

## Seasonal Turn On/Off Service

### Lock Box:

The Harwich Water Department will provide a lock box and installation for seasonal accounts that require a key for access to the water meter. Currently there is no charge for the lockbox or installation. However, this is subject to change. Please be advised that maintaining the provided lock box and/or contents or arranging other means of access is the responsibility of the homeowner thereafter. If the key is not in the box when the technician goes out to the property, the homeowner will be charged \$50 for an extra labor visit.

### Billing:

Depending on when you register as a seasonal customer, the seasonal charge will automatically be billed either with your Spring or Fall water bill. The first request may be billed separately if the request falls outside of the billing period.

### Registration:

If you would like to become a seasonal customer with us, please either fill out the form on this brochure and submit it to the address below, or contact our office at 508-432-0304. You may also find this information on our website [www.harwichwater.com](http://www.harwichwater.com).

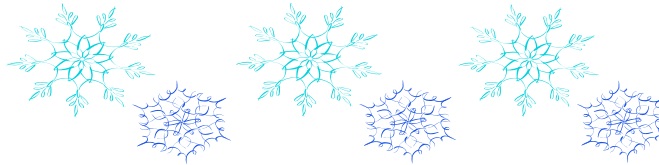
## Seasonal Turn On/Off Service

### Cancellation

You may cancel the seasonal service at any time by notifying Harwich Water Department at 196 Chatham Road, Harwich, MA 02645 in writing. Once we receive your cancellation request, you will no longer be considered a seasonal customer and the semiannual seasonal charge will be removed from your water account.

### Disclosure:

Information and prices contained in this brochure are accurate as of April 2015. The Harwich Water Department reserves the right to change the terms or cost of the seasonal service without prior notice.



**196 Chatham Road, Harwich, MA 02645**  
**Office Hours: 8:00 AM - 4:30 PM Mon- Fri**  
**Phone: 508-432-0304**  
**Fax: 888-774-3557**  
**[www.harwichwater.com](http://www.harwichwater.com)**  
**[customerservice@harwichwater.com](mailto:customerservice@harwichwater.com)**



## Seasonal Winterization Service



## Seasonal Turn On/Off Service

### Requirements:

Water Department requires a minimum of a two (2) week notice for all seasonal work.

Access to the water meter must be provided by either a lockbox, key hidden on property (within reason) or an unlocked door/bulkhead. The lockbox authorization form is on this brochure if a box is needed for access.

### Seasonal Turn Off Service:

For turn offs, the house **must be drained first** either by homeowner or plumber to prevent any damage to the interior and exterior plumbing. After this is completed, the Water Department will shut the water off at the street and winterize and cap the meter.

### Seasonal Turn On Service:

The Water Department goes to the property first in order to turn the water back on at the street and reinstall the meter.

During the two week notification time, the homeowner is responsible for taking into account weather conditions and temperatures.

### How much does it cost?

The cost is \$50.00 for the turn off and \$50.00 for the turn on when the required two-week notice is followed. If the water needs to be turned on or off as an immediate need and the two-week policy can't be followed, we offer an Out of Rotation same-day service at an additional \$100.

## Seasonal Turn On/Off Service

### Winter Protection

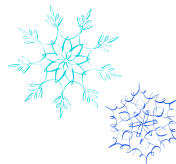
If your home is used as a seasonal home, during the winter months it is critical that the meter be left in a heated location to prevent it from freezing. The protection of the water meter and water services from damage and/or freezing is the homeowner's responsibility. Should the water meter and/or water service freeze, the homeowner is responsible for paying for replacement of the water meter and other damaged frozen equipment and piping. All water that passes through a broken pipe or water meter will be billed to the homeowner.

### What does the service include?

As a seasonal customer, the Harwich Water Department protects your water service and water meter in the winter by turning the water off at the road, draining the line, and disconnecting the meter to prevent it from freezing. When the owner is ready to return to their property, the Department turns the water back on at the street and reconnects the meter so that the plumber can ready the house after our work.

### Irrigation Lines:

The Department will not be responsible for any underground irrigation lines on site.



## Yes, please enroll me for the Seasonal Turn/On/Turnoff Service

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Owner Name: .....

Property Address .....

Email: .....

4-Digit Lock Box Code \_\_\_\_ Security Password (if you forget code) .....

Signature: .....

Primary Phone: .....

Date: .....

PLEASE SEND THIS FORM TO:  
THE HARWICH WATER DEPARTMENT 196 CHATHAM ROAD, HARWICH, 02646  
QUESTIONS? CALL (508) 432-0304