

# Harwich Water Department | **SEASONAL WINTERIZATION SERVICE**

196 Chatham Road, Harwich MA 02645 | 508-432-0304 | customerservice@harwichwater.com

## Winterization

For seasonal homes, it is critical that meter, equipment and piping are within a heated location to prevent damage as a result of freezing. It is the homeowner's responsibility to protect the water meter and water service from damage and/or freezing. All costs related to damaged equipment and water loss is also the responsibility of the homeowner.

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.

## Seasonal Service Request

To register for seasonal service, please complete the form below and email to [customerservice@harwichwater.com](mailto:customerservice@harwichwater.com) or mail to the water department at the address above.

Property Owner	_____	Account Number	_____ <i>If known</i>
Location Address	_____	Lock Box Install	<input type="checkbox"/> yes <input type="checkbox"/> no
Primary Phone	_____	Lock Box Code	____ _ 4-digit
Email Address	_____	Security Password	_____

By signing below, I acknowledge the Rules, Regulations and Policies of the Harwich Water Department regarding seasonal service.

Signature \_\_\_\_\_ Date \_\_\_\_\_

## Seasonal Policy

- Recurring charge for seasonal service is \$50.00 billed twice per year; April and October
- Initial bill may be billed separately based on requested start date
- No appointments can be made for this type of service.
- A two (2) week notice is required for all requests.
- Access to the water meter must be available for the duration of the two (2) week scheduling queue.
- Key and access instructions shall be provided at the time of request
- Requests can be made by email to customerservice@harwichwater.com or by phone 508-432-0304
- Requests required within the (2) week period will be assessed a \$100.00 out-of-rotation fee
- Turn On—Water Department is first, Plumber is second
- Turn Off—Plumber is first, Water Department is second
- During the two-week notification time, the homeowner is responsible for taking into account weather conditions and temperatures.
- Delinquent balances must be paid in full prior to seasonal turn on
- A return trip to property due to no access will result in a \$50 charge for an extra labor visit

## Access to Meter

Unless the meter is located outside in a meter pit, access to the water meter must be provided by either a lock box, key hidden on property (within reason) or an unlocked door/bulkhead.

### **Lock Box**

- Department will provide and install a lock box for seasonal accounts requiring a key for access
- There is no charge for lock box or installation at this time,
- Lock box will be installed near the electric meter if possible
- Owner is responsible for maintaining lock box and/or contents thereafter
- Owner identifies 4-digit lock box code and security password
- Lock box combination will not be released to anyone without the security password.

### **Rules and Regulations Related to Damage to Meters, Pipes and Fixtures due to Freezing**

**2.19 - Liability for Freeze Ups.** It is the responsibility of all water service customers to ensure that all plumbing, fixtures, meters and appliances are protected from freezing. The customer shall make any repairs, which may be necessary to prevent leaks and damage. Neither the Town nor the Department shall be held responsible for loss or damage to any plumbing, fixtures, meters or appliances due to freezing and any repairs to same made by the Department shall be paid for by the customer.

**4.2 - Customers to Pay for Meter Repairs.** All repairs or damages to meters from freezing, hot water, or external cause shall be charged to the customer. No sale or transfer of title of property in the Town shall prevent the Department in the collection of any balance due for meter repairs.

**4.4 - Meter Removal.** Water meters shall not be removed from the water system by anyone other than Department personnel. Once a meter has been removed, it is the responsibility of the owner to maintain custody of the water meter at the property. Violation of this rule shall be considered meter tampering and be subject to applicable fines.

**4.6 - Meter Tampering.** A penalty or charge will be levied for each incident of tampering, installation alteration, and removal of a water meter by anyone not authorized by the Department. In addition, the Department reserves the right to pursue further prosecution in accordance with Massachusetts General Law Chapter 165 § 11.

**5.1 - Service Pipes.** Customers must keep their water pipes and fixtures in good repair and protected from frost at their own expense. They shall be held responsible for any damage resulting from their failure to do so. They shall prevent any waste of water.

### **Cancellation**

You may cancel the seasonal service at any time by notifying Harwich Water Department by email to [customerservice@harwichwater.com](mailto:customerservice@harwichwater.com) or in writing. Upon cancellation, 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 2019. The Harwich Water Department reserves the right to change the terms or cost of the seasonal service without prior notice.