

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**TOWN OF HARWICH  
WATER DEPARTMENT  
RULES & REGULATIONS**

Under authority of the General Laws, Acts of the State Legislature of the Commonwealth of Massachusetts, the following rules and regulations are hereby established by the Town of Harwich in the county of Barnstable, and hereby made and shall be considered a part of the contract between the Harwich Water Department and every person or persons liable for water charges or other charges subject to our jurisdiction, and the filing of an application to take water, or the taking of water, shall be considered express assent to be bound by these rules and regulations and any other changes which may hereinafter be made.

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**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**INDEX**

**SECTION 1 – Definitions**

- 1.1 Consumer
- 1.2 Main
- 1.3 Service
- 1.4 Contractor & Developers
- 1.5 Superintendent
- 1.6 Department
- 1.7 Additional Definitions

**SECTION 2 – General Provisions**

- 2.1 Contractual Agreement
- 2.2 Application for Water Service
- 2.3 Ownership Responsibilities & Liabilities
- 2.4 Responsibility for Charges
- 2.5 Availability of Municipal Water
- 2.6 Location, Plans and Specifications
- 2.7 Construction
- 2.8 Private Wells
- 2.9 Right of Entry
- 2.10 Fires
- 2.11 Conditions Under Which a Service is Furnished
- 2.12 No Liability for Interruption of Service
- 2.13 No Liability for Dirty Water
- 2.14 No Liability for Consumer’s Pipes
- 2.15 No Liability for Collapsed Boilers, Etc.
- 2.16 No Liability for Shutting Off Water Without Notice
- 2.17 Restriction of Water Use
- 2.18 Easements
- 2.19 Liability for Freeze Ups

**SECTION 3 – Charges**

- 3.1 Establishment of Rates
- 3.2 Bills Payable
- 3.3 Overdue Charges
- 3.4 Payment Plans
- 3.5 Shut-Off for Non-Payment
- 3.6 Collection of Miscellaneous Water Charges
- 3.7 No Business with Delinquents
- 3.8 Claims for Adjustments on Bills
- 3.9 All Water to be Metered and to be Paid
- 3.10 Leaks
- 3.11 Service Tap Renewals or Replacements

**SECTION 4 – Meters**

- 4.1 Meter Installation
- 4.2 Consumers to Pay for Meter Repairs
- 4.3 Meter Purchases from Department

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

- 4.4 Meters Not to be Removed
- 4.5 Meter Pits and Remote Reader Boxes
- 4.6 Meter Tampering
- 4.7 Town's Right to Change Meters
- 4.8 When Meter is Out of Order
- 4.9 Repairing Meters
- 4.10 Access to the Meter
- 4.11 Residential Meter Testing vs. Testing Meters by Request
- 4.12 Commercial/Industrial Meter Testing

**SECTION 5 – Service, Pipes and Fixtures**

- 5.1 Service Pipes
- 5.2 Joint Use of Pipes or Trenches
- 5.3 Portion of Service Pipes Furnished by Water Department
- 5.4 Right to Repair and Replace Service Pipes
- 5.5 Temporary Service from Adjacent Premises
- 5.6 Material on Private Premises
- 5.7 Irregular Service
- 5.8 One Service to Each Unit
- 5.9 Request for Turning On or Shutting Off Water
- 5.10 Seasonal Service
- 5.11 No Pipes Furnished in Winter
- 5.12 Service Pipe Trenches
- 5.13 Standby Fire Protection
- 5.14 Water Supply Availability
- 5.15 No Right to Furnish Water to Others
- 5.16 Use of Fire Hydrants
- 5.17 Cross Connection Control

**SECTION 6 – Requirements & Specifications for Laying Water Mains**

- 6.1 Materials and Installations
- 6.2 Pipe Size
- 6.3 Fire Hydrant Spacing
- 6.4 Fire Hydrant Access
- 6.5 Cost of Water Mains
- 6.6 Need for Water Mains
- 6.7 Application for Water Main Installation
- 6.8 Pipe and Fittings
- 6.9 Valves
- 6.10 Hydrants
- 6.11 Cover over Pipe
- 6.12 Ledge
- 6.13 Blasting Precautions
- 6.14 Survey Markers
- 6.15 Excavation within the Limits of Public Ways
- 6.16 Service Pipes
- 6.17 Testing of Water Mains
- 6.18 Tapping Sleeves & Valves: Gate & Butterfly Valves
- 6.19 Gate Boxes
- 6.20 Water Mains on Private Roads

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

6.21 Road Layout

**SECTION 7 – Violations**

- 7.1 Violations of Regulations
- 7.2 Discontinuance of Service
- 7.3 Inactive Services
- 7.4 Cross Connections
- 7.5 Treatment
- 7.6 Mandatory Water Use Restriction
- 7.7 Unauthorized Water Use
- 7.8 Defacing and Littering Upon Town Owned Property
- 7.9 No Tampering with Department Property
- 7.10 Mark Outs

**SECTION 8 – Rates and Charges**

- 8.1 Setting Fees and Charges
- 8.2 Swimming Pools

**SECTION 9 – Irrigation Systems**

- 9.1 Irrigation System Registration
- 9.2 Irrigation Backflow Devices

**SECTION 10 – Service Tight Protection Plan**

- 10.1 Service Tight Program

**AUTHENTICATION**

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**HARWICH  
WATER DEPARTMENT  
RULES & REGULATIONS**

By the virtue of Massachusetts General Law Chapter 41 and other authority and powers, the Water Commissioners of the Town of Harwich, Massachusetts establish the following Rules and Regulations relating to the provision of water by the Harwich Water Department. All consumers on the Harwich Water System are bound by these Rules and Regulations and future amendments thereto and are further bound to take water only for purposes stated in an application made by the consumer for water service, made to and approved by the Harwich Water Department.

**SECTION 1  
Definitions**

**1.1 Consumer**

The term “consumer” shall mean the individual, firm, corporation or any entity listed as the owner of the property.

**1.2 Main**

A “main” shall mean the supply pipe laid in the street from which house connections are made. The Department shall consider part of the main to include from corp. stop to the street side of the curb stop.

**1.3 Service**

A “service” shall mean the pipe running from the curb stop and a curb box into property.

**1.4 Contractors and Developers**

Contractors and Developers shall mean an individual, firm, corporation or any entity who installs water mains, water services and their appurtenances.

**1.5 Superintendent**

“Superintendent” shall mean the Superintendent of the Water Department or the Superintendent’s designee.

**1.6 Department**

“Department” shall mean the Town of Harwich Water Department.

**1.7 Additional Definitions**

Additional definitions as applicable are adopted as set forth in Massachusetts Plumbing Code, 248 CMR and in the Massachusetts Fire Prevention Regulations, 527 CMR.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**SECTION 2  
General Provisions**

**2.1 Contractual Agreement**

Acceptance of service shall bind the consumer to the laws, rules, regulations and policies of the Commonwealth of Massachusetts, the Town of Harwich and the Harwich Water Department, and shall form a part of the contract with every consumer and shall be adhered to and govern the relations between the Department and the consumer who is connected to the municipal water system and is bound hereby.

**2.2 Application for Water Service**

All applications for any new installations, alterations, replacements or change to water service shall be submitted for approval by the Water Superintendent or his/her delegate to the water office by the owner of the property or his/her authorized agent in writing. A building permit must be acquired before a service tap can be furnished.

**2.3 Ownership Responsibilities & Liability**

All pipes, valves, taps and other appurtenances between the municipal water main and the curb stop up to the property line are the property and responsibility of the Department. All piping, valves, equipment and any other appurtenances "downstream" of the curb stop are the property and responsibility of the consumer although such items are required to meet the standards and specifications of the Department. An exception to the above is the water meter, which will always be the property of the Department.

**2.4 Responsibility for Charges**

Consumers of water shall be charged with and held responsible for all water passing through their water meter until such time as the Department is notified in writing that they no longer desire the use of water. In case of the sale of the property, such notice shall give the name and billing address of the new owner.

**2.5 Availability of Municipal Water**

Application will be accepted for review subject to there being an existing municipal water main in a street or right-of-way abutting the premises to be served, but approval of an application shall in no way obligate the Department to extend its mains to provide water to a premises.

**2.6 Location, Plans and Specifications**

The Department has the exclusive right as to the location of any and all water services, fire service lines or water meters on the distribution system. Plans for said construction and or replacement shall be submitted with the application showing the curb box connection, the service line to the structure and the meter location. In the event that more than one meter is serviced by one service line, there will be a manifold used to provide a separate meter hookup for each designation. This must be provided on each preliminary plan before final approval is given.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**2.7 Construction**

Owner of property desiring construction, alterations or attachments connected with the water supply shall submit plans and specifications for the proposed work to the Superintendent for inspection and approval or disapproval and for a determination as to whether the same is permissible. The Superintendent shall determine the terms, charges and conditions under which the proposed use shall be permitted.

**2.8 Private Wells**

All private wells used for irrigation, where property has Town water shall be registered with the Harwich Water Department and shall display in a conspicuous location a well registration sign. All private wells are required to have a Backflow Preventer installed directly following their meter.

**2.9 Right of Entry**

Owner or occupants of any premises served by the Harwich water system shall, upon presentation by Department personnel of their credentials, authorize entry to their premises without a warrant for the purpose of inspecting and surveying their water system for new installation, cross connection, leak detection or to remove, repair, read or replace any water meter at anytime the department deems necessary. When such access is refused, the water shall be shut off and shall not be turned on until such access has been allowed and fees have been paid for shutting off and turning on the water.

**2.10 Fires**

In the event of a large fire all customers shall curtail the use of water in the affected area.

**2.11 Conditions under Which Service is Furnished**

The Town does not guarantee constant pressure or uninterrupted service, nor does it assure the consumer either a full volume of water or the required pressure necessary to effectively operate hydraulic elevators, sprinkler systems or other appliances, the same being subject to all the variable conditions that occur in the supply of water from the Town's water system.

**2.12 No Liability for Interruption of Service**

No consumer shall be entitled to damages or to have payment refunded for any interruption of supply, occasioned by accident to any portion of the works, by shutting off for the purpose of additions or repairs to the works or by the stoppage or shortage of supply due to causes beyond the control of the Department, such as excessive drought, excessive use of and waste of water by other consumers or by leaks or defects in the pipes or appliances owned by consumer or other consumers.

**2.13 No Liability for Dirty Water**

The Town shall not be responsible for damages caused by dirty water resulting from opening or closing of any gate, use of any hydrant, the breaking of any pipe, or maintenance of the water system.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**2.14 No Liability for Consumer's Pipes**

The Town assumes no liability for conditions, which exist in consumer's pipes and cause trouble coincident with or following the repairs of any main, service pipe, meter or other appliances belonging to the Department.

**2.15 No Liability for Collapsed Boilers, Etc.**

The Department reserves the right at any time and without notice to shut off the water in mains for the purposes of making repairs, extensions or for other necessary purposes. Consumers having boilers or other appliances on their premises depending on the pressure in pipes to keep them supplied with water are hereby CAUTIONED against danger from these sources and are required to provide, at their own expense, suitable safety appliances to protect themselves against such danger as per Massachusetts Drinking Water Regulations 310CMR 22.22. In any event, it is expressly stipulated that the Department will not be liable for any damage resulting from water having been shut off either through accident or necessity.

**2.16 No Liability for Shutting Off Water Without Notice**

When it becomes necessary to shut off the water from any section of the Town because of an accident or for the purpose of making changes or repairs, the Department shall endeavor to give timely notice to as many consumers affected thereby as time and the character of the repairs or the accident will permit and shall, so far as practical, use its best efforts to prevent inconvenience and damage arising from any such cause. However, failure to give such notice shall not render the Department responsible or liable for any damages that may result from the shutting off of the water or any coincident conditions.

**2.17 Restriction of Water Use**

The department reserves the right in periods of declared drought or emergencies or when, by Declaration of a State of Water Emergency under Massachusetts General Laws Chapter 21G are deemed essential to the protection of the public health, safety and welfare, to restrict water supply for secondary or non-essential purposes such as watering of lawns and gardens (either by hand or sprinkler) and vehicle washing (EXCEPT for sanitary purposes such as rubbish trucks). The Department shall have the right to fix the hours and periods when water may be used for such purposes. Any such restrictions will be promulgated by means of Special Water Regulations or By-Laws adopted by the Harwich Board of Water Commissioners. During this time the filling of swimming pools, hydro seeding, soaker hoses and power washing are strictly prohibited.

**2.18 Easements**

In any case where an existing municipal water main or appurtenances are located on private property and a recorded easement does not exist, an implied easement is deemed to exist with the same force and effect as a recorded one.

**2.19 Liability for Freeze Ups**

It is the responsibility of all water service consumers 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

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

plumbing, fixtures, meters or appliances due to freezing and any repairs to same made by the Department shall be paid for by the consumer.

**SECTION 3  
Charges**

**3.1 Establishment of Rates**

Rates chargeable for water and payable by the consumer shall be determined by the Harwich Board of Water Commissioners as instructed under Massachusetts General Laws Chapter 41 Section 69B.

**3.2 Bills Payable**

Bills for water service are due and payable upon issuance of the bill. The failure of the consumer or his/her agent to receive notice of their water bill or other related charges does not relieve them from the obligation for payment or from the consequences of nonpayment. All charges are due and payable upon issuance of billing and are past due THIRTY (30) DAYS after the date of the billing. The records of water supplied in the Department shall be sufficient basis for billing and to commence action for nonpayment against present and or consequent owners of record.

**3.3 Overdue Charges**

Any overdue charge including late fees or interest charges may be collected by any legal means, including a lien on the property or shutting off the water service as an action of contract as provided under the provisions of Massachusetts General Law Chapter 40 Section 42A-42F.

**3.4 Payment Plans**

Accounts more than two payments in arrears must make payment in full. The payment plan terms are set by the Billing Administrator and approved by the Superintendent. If an individual is requesting a payment plan, they must not be in arrears more than one calendar year. If a payment plan is requested after the original billing due date, a late penalty will be assessed to the account. Payments should not be less than \$10.00 unless special permission is granted by the Board of Water Commissioners. Only one payment plan can be requested in a calendar year. If another payment plan is requested within the same calendar year, the individual must appear before the Board of Water Commissioners for approval. If the terms of the payment plan agreement are not kept, the plan becomes void and any further payment plan requests made within one year of original date of agreement must be made in writing or before the Board of Water Commissioners.

**3.5 Shut-Off for Non-Payment**

The Water Department may shut off the flow of water to a property if the water consumer has failed or refused to pay the lawful charges associated with the account. A water shut-off notice will be issued by means of a notice card left at the property and or by certified postal mail directed to the last address furnished to the department giving at least 36 business hours notice as required by law. If the full balance is not paid within the 36 business hours, the water service may be terminated by department personnel between the hours of eight anti meridian and four post meridian, Monday through Friday. After the service has been shut off, the

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

account will be assessed a reconnection fee to have the water reinstated and any associated administrative costs.

The full balance must be paid in full in cash or Money Order before the water service can be reinstated. If the turn on is requested after regular operating hours, the after-hours rate will be assessed and the balance is to be paid no later than the next business day. If the water cannot be turned off due to special circumstances, a lien will be placed against the property. Special circumstances include but are not limited to; if everyone in the household is over the age of 65, if it is between the winter months of November 15 & March 15, if someone in residence is seriously ill and can provide written proof, or if there are children under the age of twelve (12) months old in the household. The property owner or tenant may at any time appear before the Board of Water Commissioners. The property owner may also appeal a Board's decision to the Appellate Tax Board within three months of the date hereof pursuant to the provisions of G. L. c. 59, §§ 64 to 65B, inclusive.

**3.6 Collection of Miscellaneous Water Charges**

All bills for labor or materials on consumer's property and charges for shutting off or turning on water shall be subject to the same conditions as bills for water.

**3.7 No Business with Delinquents**

No person who owes an overdue bill for water charges shall be entitled to further use of water at the same or any other premises until such water charges are paid in full, together with costs. Such costs shall include accrued interest and or fees.

**3.8 Claims for Adjustments on Bills**

All claims for adjustments of water bills shall be made within thirty (30) days of the billing due date. Abatements will be made for clerical errors, misreads or failure of Water Department equipment. Abatements **will not be issued for water leaks or high consumption**, unless otherwise determined by the Board of Commissioners.

**3.9 All Water to be Metered and to be Paid**

All water must be metered and paid for whether used or wasted. A minimum charge shall be assessed for water service from the date the water is turned on.

**3.10 Leaks**

The Department shall have the right to shut off water supplied to any property where a leak EXISTS or BELIEVED TO EXIST. Any such leaks must be repaired and must pass inspection by the Department before water will be restored. In addition, each consumer shall be responsible for the cost of any repairs to any private portions of the water system as well as the cost of water.

**3.11 Service Tap Renewals or Replacements**

In the event a new service tap is required or requested it shall be considered a service renewal. The customer will be required to pay a tapping fee for each service tap.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**SECTION 4  
Meters**

**4.1 Meter Installation**

A shut-off valve at the meter inlet shall be the first fitting inside of a serviced building and shall be approved by the Department. The consumer at their expense shall install stop valves on both sides of the meter. The meter shall be located in a clean, dry, warm and accessible location. Upon completion of the installation of a water meter, the Department shall be notified to inspect the installation and install a remote reader before the service is activated. A certified Plumber must complete any connection pass the meter. Any service line over 100' must have a meter pit closest to the curb stop or property line before their meter installation is approved.

Appropriate meter size shall be determined by the Department and shall be of a size, type and located as approved by the Superintendent based on the AWWA Manual Section M22 and M6 or as amended. All meters will be remote read as required by the Department. Any meter larger than 2" must be compound. Meter and installation is at the expense of the owner. Routine maintenance shall be provided by Department.

**4.2 Consumers to Pay for Meter Repairs**

All repairs or injuries to meters from freezing, hot water, or external cause shall be charged to the consumer. 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.

**4.3 Meters Purchased from Department**

All water meters must be purchased from the Harwich Water Department. Only these meters may be used on its water system.

**4.4 Meter Not to be Removed**

Water meters shall not be removed from the water system without 3 days written notice, except in case of emergency and then only by authorized personnel. Once meter has been removed it is the responsibility of the owner to maintain custody of the water meter at the property.

**4.5 Meter Pits and Remote Reader Boxes and Radio Read Devices**

Installation of meter pits shall be at the consumer's expense. When it is necessary or expedient to locate the meter in an underground box or vault approved by the Department, the consumer shall bear the expense of same and shall bear the responsibility of reasonable care and maintenance of said box or vault such as keeping it clean and dry. All remote reader boxes located on the premises shall be the responsibility of the owner. In the event that they must be moved or removed the owner shall notify the Department who will do so for them. In the event that the Department is not notified and must replace a missing or damaged remote reader, the consumer will be billed for all costs. The consumer shall not be permitted to cover the pit or in any way hinder access to the water meter. Covers must remain exposed at all times. Pits shall be furnished with inlet and outlet connections that accept a variety of Mueller underground service connection fittings that meet requirements of the latest revised AWWA Standard C800-89. For the purpose of

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

standardization, the meter pit shall be Mueller with specifications determined by the Superintendent or his/her acting agent.

**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 Section 11.

**4.7 Town's Right to Change Meters**

If, in the opinion of the Superintendent, a meter does not fit the conditions of the service installation, the Department has the right to change such meter. Such a change shall be made in accordance with current regulations and paid by the consumer.

**4.8 When Meter is Out of Order**

If a meter fails to register, the consumer shall be charged based on the best available information concerning water use.

**4.9 Repairing Meters**

The Department shall have the right to remove, repair or replace any meter at anytime it so determines. All meter installations on services, which cannot be shut off for meter repairs, shall be equipped with meter by-pass at the expense of the consumer.

**4.10 Access to the Meter**

It shall be the duty of all consumers to ensure that meters on service connections be readily accessible at all times to Department personnel. Failure to provide access or remove any obstruction which prevents access to the meter within three days after being notified by the department shall cause the water to be shut off to the premises and it shall not be turned on until all obstructions are removed, all regulations complied with, and all expenses for shutting off and turning on the water are paid.

**4.11 Residential Meter Testing vs. Testing Meters by Request**

If during any dispute where a water meter reading is being contested, a customer may request to have the meter sent to a certified testing facility at the owner's expense. Should the Department request to have the meter tested, it will be at the Department's expense. If as a result of the test the meter is found to register over two (2) percent more water than actually passes through it, the meter shall be replaced. At that time they may receive abatement. Their bill will also be adjusted in accordance with the result of this test.

However, if it appears that the consumer was charged or has paid for less water than they should have been charged or should have paid, they shall, forthwith, be charged with the proper additional amount and shall pay the same together with the expense of the examination and test to the Town. If the Department chooses to change a meter at anytime, it is not an admission that there is nothing wrong with the present meter.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**4.12 Commercial/Industrial Meter Testing**

The Superintendent can require that a large commercial or industrial meter be tested if there is reason to believe that said meter is not registering water accurately. Based on AWWA Standard C700, all meters shall be tested by agents or representatives of the Harwich Water Department. Commercial/Industrial Meter Testing will be done at the expense of Harwich Water Department. If Superintendent requires such testing, the owner will be notified via certified mail. The owner will have 10 business days from receipt of letter to notify the Water Department of what action has been taken for the repair or replacement of the meter and 20 business days to have the actual repair or replacement completed. Failure to respond to the first notice will result in a second notice informing the owner that if in 10 business days they have not responded, the water service to the building will be shut off. The billing will be based on the highest quarterly usage out of the last four billing cycles.

**SECTION 5  
Service, Pipes and Fixtures**

**5.1 Service Pipes**

Consumers 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.

**5.2 Joint Use of Pipes or Trenches**

Water service pipes will NOT under any circumstances be placed in the same trench with other pipes, conduits or similar structures such as gas lines, electrical conduit, sewer pipe, etc.

**5.3 Portion of Service pipe Furnished by Water Department**

New service connections shall be made by the Department and brought to the Consumer's property line. The Consumer shall be charged the current rate for tapping and connection fees.

**5.4 Right to Repair and Replace Service Pipes**

The pipe from the property line to the building (or all pipe beyond the curb stop) including meter pits is the responsibility of the consumer and all the repairs to the same shall be made at his/her expense unless covered by the Service Tight Protection plan. All service pipes between the street line and the cellar wall may be repaired or replaced by the Department when it deems it necessary for the protection of the supply or the supplying of satisfactory water service. The cost shall be charged to the consumer. The Department also reserves the right to assess the condition of "owner responsibility" service piping, valves, etc. on a periodic basis in order to determine the functional and physical adequacy of the stated appurtenance and, if such is determined to be inadequate, the Water Superintendent may order the owner to replace such at the owner's expense. Failure to take corrective actions as prescribed by the Superintendent will be cause for termination of water service to those premises. In addition, each consumer of water furnished by the Department

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

shall be responsible in case of a break or a leak in the service pipe for both water loss and cost of repairs. Costs will be actual or estimated as determined by the Department.

**5.5 Temporary Service from Adjacent Premises**

When permission to open a permanently paved street is refused by the Highway Department or when, for any physical reason, it is impossible to open a street and the applicant requests that water be furnished **temporarily** from an adjacent service, the same may be done at the expense of the consumer if approved by the Superintendent.

**5.6 Materials on Private Premises**

All fittings supplied by the Department to the consumer shall be billed to the consumer.

**5.7 Irregular Service**

Services that are not used for permanent and or habitable structures must be approved by the Department before any use is allowed.

**5.8 One Service to Each Unit**

The Department will only allow one (1) service connection per unit. A meter shall be placed in each individual unit located in a building. This includes all commercial or industrial buildings, new Condos and Town Houses.

**5.9 Requests for Turning On or Shutting Off Water**

Requests for turning on or shutting off a water service for all customers shall be made 2 weeks in advance, except in case of an emergency. Consumers shall be charged for turn on and turn off of each such service. Only Department personnel shall open and or close curb stops. Requests for turning on or shutting off water, shall be done during normal working hours. Should the customer require after hour turn on or turn off they shall be billed at the overtime rate.

**5.10 Seasonal Service:** All scheduled water turn on or shut offs will done between the hours of 7:00a.m. and 3:30p.m., Monday through Friday except for emergencies. All prior bills, charges, fees and liens must be paid in full prior to service being activated. If a seasonal customer fails to schedule their 2 week notice and wishes to pay the out of rotation fee, they shall be billed at the overtime rate. See applicable Rates and Fees.

**5.11 No Pipes Furnished in Winter**

No new water mains shall be installed from November 15<sup>th</sup> through March 15<sup>th</sup> unless weather permits. The only other exception allowed are circumstances deemed an emergency. Applications must be received by November 1<sup>st</sup> for installation by November 15<sup>th</sup>. Installation of services beyond the end of an existing water main shall not be allowed. The main must be extended (including necessary hydrants and appurtenances) to the furthest limit of the consumer's property at their expense. Water mains shall be looped when required by the Superintendent.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**5.12 Service Pipe Trenches**

Service pipes shall not be placed within 10 feet of any other utilities, except under special conditions and with the approval of the Superintendent. The Department shall not be responsible for damage to other utilities laid within 10 feet of a water service or water main.

**5.13 Standby Fire Protection**

Consumers desiring standby fire protection must submit a water service application to the Department. The Department shall furnish water for a fire protection service in accordance with the specifications for that sprinkler system. All equipment for this purpose shall be installed entirely at the expense of the consumer and with the approval of the Superintendent. Such pipes shall not be used for supplying water for any other purpose than the fire system. The fire system must be arranged so that Department personnel can make easy inspection. Whenever it is considered necessary for the protection of the water supply and in the interest of the Town, the Superintendent shall have the right to require the installation of meters, alarms backflow devices or other accessories. The installation and upkeep of such equipment shall be done so at the consumer's expense. All installations must be completed in accordance with Massachusetts General Laws.

**5.14 Water Supply Availability**

The Water Department shall make the determination as to the availability of adequate water supply for such services. The Department shall not bear responsibility to extend existing water mains in order to provide adequate water supply for such service. No fire service connection shall be less than a six (6) inch diameter and shall not be used for anything other than fire protection.

No water shall be taken or used through private fire systems for the purpose of testing unless the Superintendent issues written permission. Such test must be conducted under the supervision of the Department.

**5.15 No Right to Furnish Water to Others**

A consumer shall not be permitted to supply the premises of another person with water, except in special emergencies and then only with the approval of the Superintendent.

**5.16 Use of Fire Hydrants**

The use of all fire hydrants is restricted to employees of the Water Department or by persons given specific authorization by the Water Department. During emergencies members of the Fire Department of the Town of Harwich and or other towns lending mutual aid are authorized to operate fire hydrants. In the event that a hydrant is to be used for any other purpose, the Department must be notified and a hydrant meter installed. If the hydrant meter is needed longer than a 24 hour period during frigid weather, the Superintendent or his/her acting agent may require the removal and reinstallation of the meter in order to protect it from freezing. All labor and usage charges incurred from the use of the hydrant, are the responsibility of the requesting party. Hydrants are not to be used to fill swimming pools. Any unauthorized use of fire hydrants without written permission of the Harwich Water Department will result in a \$1,000.00 Fine.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**5.17 Cross Connection Control**

If, in the opinion of the Superintendent, the installation of an approved backflow preventer (s) on the property side of a meter is considered necessary for the safety of the water system, such approved device(s) shall be immediately installed at the expense of the consumer after due notice in writing has been given to the consumer by the Superintendent. Said device(s) shall be installed and tested in accordance with the drinking water regulations of Massachusetts, 310 CMR 22.22. All tests shall be performed by the Department or agent and shall be charged as set forth in Section 8. Failure to install or properly maintain a Department approved device, may result in the water being shut off to the property until compliance requirements are met.

**SECTION 6**

**Requirements & Specifications for Laying Water Mains**

**6.1 Materials and Installations**

All materials to be used in conjunction with any and all water mains and installations of the same shall be in strict accordance with these "Specifications for Water Mains and Service Installation" of these regulations. All water mains and appurtenances shall be installed by the Water Department employees or a Contractor who has been approved by the Water Department.

**6.2 Pipe Size**

All water mains shall be sized by the Water Department in conjunction with the Master Plan of the distribution system, or as calculated by the Water Department or its consulting engineers. All new water mains shall have the minimum diameter of eight (8) inches. Piping for hydrant services shall have the minimum diameter of six (6) inches.

**6.3 Fire Hydrant Spacing**

Fire hydrants shall be spaced at a minimum distance of 500 feet in residential zoned areas; 250 feet in commercial, business, and industrial zoned areas. The Fire Chief can request a different spacing standard depending on the situation. The applicant must show proof that the Fire Chief has approved all proposed fire hydrant locations. Measurements shall be taken along traveled way, whether public or private. Space and additional fire hydrants shall begin at the closest existing hydrant. An additional fire hydrant shall be placed at the dead end of all water mains.

**6.4 Fire Hydrant Access**

No person shall obstruct access to a fire hydrant. Fire hydrants shall have a three foot clear radius measured from the center of the stem of the top of the hydrant. No foliage, fencing, parking space, or other object shall obstruct the clear area. No person may landscape to change the grade around the base of the hydrant so as to prevent the use of a four inch cap. Location where existing objects such as, but not limited to, buildings, walls, fences, trees, on sloping grades that does not permit a three (3) foot clearance radius, may be granted a waiver by the Water Department. Before any waiver of this Regulation is granted, all other possible locations must be considered.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**6.5 Cost of Water Mains**

In private division of lands, commercial, business or industrial complexes, and all other areas not presently serviced by Town water, the developer or owner shall be responsible for all costs with regard to water main installation(s) and connection(s) to existing system and or maintenance of already installed water mains. All water mains shall be installed to the furthest property line.

**6.6 Need for Water Mains**

The developer or owner of a division of land where water is available within 500 feet will be required to serve and supply the development with water in accordance with these regulations. Any property that has existing public water service and is a division of land, the developer or owner will be required to upgrade the water mains and services to comply with these rules and regulations before the transfer of any parcel. Industrial, commercial, condominiums or multi-family residential, and like buildings that are not a division of land shall be reviewed by the Water Superintendent and the Fire Chief on an individual basis. They shall still be governed by these Rules and Regulations and be required to install and maintain water mains and fire hydrants.

**6.7 Application for Water Main Installations**

An application for water main installation shall be completed by the developer or owner and submitted to the Water Department for review and approval before any work can proceed. All applications must contain the complete information requested and an engineer construction plan prepared by Massachusetts Registered Professional Engineer with a scale of 1 inch equal 40 feet (1"=40'). Payment of all required tapping fees, and installation fees including the service availability charge and any other fees established by the Board of Water Commissioners shall be made at the time of application.

**6.8 Pipe and Fittings**

All water main pipes shall conform in design and manufactured to the latest issue ANSI/AWWA standard C151-91 Class 52 "Ductile-Iron pipe, Centrifugal cast, for water or other liquids". The pipes shall be supplied in lengths not to exceed 20 feet. Pipe shall have a pressure class of 300.

All fittings shall be Ductile-Iron and conform in design and manufactured to the latest issue of AWWA standard C110 "ductile-Iron and Gray-Iron fittings, 3 ins. through 48 in. for water and other liquids".

All pipe and fittings shall have a Cement-Mortar lining inside and a Bituminous Seal Coat applied both inside and outside to conform to AWWA C104, "Cement-Mortar lining for Ductile-Iron pipe and fittings for water".

Push on and Mechanical joints are permitted and shall conform in design and manufactured to the latest issue of AWWA standard C111 "Rubber-Gasket joint for Ductile-Iron pressure pipe and fittings".

**6.9 Valves**

All valves shall conform in design and manufactured to the latest issue of AWWA standard C500 "Resilient-Seated gate valves for water supply", rated at 150-psi working pressure and a minimum 300-psi pressure test.

All valves shall have a 2-inch operating nut, mechanical joint hubs (except for wet taps), and open in a counter clockwise direction. If shallow depth of burial or other

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

conditions of service requires that the valve be installed in a horizontal position, a nut-operated bevel gear shall be fitted to the valve for service operation through a valve box.

**6.10 Hydrants**

Hydrants shall conform in design and manufacture to the latest issue of AWWA standard C502 "Dry Barrel Fire Hydrants". Acceptable hydrants are the U.S. Pipe Metropolitan 250 Model 94, the Darling B62B and the A423 Mueller 200 Super Centurion and Clow. Hydrants shall be manufactured to highest quality and design. Hydrants shall be compression types; i.e. the main valve shall open against and close with water pressure. Hydrants shall be of the dry top design with "O" ring seals to ensure that the operating threads will be protected from water entry. Dry top design is to include a factory lubricated operating mechanism that allows supplemental lubricant to be added in the field without the removal of the top section. The downward travel of the main rod and valve assembly to the full open position shall be controlled by a travel stop device located in the upper stem section of the rod or have a positive stop in the base of the hydrant shoe. The drain mechanism shall be an integral part of the valve assembly. All internal parts shall be removable through the top of the hydrant when the bonnet has been removed.

Hydrants shall comply with the following:

- A. Main Valve Openings – 5.25 inches,
- B. Outlets – 2 – 2.50 inch hose Connections
- C. Operating Nut Size – Pentagon 1.50 inch point to flat,
- D. Thread type – National Standard
- E. Shoe – 6 inch Mechanical Joint (Range 6.90 – 7.10 OD)
- F. Direction of Opening – Right Open
- G. Bury Length – 5.5 feet
- H. Height (bury Line to Opening Nut) – 28.75 inches minimum,
- I. Sub-Seat Material – Bronze
- J. Model – Traffic (Breakaway Design),
- K. Color – Safety Blue Body
- L. All chains must be removed.

All Hydrants shall have a permanently mounted marking device approved by the Department.

**6.11 Cover Over Pipe**

Pipe shall have five (5) feet of cover measured to finish grade of the street. Pipe to be hand covered one (1) foot with sand or stone free gravel and compacted and tamped around pipe to give good support and protection.

In case of any excavation, ground water swamps or when any unsuitable materials are encountered, the Contractor shall replace it with good material to provide proper support and alignment of the pipeline. In some cases, the Contractor shall use crushed stone for bedding covered with sand. Trench backfill shall be suitable material taken from excavation, approved common borrow or gravel hauled in. No mud, frozen earth, stones larger than 3/4" or other objectionable materials is to be used for refilling.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**6.12 Ledge**

All ledges shall be removed to width of two (2) feet or greater than the diameter of the pipe and one (1) foot below the underside of the pipe. A bed of sand shall be placed in the trench prior to laying pipe.

**6.13 Blasting Precautions**

All blasting shall be discussed with the Superintendent and or the Engineer's and the decision shall be made on individual bases.

**6.14 Survey Markers**

Survey markers (line and grade) shall be required on all newly proposed streets. Pipes shall be laid within the roadway layout (easement in certain cases) as shown on plans approved by the Harwich Planning & Zoning Board.

**6.15 Excavation Within the Limits Of Public Ways**

Permission shall be obtained from the Department of Highway's before any excavation can begin within any Town accepted street. The work shall be performed in accordance with HHD requirements. A street opening permit shall be obtained from Massachusetts Department of Public Works before any excavation can begin on any State Highway. This work shall be performed in accordance with permit.

**6.16 Service Pipes**

Each unit shall have its own separate service, consisting of a corporation stop, curb stop, curb box, ball valve as soon as service enters building, meter and remote reader. From curb stop into building shall be the owners responsibility to maintain, they shall only use CTS fittings with CTS pipe, tubing size to meet appropriate size service with a minimum of 200psi bursting pressure and include tracing wire the full length of the service.

**6.17 Testing of Water Mains**

Before acceptance by the Department, the pipe shall be pressure tested and chlorinated in accordance with "Installation of Ductile-Iron Water Mains and Appurtenances" AWWA Designation C600 latest edition. No one shall pressure test or chlorinate an installation without notifying the Department at least 48 hours prior. An employee of the Department must be present for the duration of the pressure test and chlorination to witness and sign the chain of custody forms. All pressure test reports shall consist of actual distance of pipe and size, and the number of valves and hydrants. The Town shall furnish a water meter to measure water usage for disinfection and flushing. A sample of water taken after the disinfection of water pipes shall be delivered to a testing laboratory approved by the Commonwealth of Massachusetts. The contractor must then deliver two consecutive copies of the test results with zero background to the Superintendent. Before final approval is given by the Superintendent, the contractor must submit an as-built drawing to the Department. It is at this time the Superintendent shall then determine whether the pipes (project) may be accepted into the Town's water system.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**6.18 Tapping Sleeves & Valves: Gate & Butterfly Valves**

Tapping sleeves & valves, gate and butterfly valves shall be furnished in accordance with the requirements of the latest revised AWWA Standards C509-94 and C504-94. Tapping sleeves and valves shall be of the same manufacturer. Gate valves 6" through 12" shall be mechanical joint, bronze mounted, resilient seat wedge type, open left (counterclockwise) with 2" operating nut. Valves over 12" shall be butterfly type only. For the purpose of standardization, tapping sleeves and valves, gate and butterfly valves shall be Mueller.

**6.19 Gate Boxes**

Buffalo #5663 slide type 24" top with flange at top of box with 30" bottom. Boxes to be cast iron, bituminous coated with cast iron covers for heavy traffic use. Covers shall be identified with legend "WATER".

**6.20 Water Mains on Private Roads**

It is the sole responsibility of the residents or owner(s) of private roads to repair and maintain all water mains and appurtenances, ECT: valves and hydrants. It is also the responsibility of residents and or owner(s) to maintain sufficient amount of soil coverage over any water main. All water mains are required to maintain a minimum of a 5' depth below finish grade at all times. The Harwich Water Department is not responsible for water mains on private roads.

**6.21 Road Layout**

Any privately owned pipes and or wires in the Town's road layout are not the responsibility of the Harwich Water Department. Any items in the road layout that are damaged will not be paid for by the Town of Harwich.

**SECTION 7  
Violations**

**7.1 Violations of Regulations**

Any violation of these regulations may result in the Superintendent ordering the shutting off of the water to the violator's premises. When the water has been shut off for violations of rules or their offences, and it shall not be turned on again until the Department is satisfied that there shall not be further cause of complaint and charges have been paid to cover the cost of shutting off and turning on the water.

**7.2 Discontinuance of Service**

A water service may be discontinued for any reason such as nonpayment of water bills, fees, charges and liens or for violations of any rules and regulations contained herein, and in accordance with Massachusetts General Law Chapter 40 Section 42. A water service may be terminated without notice for fraudulent use. Reconnection of terminated service will be done ONLY during normal working hours of the Department; a reconnection fee shall be applied. Water service will not be reconnected until all charges have been paid in full.

If a request is made by the Harwich Health Department, the water may be shut off if there is a health and safety issue at the property.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**7.3 Inactive Services**

If an account does not have a meter and has been inactive for more than 24 months, the Department may disconnect and cap the service from the distribution system. If the property owner wishes to keep the service connected to the system, he or she must apply for an extension that may not exceed one year unless there is a special condition made and set forth by the Board of Water Commissioners.

**7.4 Cross Connections**

Any consumer found to be in noncompliance with the drinking water regulation of Massachusetts, 310 CMR 22.22 shall be punished by the Commonwealth of Massachusetts, Department of Environmental Protection by a fine of not more than \$25,000 dollars for each day that the violation occurs or continues. Water will be turned off immediately until violation has been corrected. There will be a Turn on and Turn off fee assessed per violation. There is also a testing fee per device, see non water related fees.

**7.5 Treatment**

No treatment by any unauthorized personnel shall be permitted. If anyone is found adding any treatment to Town's water they will be subject to fines established by the Board of Commissioners for each individual offense.

**7.6 Mandatory Water Use Restrictions**

Any consumer found in violation of a water ban shall be fined as follows:

First Offense – written warning

Second Offense - \$100.00 dollars

Third and any subsequent offense - \$300.00 dollars

**7.7 Unauthorized Water Use**

Whoever unlawfully and intentionally injures a water meter or prevents such meter from registering the quantity of water supplied through it or use or causes to be used water without consent of Department shall be fined no less than \$100 dollars for each offense.

**7.8 Defacing and Littering Upon Town Owned Property**

Any person or persons willfully defacing and or littering upon Town owned property located within its watershed shall be fined no less than \$300.00 dollars.

**7.9 No Tampering with Department Property**

All gates, valves, shutoffs, water meters and standpipes and any other portion of the municipal system, are the sole property of the Harwich Water Department, are not to be open, close, removed or in any way tampered with. Only personnel authorized by the Water Superintendent may use this equipment. Violators will be subject to charges or penalties as stated herein or by Massachusetts General Law Chapter 165.

**7.10 Mark Outs**

No excavator shall, except in an emergency, make an excavation where town water exists unless notice is given to the Department at least **72 business hours** before excavation. If an excavation is made without the request of a water mark out, the excavator shall be held solely responsible for any and all damages and injuries

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

caused, and any penalties or legal action that may be brought against excavator, company, or its representatives.

**SECTION 8  
Rates & Charges**

**8.1 Setting Fees and Charges**

Fees and charges are subject to change upon approval of the Board of Water Commissioners and after all legally advertised public hearings and meetings have been completed.

**8.2 Swimming Pools**

The filling of swimming pools with the use of a fire hydrant is strictly prohibited.

**SECTION 9  
Irrigation Systems**

**9.1 Irrigation System Registration**

All active irrigation systems must be registered with the Harwich Water Department. If a system is found to be operating without a valid registration, the water may be shut off to the property until proper registration is made.

**9.2 Irrigation Backflow Device**

All irrigation systems must have a testable backflow device. All tests will be conducted by a State Certified Licensed Backflow Device tester. If a system is found to be operating without an approved backflow device, the water may be shut off to the property until all Department compliance requirements are met.

**SECTION 10  
Service Tight Program**

**10.1 Service Tight Program**

The Town offers a voluntary Service Tight Protection Plan; this program offers each customer the right to apply for enrollment into the Service Tight Program for all services 2" and under. All enrollees must agree to and meet all conditions set forth in the Service Tight Program. This service will have an annual fee and will provide all services mentioned in the program brochure. The Department reserves the right to cancel this program at any time. The Service Tight Program is not transferrable. Enrollment begins thirty (30) days after enrollment and will be prorated closest to the billing period. The Customer may cancel the Service Tight Program at anytime by placing their request in writing to the Harwich Water Department, 196 Chatham Rd. Harwich, MA 02645. The renewal will automatically be billed closest to the billing period of their anniversary date. If the customer chooses to cancel the plan within the 30 days of the billing period, they may do so in writing. If cancellation is requested before or after the billing period, there will be no refund given. When the customer chooses sign up for this service, it is the customer's responsibility to become familiar with the Service Tight Plan guidelines. The department reserves the right to change the terms and conditions of the policy at any time. Please refer to the applicable Rates and Fees.

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

**Authentication**

Upon due notice and hearing, we the undersigned, acting as Water Commissioners of the Town of Harwich, do this 7<sup>th</sup> day of December 2010 adopt the foregoing "Rules and Regulations of the Harwich Water Department"

Town of Harwich, Massachusetts

Donald T. Bates Jr., Chairman	12/7/10
Allin Thompson, Vice Chairman	12/7/10
Danette Gonsalves, Clerk	12/7/10

Posted Town Hall:

Cape Cod Chronicle: November 18, 2010 and November 25, 2010

Adopted: 2/25/1935

Revised: 1/1/1961

Revised: 1/1/2001

Revised: 1/10/2006

Revised: 5/1/2008

Revised: 6/19/2009

Effective: 7/7/2009

Revised: 2/9/10

Rates|Fees: 3/1/10

Revised: 7/27/10

Effective: 12/7/10

Rates|Fees: 4/26/11

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

<b>WATER RATES</b>		
	Rate/Fee	Notes
Base Rate	65.00	Semi-Annually
0 – 15,000 Gallons	1.10	Per 1,000 Gallons
15,001 – 30,000 Gallons	2.25	Per 1,000 Gallons
30,001 – 70,000 Gallons	3.35	Per 1,000 Gallons
70,001 + Remaining Gals	4.85	Per 1,000 Gallons
<b>FIRE PROTECTION</b>		
Residential	60.00	Semi-Annual Billing
Commercial	110.00	Semi-Annual Billing
<b>BACKFLOW PREVENTION TEST FEES</b>		
FREQUENCY OF INSPECTION IS BASED ON DEVICE TYPE		
First Device	70.00	Per Device, Annual or Semi-Annual Billing
Backflow/Cross-Connection Survey	100.00	Hour
<b>SERVICE TIGHT PROTECTION PLAN</b>		
Up to and Including 2" Water Service	68.00	Per Year, Billed Annually
<b>ADMINISTRATIVE &amp; COLLECTION FEES</b>		
Notice Fee-Violation/Collection	10.00	Per Violation
Computer Printout	1.00	Each page
Copies	.50	Each
Research Request	22.00	Per 15 minutes
Return Check Fee	25.00	Per Item
Demand Charge	50.00	Per Demand Notice
Meter Tampering Fine	100.00	Each Offense
Unauthorized Hydrant Use	1,000.00	Each Offense
<b>SERVICE FEES</b>		
Service Call During Working Hours	45.00	Per hour
Service Call After Working Hours (3:30 p.m.)	145.00	Fee for up to 4 hours
Missed Appointment	45.00	Fee
Electrician Labor/Water Services Only	45.00	Per Hour
Transfer of Property Request	80.00	Per request
Seasonal Turn On/Off or Plumbing Test	45.00	Each
Out-of-Rotation On/Off	145.00	Fee
Reconnection Fee	45.00	Per Hour
Markout Request	25.00	Per Markout
Markout Request more than 2	45.00	Per Hour
Meter Test	3.00	Plus 1 hr. service call
Hydrant Use Setup	90.00	Setup and 1 <sup>st</sup> 1000 gals.
Hydrant Use Consumption	20.00	Per 1,000 gals., after 1 <sup>st</sup> 1000
Private Hydrant Inspection	45.00	Per Hour
<b>SERVICE TAP INSTALLATION</b>		
DOES NOT INCLUDE PRICE OF METER AND VALVE		
New Service Tap	Quote	Subject to Quote
Service Renewal -Existing Tap	Quote	Subject to Quote
2" Residential Fire Sprinkler Tap	350.00	Each
6" Commercial Fire Sprinkler Tap	600.00	Each

**HARWICH WATER DEPARTMENT  
RULES & REGULATIONS**

- Receipt for service installation charge must be presented to Building Inspector for Building permit.
- Service Tap installation includes labor, equipment and parts. Meter and valve priced separately.

**WATER TAP OR TIE IN**

6" Tap	600.00	
8" Tap	700.00	
10" Tap	800.00	
12" Tap	900.00	
Trench Permit	25.00	

**METER PRICES**

5/8" Meter	220.00	Each
3/4" Meter	270.00	Each
1" Meter	320.00	Each
1-1/2" Meter	670.00	Each
2" Meter	920.00	Each
Larger Meters	Quote	
Upgrade from 5/8" to 3/4"	50.00	Each
Remote Reader Replacement	113.05	Plus 1 hr service call

**METER REPLACEMENT PRICING**

**FROZEN/DAMAGED**

Meter Age Less than 10 years old	No Discount	See Meter Prices
Meter Age 10 years	50%	Discount
Meter Age 11 years	55%	Discount
Meter Age 12 years	60%	Discount
Meter Age 13 years	65%	Discount
Meter Age 14 years	70%	Discount
Meter Age 15 years	75%	Discount
Meter Age 16 years	80%	Discount
Meter Age 17 years	85%	Discount
Meter Age 18 years	90%	Discount
Meter Age 19 years	95%	Discount
Meter Age 20 years	No Charge	

- Discounts will not be given if customer or representative is negligent of meter tampering, etc.
- Replacement pricing does not include labor for service call

**SPECIAL SERVICES**

**HYDRANT/EMERGENCIES, ETC**

		Regular	Overtime
Labor	PER HOUR/PER TECH	45.00	145.00
One Man/One Truck	PER HOUR/PER TECH	45.00	145.00
Two Men/One Truck	PER HOUR/PER TECH	90.00	290.00
Compressor or Const. Trailer	PER HOUR/PER TECH	60.00	n/a
Dump Truck F-750	PER HOUR/PER TECH	70.00	n/a
Mini Excavator	PER HOUR/PER TECH	70.00	n/a
Backhoe	PER HOUR/PER TECH	80.00	n/a

**DISCLOSURE: SERVICE CALLS AND LABOR FOR EMERGENCY CALLS ON A HOLIDAY IS ADDITIONAL AND APPROXIMATELY DOUBLE OVERTIME RATE PRICING.**