain the amount of water used, and manner of use, and to enforce terms and conditions of the Town.

**IF ACCESS IS DENIED FOR ANY PURPOSE THERE WILL BE A CHARGE OF NOT LESS THAN \$500.00 PER YEAR, AND WATER SERVICE MAY BE TERMINATED!**

## **MAINTENANCE OF PLUMBING**

All customers shall maintain the plumbing and fixtures within their own premises in good repair and protected from freezing, at their own expense. They shall make any repairs that may be necessary to prevent leaks and damage.

No cross-connections between the public water supply system and any non-potable supply will be allowed unless properly protected.

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 direct connection to waste drains shall be permitted.

If after twenty-four (24) hours written notice by the Town, the owner of an illegal connection fails or refuses to break or properly protect the connection, the Town shall discontinue service.

## **SAFEGUARDING USE OF HOT WATER TANKS:**

All customers having direct pressure hot water tanks must place proper vacuum and relief valves in the pipe system to prevent any damage to such tanks should it become necessary to shut off the water on the street mains. The Town will not supply water to premises where direct water pressure hot water tanks or appliances are used except at the risk of the customer.

## **MAIN LINE EXTENSIONS:**

Extensions of service mains may be made subject to the following conditions.

- A. The Town may extend its mains only in the highways, streets and roads which are laid out, in which grades have been established and which are dedicated to the public use and have been accepted and approved by the Board of Selectmen and/or the Planning Board

- B. The Town in accordance with conditions surrounding the extension, including the possibility of future expansion and public fire protection shall determine the size and kind of pipe.
- C. The Town may extend its main if a sufficient amount of water is available for the intended use provided.

The customer or developer pays the entire cost of laying the water main, service line, curb stops, meters, including cost of engineering, pipe, trenching, back-filling and paving.

- D. The cost of main line extensions must be paid in full before service is make available.
- E. If there is more than one applicant involved on the extension, the cost of trenching, back-filling, pipe, fittings and installation shall be assumed on an equitable basis by the applicants served by such extension unless otherwise mutually agreed.
- F. If additional customers are connected to any extension made in accordance with paragraph (c) above within a period of ten years following the installation of the extension, such additional customers shall pay their proportionate share of the trenching, back-filling, pipe, fittings and installation cost, and proportionate and equitable adjustment will be made to the original customers.
- G. If within a period of ten years following the installation of a main line extension, an additional extension is requested, such additional extension shall be treated as a part of the original extension if this results in a reduction in the cost paid or to be paid by the original customers. Otherwise, such additional extension shall be treated as a separate extension.
- H. In case of a transfer of ownership of property served under an extension guarantee as above, the Town shall not provide water service to the new owner until such owner shall have assumed the obligation of the investment.

### **AIR CONDITIONING**

Equipment using water to cool the compressor or refrigerant where the total installed capacity is in excess of three tons shall include a water conserving device that limits the water used to 10% or less of the normal amount required without the device.

### **PUBLIC HYDRANTS**

Hydrants may not be used for any other purpose than the extinguishment of fires and for such other purposes as may be agreed to by the Town, but in no case shall any person other than an agent of the Town open hydrants.

Hydrant water may be used for filling private pools, provided proper arrangements are made with the Town.

### **DISCONTINUANCE OF SERVICE**

Service may be discontinued by reason of nonpayment of water bills or for violation of any term or condition contained herein. Services once discontinued may not be reconnected until the cause of complaint resulting in discontinuance of service has been removed and until reconnection charge of \$10.00 plus arrearages, if any have been paid.

Before service is discontinued, written notice to that effect shall be sent to the customer, at least fourteen (14) days in advance, except that service may be discontinued without notice in case of unauthorized use.

## **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 other reason beyond the control of the Town, it becomes necessary to shut off water in the mains, the Town will not be responsible for any damages occasioned by such shut-off. Notice of shut-off will be given when practicable, but nothing in this rule shall be construed as requiring the giving of such notice.

The Town will not be responsible for damage caused by discolored water, which may be occasioned by the cleaning of pipes, reservoirs or standpipes, or the opening or the closing of any gates or hydrants, provided reasonable precautions have been taken by the Town.

## **RESTRICTED USE**

When necessary to conserve the water supply, the Town may restrict or prohibit the use of water.

Whenever the water consumption in Woodstock approaches the capacity of the system the Board of Selectmen may place a moratorium on connections to the system.

A list of requested connections may be kept by the Board of Selectmen to be used as a guide for system expansion. The Board of Selectmen will determine priorities for connections through an equitable allocation system.

## **UNAUTHORIZED USE OF WATER**

Use of water is confined to the premises named in the contract. No customer shall supply another not entitled to the use of water, nor shall he use it for any purpose not mentioned in his application. No person shall obtain water from any hydrant, fountain or other fixture of the Town without previous consent of the Town.

A customer may supply a contractor for building purposes if he so desires; providing such contractor has made satisfactory arrangements with the Town to pay for the water used and has a permit for such use.

## **TAMPERING WITH TOWN PROPERTY**

All gates, valves, shut-offs, and standpipes that are the property of the Town are not to be opened or closed, or in any other way tampered with, by any person other than an authorized employee of the Town.

No person other than a duly authorized agent of the Town shall be allowed to set, take off, or repair a meter.

## **GENERAL SERVICE**

### **AVAILABILITY**

This schedule is applicable to all metered water service in the Town, except municipal fire protection.

### **METER CHARGES**

Individual minimum meter charges will be made for each commercial, industrial, residential or governmental user that has independent water facilities in multi-tenant structures. In multi-family housing, each living unit with independent sanitary and kitchen facilities is considered a separate user and will be assessed the minimum rate, and have its own meter.

Over-run usage for each multiple service meter, regardless of number of units connected, will be charged at the regular single over-run rate.

When property is being closed for a period of time, the water service can be turned off by an agent of the Town at the curb box and a charge of \$10.00 may be made. A turn-on charge of \$10.00 may be made to resume service.

### **BILLS PAYABLE**

All bills are due and payable upon presentation and are past due thirty (30) days after date of the bill. Failure of the customer to receive his bill does not relieve him of the obligation of its payment nor from the consequences of non-payment. Interest at 12% will be charged on past due bills.

### **RESPONSIBILITY FOR WATER CHARGES**

The owner of the building shall assume the obligation for payment of charges for water service furnished to the entire property.

### **EXEMPTIONS**

The Board of Selectmen may grant elderly exemptions for users qualifying for property tax exemptions in the Town, but in no case shall the exemption exceed more than 25% of the bill.

### **ESTABLISHMENT OF WATER RATES**

The Board of Selectmen shall establish water rates. Such water rates may be computed based on the total amount budgeted for water operations and maintenance, plus any debt service and capital outlays determined by the Board of Selectmen; and projections of estimated water consumption, number of accounts, and/or other such factors. The Board of Selectmen may adopt minimum/service charges at any time. Water rates shall be established to provide sufficient revenue to at least pay the expenses of operating and maintaining the water treatment works transmission and distribution system, and appurtenant facilities.

## **IMPLEMENTATION OF NEW RATES**

Before new rates are effective, there shall be a Public Hearing. The Public Hearing shall be held at least ten (10) days before the rates are effective.

## **POINT SYSTEM**

A point system shall be used. The dollar charged shall be \$50.00 per point. The Selectmen shall assess points in accordance with the anticipated use of each property owner subject to this ordinance. A minimum number of 5 points shall be assessed in each case where water service has not previously been provided by the Town to premises subject to this ordinance.

Original signed  
June 24, 1987 by

Norman B. Fadden  
Bonnie Ham  
J. Stanton Hilliard

AMENDMENT TO ORIGINAL RULES DATED MARCH 19, 1987