RULES AND REGULATIONS
of the
DEPARTMENT OF PUBLIC WORKS

TOWN OF HOLDEN

WATER DIVISION

Adopted June 18, 1979
Effective July 1, 1979
Amended February 27, 1989
Amended October 16, 2000
Amended February 27, 2012

AGREEMENT

These regulations and all subsequent changes, amendment or additions thereto shall be considered a part of the agreement and contract with every water taker. Violation of any of these regulations or evidence of fraud or abuse of equipment shall be deemed sufficient cause for shutting off the water supply of the offender.

APPLICATION

1. All applications for service connections and the use of water must be made in writing to the Department of Public Works on the form furnished by the Town and available in the Water Division Office, Town Hall.

2. The service pipe in a public way may be installed by the Town or a private contractor. This shall be at the discretion of the Director of Public Works.

3. Any service line installed by a private contractor in a public way must be guaranteed for one (1) year from date of acceptance.

4. Any water line installed in a public way must be inspected by DPW personnel before it is backfilled.

5. The Town will be responsible for the service line in the public way only. Work on private property shall be done by a private contractor.

6. All work including labor, equipment and materials, performed by DPW personnel in a public way will be billed to the applicant at the going rates of the DPW.

7. No new water service will be turned on until the final bill is paid in full.

8. No water services will be installed after November 1st. of each year except with the permission of the Director of Public Works.

9. All service lines shall be installed 6' deep.

10. The DPW reserves the right to specify the size and type of service and meter dependent upon requirements that may be made upon them by fixtures installed on consumer's premises.

METERS

1. All water must be metered, said meter to be paid for by the owner of the property. The Town furnishes the approved type meter. All meters must have O.S.R. unless otherwise approved by the Director of Public Works. Any meter larger than 5/8" must be supplied by the owner.

2. All water that passes through a meter will be charged for whether used or wasted. If a meter fails to register, the charge for water will be based on the average daily amount recorded by the meter when previously registering.

3. Any meter over 1 1/2" shall have an approved bypass installed by the applicant and approved by the Director of Public Works, or his authorized representative.

4. All persons taking water must keep their meters and fixtures in thorough repair and protected from frost at their own expense, and they will be held liable for all damages resulting from their failure to do so.

5. All meters will be read quarterly and the water year shall end with the December reading. Water bills shall be due and payable as soon as rendered.

6. The owner shall provide a location for a meter easily available for reading and for repair, said location to be subject to the approval of the DPW. Wherever circumstances do not permit a suitable location for the meter within the property, the meter will be placed within a manhole at the curb, at the expense of the owner.

7. All meters are owned and furnished by the DPW and remain the property of the DPW, except such extra meters as customers may have purchased for their own account.

8. Meters may be removed for repairs at any reasonable time by the Director or his authorized agents and may enter any property served by the Holden DPW Water Division at reasonable hours for purposes of inspection or repair.

9. No meter shall be disconnected or moved except by Department of Public Works employees.

10. The DPW will test meters upon applications by the customer, subject to the following conditions:

    a. If meter is found to over-register by an average amount exceeding two percent (2%), a tested meter will be furnished and proper reduction made on water bill, for a period not exceeding six (6) months. No charge for test of a meter in error over 2% will be made.

    b. If meter does not over-register by an amount exceeding two percent (2%) it will be returned to service. The test charge will be retained to cover expense of test.

11. If a meter installed on the consumer's premises is stolen, or damaged by fire or is damaged in any other way due to the act or neglect of the consumer, or failure of consumer equipment, piping, or appurtenances, the cost of repairs or replacement shall be paid for by the consumer.

INTERRUPTION OF SERVICE

1. Whenever leaks occur between the curb stop and the meter, owners will arrange for repairs at once. Failure to do so will be justification for shutting off the service until repairs are made, after which the payment for Service Turn-Off will be required before service will be turned back on

2. The DPW may at any time, without notice, shut off the water for the purpose of making repairs or changed in its piping system or for any purpose. All customers and property owners are warned to equip plumbing, tanks and appliances with proper safety devices, such as vacuum valves, as neither the DPW nor the Town will be responsible for collapsed water tanks or for any damage which may occur due to variation of pressure or loss of water supply, or for the shutting off of water for the purpose of making repairs. No allowance will be made for loss of water due to leakage, failure of piping or fixtures, or consequent damages. Customers are advised to provide workable vacuum safety devices on hot water tanks.

3. When the water has been shut off for non-payment of bills, it shall not be turned on again until the DPW is satisfied that there will be no further cause of complaint and the Service Turn-Off Fee has been paid.

4. In case of freezeups the Town shall take appropriate action to restore service.

HYDRANTS

1. The Fire Department will have control of the hydrants in case of fire; in no other case will any person be allowed to handle hydrants or other water apparatus without permission of the Director of Public Works or his authorized agent

2. Any connection to a hydrant must be metered and receive the approval of the Director of Public Works, and all use must be controlled by a separate valve other than the hydrant valve.

3. Operation of a hydrant by use of a Stillson wrench or other than a regulation hydrant wrench is strictly prohibited.

PRIVATE FIRE SERVICE

1. Private fire service pipes may be installed by an industry at the owner's expense including the street connection. The layout of check valves, type and size of pipe, control valves and meter shall be subject to the approval of the Holden DPW, the Fire Department, the Fire Underwriters and the Mass. Department of Environmental Quality Engineering.

2. Owners shall install double check valves whenever required by the Mass. Dept. of Environmental Quality Engineering.

3. No service line or tap is to be taken from any private fire line. Failure to comply with this regulation will subject the customer to discontinuance of service, or payment for quantity of water used as estimated by the DPW.

4. No consumption is permitted through fire connections except for the extinguishing of fires.

5. Owners with private fire service may be subject to standby charges as determined by the DPW.

6. The DPW is not responsible for the maintenance of pressures, volume, or supply of water. The service may be subject to shut downs or variations in pressure as system operations require.

GROUND WIRE ATTACHMENTS

1. The Town of Holden and the DPW are not responsible for any damage to pipes or other property which may be attributed to electrical ground wires attached to water pipes.

RESTRICTIONS

1. The Director of Public Works shall have the right to restrict the use of lawn hoses or lawn sprinklers, or place any other restrictions on the use of water in any and all parts of the Town if he deems it necessary for the purpose of maintaining adequate pressures for fire protection or for conservation of the water supply.

2. The DPW reserves the right to refuse or curtail service wherever excessive demands for water results in inadequate service to others.

3. No private well supply shall be connected to a Town water service, except through double check valves or other type of connection approved by the Mass. Dept. of Environmental Quality Engineering.

4. Shrubs, trees and or other obstructions shall not be placed within 5' of fire hydrants.

5. Cross Connections

   No unprotected cross connection is permitted between the public water supply and any other private source of water.

6. Existing Underground Facilities

   a. Before making any excavation in a street, the Contractor shall notify all public utilities that he is making an entry, in accordance with Chapter 370, Acts of 1963, Massachusetts Law.

   b. The Contractor shall ascertain the location of existing underground facilities and so conduct his work that those facilities shall not be damaged. The Contractor shall be fully responsible for damage to existing facilities and shall pay all costs of repairing damage caused by him or his agents.

   c. Sewer connections or drains which are broken by the Contractor, must be repaired by a licensed drain layer, under the inspection of the Sewer Department, and paid for by the Contractor.

BILLING/PAYMENT OF BILLS

1. All bills, due the Town on account of water, materials or service, shall be payable at the Treasurer's Office in the Starbard Building, 1204 Main Street.

2. Bills for labor or materials shall be due on the first day of the month succeeding their contraction.

3. The DPW is not responsible for leaks on the customer's premises. No abatements will be given for excessive bills due to leakage.

4. In case of non-payment of water rent for thirty days after same is due, the Director of Public Works may cause a written demand to be sent to the owner at the premises where the water is taken, and unless the rent is paid within five days thereafter, the Director may cause the supply of water to be cut off; the water will not be turned on again until the amount due, together with a Service Turn Off Fee is paid. Said written demand shall be given by registered or certified mail.

GENERAL CONDITIONS

1. The DPW shall have free access to all premises supplied with water to ascertain the quantity of water used, the manner of its use, and whether there is any unlawful waste.

2. No gas line or other utility shall be installed within three (3) feet of any water pipe trench.

3. The DPW is not responsible for filling of private swimming pools.

4. The DPW is not responsible for discolored water or clogged water lines on private property caused by excessive use, hydrant flushing, line breaks or for fire fighting purposes.

5. Customers requesting service on Saturday, Sunday or Holidays, or after normal working hours shall be charged at the rate applicable at the time of the service request.

6. No person shall tap any water main or connect any service pipe therewith, nor set, take off, or repair meters, nor turn on or shut off the water from any pipe or hydrant in the highway without permission of the Director of Public Works, or his authorized agent.

7. No water taker will be allowed to supply water to any other persons or families, nor shall any person take or carry away from any hydrant, water trough, or public fountain, without the consent of the Director of Public Works, nor after such consent has been withdrawn.

8. When two or more parties take water through one service pipe, the provisions in regard to shutting off the water shall apply to the whole supply through that service, although one or more of the parties may be innocent of any cause or offense.

9. Any change in the location of a meter shall be by the approval of the DPW and at the customer's expense.

WATER SAVING DEVICES

Pressure Reducers - Any service line hereafter installed or hereafter modified in the Town of Holden where the pressure exceeds 50 psi, a pressure reducing valve must be installed at a location approved by the Plumbing Inspector.

The pressure reducing valve must be set not to exceed 50 psi.

Water Saving Fixtures - On all new construction or major repairs or renovations as hereinafter stated, the following is the maximum allowable GPM for fittings listed below (water saving fixtures):

Kitchen Sink	3.5 GPM
Lavatory Sink	3.5 GPM
Shower Head	3.5 GPM
Any additional faucets	3.5 GPM
Toilets must not exceed	3.5 gals. per flush

These rules shall apply to new construction or to the owner and/or occupant of any structure who removes any of the above mentioned fixtures for replacement with new ones and in such cases as remodeling.

The foregoing rules shall in no way be deemed to restrict the flow of water for firefighting purposes.

WATER DIVISION FEE SCHEDULE

Water Related Fees and Charges

Connection Fees – Residential and Non-Residential

Fees - Application for Connection:

Fee for First Dwelling or Commercial Unit Served by a Single Meter	$2,500
Each Additional Dwelling or Commercial Unit Served by the Same Meter	$1,000

Dwelling Unit: One or more rooms with private bath and kitchen facilities comprising an independent self-contained dwelling unit.

Commercial Unit: One or more rooms intended to be used for a single business location (commercial or industrial use). A number of Commercial Units may share common facilities, such as a common bathroom area, common break room, or common kitchen area.

Notes: All other Fees apply for new meter installations. See Miscellaneous Fees below for additional fees including the New Meter Installation Fee. Payment of Application for Connection Fees shall be made at the time of application for the Water Connection Permit.

Private Fire Protection Charges

Size (in)	Demand Factor	Annual Demand Charge	Billing Charge	Total Charge/Yr
2	6.19	$39	$3.00	$42.00
4	38.32	$243	$3.00	$246.00
6*	111.31	$707	$3.00	$710.00
8	237.21	$1,506	$3.00	$1,509.00
10	426.58	$2,708	$3.00	$2,711.00
12	689.04	$4,375	$3.00	$4,378.00

**And all connections where size is unknown*

Miscellaneous Fees

	Fee	Comments
New Meter Install	parts/labor/20% OH	
Shutoff or Turn on Service for:		
Leaks	$70	Each Trip to Site
Non-payment	$70	
Owner's Request	$70	
Hydrant Flow Tests	$225	
Repairs/Service	Actual cost plus overhead	
Hydrant Rental	$140	Plus $300 deposit and cost of water ($140 + $300 deposit paid in advance)
Backflow Test	$70	
Open/Cose Gate Valves	$110	Each Trip to Site
Remove/Install Seasonal Meter	$70	
Inspection Fee for existing service	$50	For Existing Customers
Re-inspection fee	$25	For second inspection of same project

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